

**IVESTIGATING THE IMPORTANCE OF COUNSELING
SERVICES TO THE COMMUNITIES OF MAKINDYE
DIVISION, KAMPALA DISTRICT**

BY

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**A Dissertation Submitted in Partial Fulfillment of the
Requirements for the award of the Degree of Masters
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DECLARATION

I, **Namajja Khawa** do hereby declare that this is my work and it has never been submitted to any institution of higher learning for any award. Therefore, all materials in this paper that are not my own, have been fully acknowledged.

Signed.....

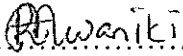
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CERTIFICATION

I certify that **Namajja Khawa** carried out this research on the importance of Counseling Services for the Development of communities in Makindye Division, Kampala district. She has been under my supervision in the Department of Social Sciences, Post Graduate School. It is now ready for submission to the examiners of Kampala International University, Uganda with due approval.

Signed..........

DR. MWANIKI ROSEANNE

Date:.....20/10/2008.....

DEDICATION

This research is dedicated to my fiancé EMUKOK SAM and my daughter Akello Felistus. It is also dedicated to my aunt Felistus for her tireless efforts to see that I accomplish my studies. May the Almighty God bless them all.

ACKNOWLEDGEMENTS

It is hard to restrict myself on whom to acknowledge because every body contributed to my success both spiritually, financially, socially and psychologically. It is important to send a vote of thanks to everyone who thought of me during my stay at school.

It is in this spirit that I send my sincere gratitude to the following people : first and foremost My supervisor Dr Roseanne Mwaniki, Dr Otanga for his intellectual advice, my uncle Oluka Joseph for his parental guidance ,my fiancé for financial and emotional comfort.

Lastly the family of Late Jamada Gakowe, the family of Oluka Francis, my mother Akwalinga Anne and to all my friends

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ABBREVIATIONS

US:	United States
USES:	United States Employment Services.
HIV:	Human Immune Deficiency Virus
AIDS:	Acquired Immune Deficiency Syndrome
STDs:	Sexual Transmitted Diseases
KIU:	Kampala International University
UNICEF:	United Nations International Children's Emergency Fund
OSHA:	Occupational Safety and Health Administration.
EAP:	Employer Assistance Program

Definition of key terms.

Counseling: is a process where a person with a problem (counselee) seeks help from another person (counselor) to help identify the problem and help cope with or overcome the problem.

Psychosocial problems: these are human problems resulting from the social setting and the psychological status of the individual

Psychology: the study of human mind and behavior and how these behaviors can affect the behavior of others in society.

Maladjustment: it is a psychological state in which an individual fails to cope with the problems in society.

Psychotherapy: this is a psychological treatment given to people suffering from psychological problems such as anxiety, stress, and frustration e.t.c.

Contemporary social problems: these are problems resulting from social pressures such as poverty, wars, high population, and diseases.e.t.c

Sex education: the training of young girls and boys about sex orientation or issues concerning sex in families and schools.

Decision making: ability to take action on your own and your are responsible for those actions.

Family: is a group united by marriage, blood and or adaptation in order to satisfy intimacy needs and bear and socialize children.

Domestic violence: any form of abuse a family member subjects to another member. It may be physical or emotional or psychological.

Economic activities: income generating activities for wealth creation

Empowerment: a process through which men, women, boys and girls acquire knowledge and skills, and develop attitudes to critically analyze their situations and take appropriate action to improve their status or that of the marginalized groups in society

Gender: socially determined power relations, roles, responsibilities and entitlements for men and women; girls and boys

Gender discrimination: unequal preferential treatment to individuals or groups based on their gender that result into reduced access to or control of resources and opportunities

Gender stereotyping: the assigning of roles, tasks and responsibilities to men and women, boys and girls on the basis pre-conceived prejudices

Community: refers to people, inhabitant or social group living in one area or place considered as a whole, who show genuine interest and contribute actively in the decisions affecting land access and control

Governance: is a body of persons governing a state. As used in this study, it refers to local government /state government

Abstract

Thus the study was focused on investigating the importance of counseling in the development of communities in Makindye Division Kampala district.

The research questions were designed to direct the research in the course of the data collection. The study was built on the theory of Carl Rogers who proposed that counseling services would empower an individual in the psychological growth and maturity and hence make responsible decisions. The study adopted basically descriptive research design.

Two research instruments were designed to collect primary and secondary data on objectives of the study. Oral interviews and Questionnaires were also employed.

In section two, the study reflected on relevant literature on counseling and how it changed people's perception of the real world.

The study found out that although counseling pronounced to day by many development agents, few people are aware of its existence and of course its role on the development process in Uganda and in Kampala International university in particular.

The independent variable was counseling in which the development agents must depend on for its helpful ideology in Uganda. The ideology of counseling was that those who are counseled make healthy decisions in the possible development programmes.

The study recommended that the government, development agencies, and the communities should embrace counseling in their programmes so as to create awareness on the existing human problems and how cope with these problems to achieve development goals.

In conclusion, counseling as a practice is focused on building responsible citizen, development agents, social workers, psychologists, health educators to help people solve their problems and thus sustainable development. As people become increasingly enmeshed in the life style, accruing from the scientific age, the psychological consequences and behavior become more complex. The need for the counseling services in all sectors of development would promise people for realizing their dreams and aspirations in life which may be important when incorporated on the development agenda.

CHAPTER ONE

INTRODUCTION

1.1 Background

It is difficult to stress back the emergency of counseling on the development agenda in developing countries. This is because we are struck by its complexity. What is significant is that this state of affair is man's own making. Throughout history, man has pitted his strength against the world struggle for survival. Globally, counseling has become a community issue and its importance has been realized in the development fruits.

The idea of counseling has boosted the effects to develop knowledge and services in order to assist individuals in need of help without which they would have wasted away. Carl Rogers (1990) believes that counseling would help communities develop self confidence through psychological growth and maturity. And this maturity would promote responsible decisions in the communities. However, there is a wrong impression that counseling is a poor mans psychotherapy. It is thought that with a greater degree of professionalism, many of the prejudices and misconceptions concerning counseling will be dispelled.

The rapid advance of modern science and technology has led to tremendous progress as well as unperceived problems. Man has never before posed such a fascinating opportunity for self-determination to pursue unexplored avenues and enjoying life to its fullest potentialities. Paradoxically, the same scientific and technological advances that have made our present age progress at a rapid pace, have also posed many problems and threats, which make it an age of anxiety. The problem of living must be solved first if we are to survive and move forward. For this reason, counseling becomes a remedy in helping individuals realize their dreams.

In some advanced countries such as USA, many adolescents become economically independent they are not considered mature enough for taking up adult responsibilities. Thus today, most societies both in the developed and developing countries characterize adolescents with immaturity and perceive the need for guidance to make them responsible members of the community. Numerous forces, often apparently contradictory in nature, influence the speed of change.

As people become increasingly enmeshed in the life style, accruing from the scientific age, the psychological consequences and behavior become more complex.

As people begin to realize the potential for fuller life that modern technology can provide, they also become aware of the inadequacies of many existing institutions and practices, beliefs and codes of conduct accepted by themselves and their fore fathers at an earlier age.

As a consequence, while more people hope for a better life, there is simultaneously a feeling of frustration and anxiety that they themselves may not be able to experience this better life, which should be available to them. They search for new anchors, new guidelines for plan of action that hold promise for realizing some of their dreams and aspirations. Such problems of adjustment led to the emergency of counseling to help people adjust to these problems.

Educational authorities become slowly increasingly convinced that there was a genuine need for providing guidance to pupils to help them learn effectively. With this recognition of the need for guidance at school, it was evident that the school leaving youth and the out-of-school youth also required appropriate guidance in their choice of occupation.

In the early years, guidance consisted of giving the necessary occupational information to the youth to decide for themselves what would be most appropriate for them. With the out break of world war 1(1914-1918) and the entry of USA on

the side of all allies, psychology in general and guidance in particular received a great significance. The war had uprooted thousands of youth and middle aged men from their normal occupations and lives. They had engaged as defense personal at different theatres of war in Europe and Middle East e the hostilities ended, they had to be rehabilitated. Thousands of jobs had to be found.

With such a brief historical background, counseling has come along way. In Africa, counseling has been available through the elder and this helped some families and communities to rise to the top of societal hierarchy because counseling in one way had improved their personal effectiveness in the families and the community at large.

Before counseling was formalized in Africa, counseling was in form of advises from the elders, uncles, and witch doctors. This was good but the problem was that these people did not have the psychological knowledge or skills to help the victims with most of the psychosocial problems. However we should appreciate their efforts towards helping others to cope with their problems.

Most of the problems in these communities have been attributed to the social maladjustments which creates anxiety among the members of society. The importance of counseling services to these communities is that it will help people realize their dreams. Makindye division is one of the biggest divisions in Kampala district. The division is characterized by many slums and hence many people live in slums which are associated with many social problems resulting into anxieties and psychosocial problems. Counseling services have been conducted mostly in Small health centers, churches, community workers like teachers, development workers and some schools with counseling services.

1.2: Problem Statement

In the recent years, developing countries have undergone tremendous changes which range from the social, economic, political and psychological. Many communities especially those in the urban areas have experience a lot of anxieties from the societal pressures such as stress, frustrations, trauma, depression, poverty, diseases, unemployment, educational conflicts, marital conflicts, child

abuse and technological related problems. The emergency of counseling services in Uganda has been a vague argument with other people stressing that counseling services emerged to console the poor who are in hopeless and desperate conditions. The communities have been confronted with many problems which have manifested into psychological maladjustments. The study therefore sought to examine the importance of counseling services to the communities of Makindye division in Kampala district.

1.3: Objectives of the study

1.3.1: General Objective

To examine the importance of counseling services to the communities of Makindye Division in Kampala district.

1.3.2: Specific Objectives

1. To discuss the importance of counseling services to the development of communities of Makindye Division.
2. To assess people's attitudes towards the counseling services in communities.
3. To investigate the challenges involved in incorporating counseling services in the development of communities.
4. To suggest possible strategies that can be adopted to improve the counseling services in communities.

1.4: The Research questions

1. What is the importance of counseling services to communities' development in Makindye Division?
2. What are people's attitudes towards counseling services in communities?
3. What are the challenges encountered in incorporating counseling services in the communities?
4. What are the possible strategies that can be adopted to improve

counseling services in the communities?

1.5: The Significance of the Study

The study will help policy makers to incorporate counseling as one of the development strategies into the planning and implementation the development programmes.

The study will prompt more researchers to develop interest in the psychosocial disciplines like counseling.

The study will give the government the opportunity to review most of its development programmes and possibly incorporate counseling in all sectors of the economy. It will be an eye opener to the communities as they will learn to adjust and cope with the contemporary social problems.

There will be a foundation for the development agencies and Non Governmental Organizations to address the psychosocial problems and perhaps address counseling as a global issue which needs special attention on the development agenda.

The study will help the students in different disciplines to understand the relevance of counseling in their day to day life and how they can make responsible decisions meant to change their respective communities.

1.6 Theoretical Framework

The study was built on Carl Rogers's theory of client- centered Approach or the humanistic approach. Rogers (1952) describes counseling as the process by which structures of self is relaxed in safety of client's relationship with therapist and previously desired experiences are perceived and then integrated into an altered self.

The theory aims at promoting psychological growth and maturity to the

individuals by identifying their inborn abilities to solve or cope with their problems. Therefore, such a growth of in individuals is aimed at improving their functioning and or accelerating their maturity. The counseling services are therefore expected to help people realize their abilities and hence gain self confidence in solving personal and community problems.

The aim of this approach was not to cure sick people but to help people live more satisfying and creative lives. This theory in the development interpretation is that individuals get empowered psychologically and this helps them to solve and cope with their problems which might be a hindrance to community development.

This theory argues that the individual exists in a constantly changing world of his own experiences which he is the centre. That the individuals private world experience (the internal frame of reference) can only be known in any genuine and complete sense to the individual himself. Hence, the individual is the best source of information about himself. The individual reacts to the field or the world as it is perceived by him. Knowledge of stimulus alone is not enough to predict the response. It is necessary to know how the individual perceives the stimulus which explains why individuals react differently to the same stimulus (Rogers, 1956)

Rogers attaches enormous importance to the concept of a fully- functioning person. A normal or healthy person who is not subject to any anxieties or maladjustments is able to behave in a harmonious manner. According to Rogers, a fully functioning self, i.e. a healthy individual will open to new experiences. He will be able to live a full life and will be self-dependant and self-directed as he will trust his own capacities, judgments, and abilities to make choices without depending on guidance or assistance from other individuals.

Rogers's arguments are quite relevant on the present community atmosphere where problems have become part of societal obstacles to development.

Counseling will therefore help individual persons understand problems and of course help them cope or solve societal problems from individual point of view. However, the theory fails to understand that today society is built on capitalistic arrangements where individuals aim at satisfying individual growth and development than communal development. Another criticism is that man is born selfish and will always satisfy his individual needs without helping others realize self actualization.

CHAPTER TWO

LITERATURE VIEW

2.0 Introduction.

This chapter presented the related literature from the previous authors of the text books, journals, newspapers, etc. This chapter looked at the importance of counseling services in the development of communities. The importance of counseling services to the development was classified in three fields, i.e. the educational development, social development and Health awareness. The chapter assessed the people's attitudes towards, the challenges advanced when incorporating counseling services in communities and the possible strategies to improve counseling services in the development of communities.

2.1 Importance of Counseling Services in the Development of Communities

Counseling usually involves helping people to address specific problems that are troubling them. Additionally; it involves helping people develop different and more positive ways of coping with life (Rao 1965).

Counseling is a service designed to help an individual analyze himself by relating his capabilities, achievements, interests and mode of adjustments to what new decision he has made or has to make

(Rogers 1968). The importance of counseling services to the development of communities can be analyzed under three elements such as social development, educational development and Health awareness.

One of the most important ways in which man tried to cope with rapidly changing world around him was to start the guidance movement. The guidance movement later led to the growth of counseling psychology in the first decade of twentieth century, based on the man's concerns for his fellow men and their wellbeing, particularly the younger members of the society (Rao, 1962).

personality of the individual and enhance his skills and abilities.

By exposing pupils to materials of common cultural heritage and values, education unifies people and societies all with common goal of attaining sustainable development in respective countries. (Rao, 1956).

From the earliest times, man has recognized the need for education. But with ever growing complexity of civilization and increasing space of life, there is need to equip the youth of today to the challenges of life in the future (Binet, 1905).

All the world over, countries invest heavily to educate and equip their citizens to meet future challenges. But the teachers have come to be assigned a very small role today in development of the individual. It is found that students who clamor for education and succeed in gaining admission to Institutions of learning perform far below the standards that might be expected of them. The question is why students fail in their academic efforts.

Binet (1905) the French education minister examined the failure of students and suggested the means for averting it. In U.S.A, this problem of student failure has led to the appointment of commission, such as the Regents commission and has provoked a vast number of research studies which have tended to suggest that intelligence or scholastic ability are, perhaps the guarantors of academic success. The recognition of non-intellectual factors in scholastic performance has led to the need for providing assistance aimed at helping student adjustment. Management also realized that disciplining was not enough and that there should be a positive change in the attitude of the school or college authorities towards students.

Binet (2006) argued that young people appear to labour under heavy odds. Therefore their behavior is often impulsive. They have resources but have no faith in themselves for taking decisions. They may often be in a state of prolonged

conflict, most of the students exhibit vague and agitated reactions usually referred to as anxiety reactions. Students' difficulties and problems were recognized and accepted as legitimate; therefore most students want to find sympathetic listeners in their teachers (Rogers, 1968). Counseling therefore will help to minimize the danger of psychological, social, and academic problems.

Counseling the elementary school child involves helping these children with their learning problems and making their experiences at school enjoyable and engaging (Havighurst, 1953). Early identification and alleviation, if not elimination of emotional problems will go along way towards ensuring the healthy development of children into useful citizens (Havighurst, 1953).

Counseling at the high school would help the students gain insight of into their problems and help resolve some of these problems which could assume tremendous proportions if not neglected at this stage. Another important aspect is to help the pupil develop vocational consciousness, occupational interests and related goals. Most societies hold academic achievement to be an important goal for adolescents (Harper and Row, 1970).

Therefore counseling is the most important agency which can help young people to be normal and healthy individuals who are emotionally mature and who can make significant contributions to their communities. Counseling aims at forging the link by helping to crystallize feelings by giving them expressions directions and intellectual substance. If academic failure is to be provided relevant values, then counseling services should be inculcated to stimulate the academic and cultural aspirations of students (Rao, 1967).

A review of family-planning literature reveals that researchers adopt narrow definitions of sexual behavior and focus almost exclusively on risks of pregnancy and diseases. In addition to the basic roles of program management, guidance, counseling, consultation, coordination, and assessment today, schools need

guidance programs with definite plans that provide adequate time for counselors to assist the growing numbers of students with special needs. These are students who are substance abusers, teenage parents, and victims of abuse or neglect, depressed, suicidal, educationally disadvantaged, disabled, or potential dropouts before high school graduation for any reason.

These students need competent counselors with caring attitudes who allot a specific amount of their time each day for responsive services. School counselors often are not able to plan and implement comprehensive developmental guidance programs that provide students with the knowledge and skills they need to become well-adjusted, self-supporting citizens because of lack of support from school administrators and community leaders. It seems that the roles counselors actually assume in schools and the roles that would most benefit students are sometimes different (Mason, Dyal, & Meadows, 1999).

The guidance program provides competencies for students to acquire from such domains as knowledge of self and others, career planning and exploration, and educational-vocational development. Even though the instruction programs in school settings are the largest in terms of numbers of student competencies to be achieved, they are not more important than the guidance program elements. The education delivery systems are equal in significance to student growth and development and this should be reflected in the focus and provisions of all school reform efforts. It should not be a case of either/or but one of both/and (Gysbers & Henderson, 2000).

2.1.2 Social Development

There are many different ways of defining 'social development', or the 'social aspects' of development, depending on how one defines the word 'social'. For the purposes of these Guidelines, however, the term 'social development' will be used to mean positive changes in relation to any of those issues or activities defined as 'social'. Counseling helps individuals in the social setting to understand each one's problems and seek for communal solutions that can lead to social development.

Some of the social achievements include; poverty eradication, marital and family development and work-place relation building.

This vision of counseling focuses on building the balance between the individual and her/his surrounding environment. In order to reach this vision, counseling as a concept had to be introduced, understood, and accepted in Ugandan society (Sentamwa, 2007).

This vision is that the individual is a unit or an entity in the bigger social context. This unit is crucial in composing the big social structure, and therefore if this unit or cell is healthy, then the bigger structure that is the society, will not suffer and deteriorate, but will become strong and flourish (Rogers 2000)

Poverty Eradication

According to Aseey Anne Achieng, 2007, in her book, Guidance and Counseling stresses that to day, dependency imply physical helplessness but rather economic dependence .Hence the period of economic dependency of modern youth is getting progressively lengthened. Therefore the problem-ridden youth requires understanding and sympathetic help for resolution of such problems which tie them in poverty conditions

According to Porter (2006) in his book understanding the diagnostically and understanding therapeutically argues that poverty manifests itself in issues such as; Lack of basic needs such as food, medical care and shelter. Child labors as some children have to supplement their family incomes. Poor health resulting from lack of money to access proper health care. Inability of the communities to cope with changing environment.

Porter (2006) insisted that the only approach to addressing these problems was through counseling such as encouraging the communities to initiate and develop income generating projects to assist needy families.

Create awareness to the communities on the importance of counseling as a means of eradicating poverty and enhance collaboration with different Ministries to

address the problems of poverty in different sectors.

Work-Place Relation Building

Counseling helps to improve the psychological well-being of individuals and groups that suffer from mental illness that affects their daily performance especially at their work place. To upgrade the capacities of individuals and institutions working in mental health Palestinian counseling Center strategic plan 2005-2009.

Approximately 25 million people every year are victimized by fear and violence in the workplace. A conservative cost estimate of this violence is \$4.3 billion annually or \$250,000 per incident. This does not include hidden expenses from the emotional pain victims, witnesses and families suffer: depression, isolation and anxiety.

In 1992, homicide became the leading cause of death in the workplace for women and the second leading cause of death for all workers. During the past decade, violence in the workplace has become a major cause for lost work time, lost productivity, occupational injury and even death.

The importance of counseling in workplace relationships between the employers and the employees is that it helps in streamlining the guidelines that can be identified to develop the core elements of a violence prevention program including:

- management commitment and employee involvement
- worksite analysis
- hazard prevention and control
- training and education and
- record keeping and program evaluation Carl Rogers, 1998.

Efforts must be made to minimize and eliminate violence and severity of injuries

resulting from violent behavior. Any policy should support and encourage the reporting of all violence so that violent events can be followed up and that employees exposed to violence are provided appropriate medical care and counseling.

This program is a benefit provided to employees that provides counseling, information, and assistance in finding the right help to solve personal problems of any type. Services are contracted through a private counseling firm, and are free and confidential.

For most of the time, organizations face a lot of grievances and if not solved can cause job dissatisfaction, and hence low productivity. Therefore professional counselors and skilled trained human resource professionals intervene, depending on the complexity of the problem. Counseling at work is about three things:

- Counseling perse usually short-term to solve specific problem
- Creating better interpersonal relations.
- Other types of advice is on legal, financial or medical problems (Rogers, 1966).

One of the changes in organizations is the emergency of science and technology.

Family and Marital Development

Since the family is a primary unit of a society, its problems are therefore a concern to the whole society as it may affect the process of development. Violence in families has been primarily looked at in terms of physical abuse but we should keep in mind that emotional abuse also occurs and always accompanies physical abuse. Emotional abuse includes such things as the threats of physical abuse and ridicule. Some victims report that emotional abuse is more damaging than the physical abuse (follingstad, 1990). Some of the family violence is manifested in child abuse wife beating and divorce. The importance of counseling therefore is to help resolve these problems which hinder social development.

Boszormenyi Nagy and Krasher (1986) argued that the nature of the relation in the family prompted the need for family therapy. He believed that family was built on tension, anxiety, self-sacrificial and problem oriented. That a family is

both built on emotional relations which can any time be dissolved under certain circumstances has resulted in problems such as love withdrawal, divorce, domestic violence, child neglect and child abuse.

The emergency of counseling called family therapy, sometimes referred to as couple in intimate relationships has come in to nurture family change and development. It tends to view these in terms of the systems of interaction between family members. It emphasizes family relations as an important factor in psychological health. As such, family problems have been seen to arise as an emergent property of systematic interactions rather than to be blamed on individual members. (Ulrich, 1983). Satir (1967) assumed that once therapists start to look at family as a unit, then aspects of family life that produces unwanted systems would be revealed.

Horner (1970) argued that today, families run into problems due to lack of understanding between partners, leading to strained relations. Marital problems result in stresses and strains owing to lack of communication and faulty communication. Misinformation breeds misunderstanding and tends to create an information vacuum. The socio-economic factors raise concerns such as, finances, social life, religious and other values, relatives and dependents and occupational demands.

The treatment for these problems therefore is to put in place guidance and counseling programmes and communicating it to the stakeholders to help the families address their problems through rational decisions which can be vital in social development

The degree of demonstrated risk i.e. the strength of the marital conflict child outcome appears to differ some what depending on the conflict addressed. Fincham and Cumming (1992) have adopted direct effect perspective as counseling skill through modeling and related processes.

Research has showed that many children exhibit signs of post traumatic stress disorder after witnessing domestic violence. Children who grow up in homes where domestic violence occurs are also more likely to abuse others or become victims of abuse as adults or adults and this has had a negative impact on the development process.

Studies reflect that at least 3.3 million children are exposed to domestic violence each year. Children may be caught in harmful way and eventually injured during violence episode (Roseman 2001). One of the studies found out that male children 15 years of age and older attempted to intervene in the violence participated against their mothers (Edleson, 1999). Therefore research needs to be done as a degree to which volunteers in counseling can be able to help these families.

Therefore counseling has initiated developments such as family development.

A lot of projects in the last 10 years have dealt with family development. Much of this is on family planning. These types of projects have been designed with the assumption that they relate to women in families. The focus is on cooking, embroidery, sewing and the aim is to set up an ideal home. There is nothing wrong with this except that these projects play up the role of women as mothers, wives, sisters, daughters, without recognizing that women also contribute in other areas of production.

These projects have the effect of isolating certain aspects of women's roles and neglecting others. We, as women, are trying to put women's many roles together - these projects do not see a woman as a total person, but separate her economic role from her role in the family, which is over-emphasized.

There has also been an attempt, in family development programmes, to talk about women's health. But again, this is seen in terms of a woman's role as a mother, not in terms of her other roles and activities. Women also work in the fields, and have health problems related to their economic activities. These areas of women's

health have to be addressed. This is not to say that such projects should be displaced. Rather, it is an argument for recognition of the many roles and activities women are involved in.

Sexuality Counseling

Sexual problems led to the emergency of counseling. Sexual problems may be classified as physiological, psychological and social in origin. Any given problem may involve all the three categories; physiological problems for example will produce psychological effects and this way result in some social maladjustment and hence undermine social development (Purvis, 1992; Doyle, 1989, and Zilbergeld, 1992.)

Eshelman Johnson (1990), an American sexologist argues that psychological problems constitute by far largest category of problems. They are not only the product of socially induced inhibitions, maladaptive attitudes and ignorance but also of sexual myths held by society. Sexual problems can lead to unconsciousness feelings of hostility, fear, inadequacy, or guilt. These factors seem to be associated with ideas of contamination or with memories of traumatic experiences. Therefore since society is built on sexual drive it was necessary to create a awareness on how people could cope positively with sexually related problems.

According to Dedeh 2001, sex education which is sometimes called sexuality or sex and relationship education, is a life long process of acquiring information and forming attitudes, beliefs and values on variety of issues. These issues include gender, sexual adjustment, interpersonal relations, affection, intimacy, body image, family and community issues that are affected by our sexuality. Sexuality education addresses the biological, socio-cultural, psychological and spiritual dimensions of sexuality from the cognitive domain, the affective domain (feelings, values and attitudes and behavioral domain (communication and decision making skills).

The emergency of sex education according to (Sentumbwe 2002) was to acquire skills for the parents, teachers, civic society and cultural leaders to teach the young ones about their sexuality.

Since young people are vulnerable to HIV and sexually transmitted disease, research from different countries show that good quality sex education can actually decrease the likelihood that young people will have sex and increase among those who are already sexually active.

Ketter, (2002), argues that sex education equips the young people with skills to leave healthy. This may include; being able to communicate, listen, negotiate, ask for, and identify sources of help and advice. Effective sex education develop young peoples skills in decision-making, assertiveness, being able to recognize pressures from other people and resist them, deal with and challenge prejudices, seek help from adults through, community, health and welfare services.

Sex education helps young people understand themselves and know how to live everyday of their lives with other people of same or opposite sex. Risk Behavior and Psychological Factors

Health Awareness and Development

Prevention and support activities must incorporate both counseling and health education. All counseling programs need to be linked with existing services in the community or medical system. Community, peer-led counseling is a management resource that should receive recognition and funding. Health, Counseling and Prevention Services is dedicated to helping communities achieve and maintain optimal levels of physical and emotional functioning (Sween, 2007)

2.3 Peoples Attitudes towards Counseling

As each of us develops through childhood and adolescence a myriad of experiences shapes our view of the world. Because we each have different experiences, we world expect our outlook to differ also. These experiences are called developmental factors and we will look at three that are related two small

group interaction; attitudes, values and anxieties

Keith Harrell former IBM executive, wrote a book entitled "attitude is everything" (2000). "if you ever tried to influence a group whose members seem to have enthusiasm and energy, for each and every proposal, you know what he means. Conversely if you have tried to work with a group whose members resist every proposal, you also know what he means", see also (Tubbs 2002, part2).

Over 60 years ago, Allport (1935) defined an attitude as a mental and neural state of readiness, organized through experience, exerting a directive or dynamic influence upon the individual's response to all objects and situations which it is related.

According to Traindis (1971), attitudes have three components i.e. a cognitive approach or emotions towards the idea, an affective component which refers to an idea or concept, a behavioral component which is the readiness to act.

In the counseling scenario, group members may hold several types of attitudes that are relevant to their participation in small groups. For example the clients may have positive or negative attitudes towards the counselor or the place where counseling is taking place or towards other issues that may be related to the one under discussion.

All these attitudes ultimately affect their behaviors in the groups which in turn will affect the counseling results. These illustrations help to indicate the important role that attitudes play in determining one's response towards counseling as a development strategy.

More recently, Fulk (1993) found out that group members who hold strong attraction to their group tended to similar attitudes on other important aspects. For example people living with HIV/AIDS tended to hold similar attitudes towards other HIV related problems.

Fulk measured attraction to the group on such items:

- Cooperate with each other
- Regard each other as friends
- Know that they can depend on each other
- Stand for one another
- Work together as a team.

In a fascinating article entitled “stop whining” that appeared in Fortune Magazine, Anne Fisher,(1996) wrote about how attitudes can help or hinder your career. She advised that constant complaining can cost your job. Some people create an atmosphere of chronic and pervasive self-pity

Instead she suggested, making a list of everything in your life that you feel grateful for including everything that turned out better than you expected and everyone who has ever helped you – who you should then find a way to thank. Attitudes are an important part of your success, both on the job and in your personal being. Most people respond better to a person with positive attitudes than one who chronically complains

In developing countries, many people are often the victims of negative social attitudes towards counseling. That some persons hold psychological isolation, confinement, being made to feel guilty or inadequate which makes them develop negative attitudes towards counseling. For example the disabled people are often seen as the most disadvantaged by those in their own communities. Such situations can not provoke the person to go for counseling because he feels the counselor can not change his condition in point.(UNICEF, 1998).

Neufeldt argues that all these constraints can affect access to the education and employment opportunities, reducing opportunities for income enhancement as well as social participation However the centre for independency in Britain plays a key role in helping the disabled to have positive attitudes towards these support organizations. The key role is in

challenging the assumption that disabled people must remain dependent within either an institutional or family setting. The organization is aimed at practical help and support together with campaigning activities which help to further the cause of independent living and make it a practical reality

Many after using the counseling skills feel comfortable, energized and motivated, and then probably continued to use the at times to make themselves believe that they might be useful (Anne, 2006). HIV/AIDS counseling and testing has gained positive attitudes because people feel encourages individuals to learn their HIV status, reduces the HIV risks, and provides them with appropriate linkages to care, treatment, and support services.

2.4 Challenges of Counseling

2.4.1 Limited Resources

Across the nation, community college counselors are challenged by dwindling resources, greater demands, and issues of accountability. In an era where "doing more with less" is an ever-present theme, community college administrators are faced with the challenge of balancing increased enrollments with decreased funding allocations. As a result, counseling personnel are challenged by providing more services with fewer personnel and resources (Leitzel, Morgan, Stalcup, 1993;

Thurston, 1983). In addition, societal issues brought to campus by a diverse student population, the need for increased enrollment, and open access - the hallmark of the community college - have increased role confusion among community college counseling personnel. Even though counseling professionals can do little to overcome the demands of increased enrollments and decreased financial resources, they can focus on clearly defining and articulating the roles of the counseling professional within the community college arena (Cordova & Martens, 1986).

It is believed that the counselee may have limited experiences in dealing with professionals, i.e. may not be able to understand their role they need to play. Goldberg (1971) reveals that failure to adequately structure the counseling situation could result in misunderstanding simply because the counselors concern is unclear to the client. On this note, working with people with culturally impoverished backgrounds are unable or unwilling to participate in the counseling exploration may hinder the intended goals of development agencies.

2.4.2: Resistance.

The resistance from the counselee is attributed to the assumption that each individual has the potential to take responsibility of self- change (Schwartz, 1976). Persons may exhibit the desire to modify their lifestyles without the counselor's intervention. It manifests itself in a variety of ways such as self-devaluation, intellectualization and even overt hostility. The counselor may be unfamiliar with the nuances of the cultures of weaker sections and assess their behavior as an instance or just another effect of social or economic deprivation.

Rao (1964) in his book guidance and counseling added that the resistance is exhibited as not coming on time for counseling sessions or being regular to the sessions or failure to keep the appointments. Most clients are often very reluctant. They often silently acquiesce and appear to accept the counselor superficially. Also they may be uncooperative with the counselor or with someone of higher status.

Resistance was used by Freud (1905) to indicate the unconscious opposition in bringing material from the domain of the id into the ego. It is one of the protective functions of the ego. According to Bordin (1968), resistance is the reflection of patient's inability to deal directly, realistically and constructively with his impulses as they appear during the process of therapy.

2.4.3: Language

Language is part of an individual's culture and sub-culture. Therefore according to Sapolsky (1965) "Relationship between patient- doctor compability, manual perception and outcome of treatment" says that inability to comprehend language results in failure to understand the client.

In order to communicate effectively, the counselor must be able to understand the verbal and non-verbal communication. Individuals speak not just with their voices but also with their gestures. It is always a challenge because this confidentially arranged interaction between the counselor and the client. Globalization continues to bring the world closer, it is imperative to assess the usefulness of transferring Western counseling philosophies to cultures that are very different from the West).

The notion that counseling theories and approaches can be transported across cultures is based on certain assumptions: that human beings are similar regardless of their race, ethnicity, or culture; that theories of counseling are fairly culture-free and can be applied to most individuals; and that if therapeutic strategies are used correctly, they can work for any individual. Such incorrect assumptions can lead to the misconception of how counseling works in countries that are very different from Western countries.

They further added that although Africa and other developing countries are still different from the Western countries in terms of their culture and the state of mental health counseling. Mental health counseling is relatively

2.4.4: Psychological barriers

Rao (1964) argues that the psychological aspects of the person are the major challenges in counseling. Self-disclosure is one of them. This is unwillingness to let another person know about what one thinks or feels or wants. However, some persons fear to disclose some information. Hence reluctance to disclose important information by the counselee is a serious problem to contend with. Self-hatred is

also one of the psychological barriers to counseling. Socially or economically, some individuals tend not only to despise their groups but also hate themselves for being members of certain groups.

2.4.5: transference

Transference could be positive or negative in nature. Positive transference involves the expression of feelings of affection or dependency and negative transference is the expression of feelings of hostility and aggression towards the counselor. A counselee may react to the counselor as he would react to his parent. Sometimes the affective reaction could be one in which the counselee may feel that the counselor has contempt or anger for him. (W00d, 1951).

2.4.6: Problem of measuring change.

One of the most outstanding challenge is the problem of measuring change.

In counseling, the objective is to bring about personality change through personality development.

The phenomenon of change is not comparable to a physical condition or state or thing. (Eysenck, 1952)

2.5 Strategies Adopted To Improve the Counseling Services in the Development of Communities

Professional development activities should be planned for all school employees – administrators, counselors, faculty, and staff. This is vital. The entire guidance program, specific goals for student growth, and overall expectations for employee participation must be shared.

The organization framework of the guidance program should include structural components and program components. The structural components are definition, rationale, and assumptions – these provide the ideological underpinnings for the program. The program components are guidance curriculum, individual planning, responsive services, and system support. These are the organizers for the guidance

program activities K-12 and will be briefly discussed in the paragraphs that follow.

The guidance curriculum is the backbone of the comprehensive developmental guidance program. It should be organized, sequential, and specified by grade levels. School counselors teach, team teach, or support the teaching of guidance curriculum activities in the classroom, guidance center, or other school facilities. Guidance lessons that focus on the areas of relationships, self-esteem, self-discipline, goal setting, decision-making skills, anger management, study skills, careers and the importance of acquiring a quality education support and enhance the school instruction system.

Individual planning activities help students to understand and monitor their growth and development and to take the appropriate steps to enhance their education as they prepare for future careers. Personal, social, educational, and career plans are discussed periodically in individual counseling sessions.

The responsive services component provides special help to students who have problems that interfere with their healthy personal, social, educational, or career development. It includes preventive responses for students who are considering unhealthy solutions to their problems, and remedial interventions for students who have already made unwise choices. This component involves individual and small group counseling, consulting with staff and parents, and referring students and families to outside programs.

The system support component is basically concerned with activities that support the total educational program - consultation with teachers, efforts to enhance parental involvement in school, input to curriculum development, community relations and professional development.

The allocation of total counselor time is important. Gysbers and Henderson (2000) recommend more time for guidance curriculum and responsive services than for individual planning in the elementary school and a larger percentage of time for individual planning and responsive services than for guidance curriculum

in the high school. The system support component provides only indirect services to students and should receive less time than the other 3 components. The steering committee should be involved with making decisions about the allocation of counselor time. The most important factor is to make sure that the percentages for all four program components equal 100% of the school counselor's day.

Today, schools must compensate for the shortcomings of the homes by helping students to understand themselves and others, by providing character training, and by preparing students for the world of work. Now, in the 21st Century, some students do well in school, academically and socially, while many do not. The primary focus of national school reform initiatives from the late 19th Century to the present has clearly been on academic achievement. The U.S. spends more money on education than most industrialized nations but lags behind them in areas ranging from high school graduation rates to test scores in mathematics, science and reading (Feller, 2003). These data are indicative of a need for a transformed perspective, perhaps one that includes a focus on school counseling programs equal to that of school instruction programs.

Sink and MacDonald (1998) conducted a study of all 50 State Departments of Education in an attempt to determine the status of comprehensive developmental guidance programs in America. They concluded that the movement from traditional organizational counseling models to the implementation of developmental comprehensive programs is growing rapidly; and, that at the beginning of the new millennium some 35 states will have implemented developmental comprehensive school guidance programs. This is positive; however, it is not sufficient. Effective school counseling programs are proactive and preventive in their focus. They employ strategies to enhance the academic, career, and personal/social development of all students (Wittmer, 2000). Certainly there is a need for the implementation of comprehensive developmental school counseling programs in all 50 states at this time.

In summary, the American School Counselor Association supports the implementation of comprehensive developmental school counseling programs at

all levels (Wittmer, 2000). Those in the school counseling profession must work diligently to change the perceptions and attitudes of school administrators, faculty, parents, community leaders and elected officials. Somehow, the message must be gotten across that the school counseling program at all levels helps students develop knowledge and skills that are needed in today's and tomorrow's world; and, is an integral part of the academic mission of the school (Dahir, Sheldon, & Valiga, 1998).

Training programs should include all employees, including supervisors and managers. New and reassigned employees should receive an initial orientation prior to be assigned their job duties. Visiting staff, such as physicians, should receive the same training as permanent staff. Effective training programs should involve role-playing, simulations, and drills. Topics may include Management of Assaultive Behavior; Professional Assault Response Training; police assault avoidance programs, or personal safety training such as awareness, avoidance and how to prevent assaults. The emphasis should be on basic intervention skills. Remain calm, keep conversation going, set the expectation that the other person (whether it is a patient, family member, coworker etc.) will do the right thing, and allow enough space to provide alternatives or quickly exit the area.

When employees encounter workplace violence, these violent events are to be reported as soon as possible and victims must receive appropriate medical care and crisis counseling. If the violent event is not followed up, the victims may be left feeling angry or abandoned. Such an experience can be avoided.

- Involve police and security immediately.
- Obtain emergency medical treatment.
- Notify management.
- Request trauma counseling or debriefing.

Debriefing should be a confidential process between the clinician and the victim and is usually accomplished in one or two sessions. If additional treatment is

needed, referrals can be made by the trauma counseling staff to the Employee Assistance Program, or CARE program as it is known. Always report workplace incidences as soon as possible.

All employers should have a policy in place that helps to support employees who are victims of violence. In addition to the obligation of the employer to ensure a safe working environment, it is also in the best legal and financial interests of employers to put such policies into place. It is estimated that anywhere from \$3 to \$5 billion dollars is lost every year from lost wages and productivity due to domestic violence (National Institute for Justice, 1995). There may be exceptional times when an employee finds it necessary to take time off for reasons related to domestic abuse. These may include time to go to court, finding babysitting, meeting with lawyers, attending counseling, etc. It is important that survivors of domestic abuse be afforded a leave of absence to attend to these personal needs, family duties and other special reason.

Social support services have been provided by both the government and Non Governmental Organization. These support services are meant to address the specific needs of vulnerable groups like children, women, and many others.

Government has also built a comprehensive support system linking and coordinating psychosocial services with each other and health services which is also established.

There has been also supervision of counselors, health workers, and social workers by assisting them to cope with related issues such as HIV/AIDS, disasters, conflicts etc. this has helped in maximizing all resources needed to be set up (Aseeey 2005).

- The government has embarked on providing counseling and support that will ensure sustainability, continuity of interventions and community development. This has been done through;
- Training on the provision of psychosocial support that should be

incorporated into curriculum for all health care providers.

- Guidelines for home care services have been developed and community volunteers and family caregivers have done this.
 - Training courses for community volunteers can be organized and provided by health and social workers.
 - Training in professional disciplines (counseling, psychology, and psychiatry) which are available at both private and government institutions of higher learning (Sao 2006)
-
- The government has also embarked on human resource development to provide supplies and infrastructure. The government feels that when people have acquired the necessary skills and knowledge, then they can make responsible decisions and hence change the attitudes of others in society towards counseling services.
 - In the hospitals, clinics, school settings, home care settings, there has been a response in training health care workers, social workers, teachers, parents civic leaders and all other stakeholder to provide basic psychosocial support.
 - The government has also sponsored many people in courses such as ; pre-service and in-service training in psychosocial support which is crucial for social workers and other health care personnel. This can help people trained to help the training of volunteers who can assist other people with social problems in the community setting.
-
- In the resource constrained setting there are often insufficient numbers of adequately trained counselors able to provide the necessary sophisticated psychological care.

Therefore identification of needs and training of adequate personnel (e.g. social workers, counselors, psychologists, psychiatrists) will be an important step at national level to ensure that psychosocial support becomes one of the priorities of

the government development plan (Rogers 1998)

The government has also embarked on vocational rehabilitation to ensure that the communities make best vocational choices. The government is also encouraging parents, teachers and respective ministries to help people realize their potentials or talents. As the government considers possible ways of helping people nurture their talents as well they seek for placement in institutions where these talents can be developed further. The governments strategy in this respect is to communities explore opportunities for self- employment realize their goals, and of course make the best vocational decisions (Ministry of Education ,2007)

CHAPTER THREE

RESEARCH METHODS

3.0 Introduction

This chapter includes various sections that portray how the study was carried out. It presents the methods, techniques and procedures that were used in order to gather the required data for the study which comprised of several sub sections such as, research design, research population, sampling methods, data collection methods, and data collection instruments.

3.1 Research design

The research was based on descriptive survey. It is a non experimental study using both qualitative and quantitative methods because it is a method of investigation in which data collections was analyzed.

3.2 Sources of Data

The sources of data for this research were both Primary and Secondary sources.

Primary source

Is described as the data that is observed and recorded by the researcher for the first time in the field. Data was collected by using questionnaires method. Primary source of data was collected directly from the field.

Secondary source

This provided data by reading related documents, and by visiting public libraries, published material, journals pamphlets and the internet.

3.3 Data Collection Methods and Instruments

The researcher used structured questionnaires, interview guide and documentary analysis. In the process of collecting primary and secondary data, the selection of these tools were guided by the nature of data that was required, as well as by the

objectives of the study.

3.3.1 Questionnaires

Three questionnaires were structured in the way that aims at getting all the necessary data from respondents. One questionnaire was directed to the community workers, one to the counselors, teachers, and one for the health workers. This method was used because it's helpful in obtaining specified quantitative and qualitative information with accuracy and completeness. They are cheap to administer and are convenient for collecting data from such a large population within a short period.

3.3.2 Documentary Review

This method involved reading documents related to Counseling and It was advantageous because it enabled the researcher to get first hand information through critical examination of recorded information from the counselors but was kept with confidentiality.

3.3.3 Interviews

The research asked questions and discussed them with selected respondents from those schools. This enabled the researcher to obtain more detailed information about the problem.

3.4 Study Sampling Procedure

The study employed stratified random sampling whereby the community was divided into four strata from which a sample of 200 respondents was selected. The four strata were made of counselors, community workers, Teachers, and Health workers respectively. A total of 50 individuals represented each stratum

3.4.1 Sampling Frame

The study was carried out in Mankidye Division in Kampala District, in Uganda as a case study and the sample unit included community workers, Counselors, Teachers, and Health workers.

3.4.2 Sample Size

According to the information got from the district head quarters, the three locations that are Makindye **East**, **West**, and **North** have the population s of 10000 Due to time and the financial constraints factors, a sample size of 385 respondents were used basing on Slovene's formulae extracted from (Amin, 2005).

$$n = \frac{N}{1 + Ne^2}$$

n=sample size

N= population of the three locations

e= level of significance which is 0.005

Therefore a total of 385 respondents were used in the study. The sample was evenly distributed among the locations.

Table 1: Sample Size

Locations	Respondents	% of Respondents
Makindye East	155	40
Makindye West	100	26
Makindye North	130	34
Total	385	100

Source: Primary Data

3.5 Data Analysis

The researcher used tables to show performance/ scores, were used to present data. Responses from interviewees were qualitatively analyzed and the research carried out critical examination to every response and in order to get meaning and

relate it to the topic of the study.

3.6 Ethical Consideration

Bearing in mind the ethical issues, the researcher provided the respondents with the necessary information as regards the main purpose of the research, expected duration and procedures to be followed, and be in position to keep privacy and not disclose the confidentiality of respondents and researchers responsibility.

3.7 Challenges

Respondents are some times not forthright in answering questions this was overcome by giving them reasonable assurance that the responses will be strictly for academic purposes.

Difficulty in accessing the respondents due to their busy schedules however the researcher used multiple skills like call back, re-arranging appointments.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.0: Introduction

This chapter shows how data was analyzed and interpreted collected on the importance of counseling services for the development of communities in Makindye Division. The research questions were answered on the importance of counseling services to the development of communities. The results of the analysis of data are presented under the following major headings:-

1. To examine the importance of counseling services to the development of communities.
2. To assess peoples attitudes towards development
3. To investigate the challenges encountered in incorporating counseling services to the development of communities.
4. To examine the strategies used to improve the counseling services in communities

4.1 Respondents' Profile

4.1.1: Sex

Table 2: Sex

Sex	Frequency	Percentage
Male	98	49%
Female	102	51 %
Total	200	100%

Source: Primary Data

Table.2 shows that majority of the respondents were female. Female respondents were easily accessible by the researcher. Female respondents represented 51% while male 49%. Studies that have been conducted by other researchers on counseling have also shown that Uganda has more females than males going for

counseling.

4.1.2 Composition of Respondents

Table 3: Composition of Respondents

Respondents	Frequency	Percentage
Community workers	59	30%
Counselors	40	20%
Teachers	51	25.5%
Health workers	50	25%
Total	200	100%

Source: Primary Data

According to table 3, 30% of the respondents were community workers and this constituted the majority, these included local councils, elders of respective communities, community Based Organizations, and religious groups while 20% of the respondents were counselors from different community organization i.e. from the schools, churches, hospitals, professionally trained to help people cope with their problems. It was also found that 51% constituted of teachers both from the primary, secondary and tertiary levels respectively and 25% of the respondents consisted of Health workers who were from both private and governments and also other health centres who were offering counseling services to the communities.

4.1.3 Age

Table.4: Composition of Respondents per Age.

Respondents	Frequency	Percentage
20-25	70	35 %
25-45	100	50 %
45-above	30	15%
Total	200	100%

Source: Primary Data

Table.4, shows that 35% of the respondents were aged 20-25 and mainly these were students, Counselors, and other community workers and Teachers while 50% were aged 25- 45 and this age mainly represented the community members and other students especially from the tertiary institutions and 15% of the respondents were 45 of age and represented all the groups.

4.1.4 Marital Status

Table 5: The Marital Status of the Respondents

Marital status	Frequency	Percentage
Married	80	40%
divorced	50	25%
widows	60	30%
widowers	10	5%
Total	200	100%

Source: Primary Data

Table.5 shows that 40% of the respondents were married and probably with children. Families, 25% of the respondents attributed divorce to marital conflicts, 30% were widows who attributed their poor levels of income to single parenthood in which they have to support their families and 5% of the respondents were widowers who felt that for the most of the time they stay home to look after the

children the late wife left.

4.1.5 Education Level of Respondents

Table 6: Shows the Level of Education of Respondents

faculty	Frequency	Percentage
Primary level	60	30%
Vocational level	50	25%
Secondary level	20	10%
Tertiary level	70	35%
Total	200	100%

Source: Primary Data.

According to table 6, 30% of the respondents had attained at least primary level of education. And these included some pupils from the primary section, 25% had attained vocational training while 35% had attained tertiary who mostly represented Teachers, doctors, community development workers, and counselors and 10% of the respondents had attained secondary

4.2 Importance of Counseling Services to the Development of Communities

Table.7: Shows the Importance of Counseling to the Development of Communities

Respondents	Frequency	Percentage
Social development	70	35 %
Educational development	80	40 %
Health awareness	50	23%
Total	200	100%

Source: Primary Data

Table 7 shows that 35% of the respondents proposed that counseling services help in social development which can ensure rational choices in preventing potential contemporary social problems and the psychological problems which undermine development in many cases, 40% of the respondents argued that educational development was one of the importance of counseling services to the

development of communities. It also found that 23% of the respondents proposed health awareness as an important aspect of counseling.

4.3: Peoples Attitudes towards Counseling Services

Table.8: Shows the Responses on the Peoples Attitudes towards Counseling

Peoples attitudes	No of respondents	Percentage
Negative	90	45%
Positive	80	40%
Neutral	30	15%
Total	200	100%

Source: Primary Data.

Table 8 shows that 45% of the respondents had negative attitudes towards counseling, 40% of the respondent acknowledged the relevance of counseling services in their communities hence positive attitude and 15% of the respondents did not understand counseling therefore they had no comment on the topic.

4.4: Challenges of Counseling

Table.9: Response on Challenges of Counseling

Challenges	Number f respondents	Percentage
Cultural differences	50	25%
Language	10	5%
Structuring	40	20%
Transference	20	10%
Psychological barriers	80	40%
Total	200	100%

Source: Primary Data.

Table 9 shows that 25% of the respondents suggested that cultural differences was one of the challenges that counselors face in their efforts to incorporate counseling services in the communities, 20% proposed that structuring of the counseling setting was the major challenge while 5% argued that language was the major obstacle to counseling incorporation. It was also cited that 10% believed that transferring was a challenge in counseling while 40% of the respondents suggested that psychological barrier was the most pronounced challenges in counseling where most people psychologically refuse to disclose their problems.

4.5 Strategies Used To Improve the Provision of Counseling Services in Communities

Table.10: Response on Strategies

Challenges	Number f respondents	Percentage
Psychosocial support	70	35%
Building community capacities	30	15%
Human resource development	25	12.5%
Vocational rehabilitations	35	17.5%
Comprehensive developmental school counseling programs	40	20%
Total	200	100%

Source: Primary Data.

Table 10 shows that 35% of the respondents supported the strategy of Psychosocial support services to assist people cope up with or be able to face reality and make responsible decisions meant to improve the standards of-living, 15% believed that building community capacity would empower communities in solving contemporary social problems, 12.5% believed human resource development would provide supplies and infrastructure to the communities and 17.5% suggested that vocational rehabilitations would ensure that the

communities make best vocational choices, while 20% suggested that Comprehensive Development School Counseling Programs would empower students basic educational guidelines.

CHAPTER FIVE

DISCUSSIONS, CONCLUSIONS AND RECOMMENDATIONS

5.0: Introduction

This chapter provides the discussions, conclusions and recommendations of the study.

First, counseling has been considered to be the most important aspect in development. It is believed that counseling has helped the people to adjust and cope with the contemporary social problems which have been on the agenda of development agencies to intervene.

5.1 Respondents Profile

The assumption here is that if people are helped to make responsible decisions, and given the direction, and helped to cope with physical, psychological and social problems, then they can actively participate in the planning, implementation, and evaluation of development programmes meant to change their lives in their respective communities.

The study found that there were many women who sought counseling services than men. It was believed that 80% of the people who attended counseling sessions were women. One of the reasons given was that women are always victims of all circumstances therefore they always seek for help as a safety strategy. However, even when these women seek counseling services, they are constrained by the societal pattern of arrangement in which women are seen as recipients of any problematic situation. The study found that men did not want to seek for counseling services because they fear to disclose their secrets to other people.

The study further found that the majority of the people who sought counseling services were married people who were confronted with marital conflicts such as child neglect, child abuse sexual harassments, many dependants, in-laws and

other financial issues.

In the educational arrangement, the study found that the people of Makindye especially those interviewed had limited education and therefore did not understand the concept of counseling as viewed in the development of their communities.

The study also found that in the case of Makindye Division which is popularly occupied by slums, many people live in poor conditions, single parents, unemployed, surrounded by crimes, makes the situation more worse, which needed counseling interventions.

5.1.2 The Importance of Counseling to the Development of Communities of Makindye Division

The importance of counseling services to the development of communities of Makindye division in Kampala district has many aspects but three of the major critical areas of development were identified. And these included the social development in terms of poverty eradication, family and marital stabilization, educational development, and health awareness among others were some of the important aspects in counseling.

However not all people realized the importance of counseling services in their respective communities. Some thought that counseling services were only important for those people were infected with HIV/AIDS. Makindye being surrounded by many schools, hospitals, dispensaries, development agencies, or NGOs, counseling has not been a new phenomenon in the division. Most of the community institutions contacted had counseling services, and although few people went for counseling services especially men, they were aware of the existence of these services in their division. The importance of counseling has reflected in three angles i.e. educational development, social development, and health awareness.

Educational Development

According to Carl Rogers, 1968, counseling will help to minimize the danger of psychological, social, and academic problems. However, according to the study, the respondents argued that counseling had helped them to define their problems but had failed to offer solutions to these problems. The findings show that 40% of the respondents had also acknowledged that counseling would lead to educational development has in most cases helped the pupil/students develop vocational consciousness, occupational interests and related goals. They also emphasized that academic achievement was the most important goal for the youth.

According to Havighurst, 1953, helps students with learning problems and ensures the elimination of the emotional problems to yield healthy development of the students and hence make them useful citizens. The communities of Makindye Division supported the view because they argued that some of their children were improving academically after receiving the counseling services from their school counselors.

Counseling at the high school would help the students gain insight of into their problems and help resolve some of these problems which could assume tremendous proportions if not neglected at this stage. The communities supported, for example one of the respondent was of the view that

"Unless in the past, our children are now offered career guidance on what they can do better and their talents are appropriately well placed thus their dreams are realized in the end."

Therefore counseling is the most important agency which can help young people into normal and healthy individuals who are emotionally mature and who can make significant contributions to their communities.

One professor added that in fact if counseling was to be incorporated in all aspects of the economy, the country would realize positive fruits from its citizens because they would understand the challenges of all aspects of development.

According to the findings, many students' respondents praised the emergency of counseling arguing that it had helped many of them and their parents to cope with the problems in their families and in the educational struggle. "Some of our parents are HIV/AIDS positive, and because of counseling services in the hospitals and their workplace, they have been able to cope and they have lived a happy life to the extent of even raising school fees for the children".

One respondent noted. One female student commented that infact she has been able to survive up to now because of counseling despite her past rape experience. On the hand

Social Development

According to Rogers (20000) counseling services help to build the balance between the individuals and their surrounding environment. In otherwords, counseling helps in co-existence of the individuals with similar goals of developing their communities.

The communities supported the view and one of the respondents had this to say,

"Counseling has helped us to understand our problems especially poverty related problems, marital and family problems, gender related problems and how to overcome them, thanks to the counseling agencies for their hard work".

Another respondent added that Group counseling had helped them to acquire special skills because of the shared experiences of the group. She had this to say,

"We are very free to express ourselves because we feel consoled in the group as we share shared experiences in most of the social problems."

Counseling also help employers to develop good working environment, understand employees social and psychological problems help employees to adjust and cope with the prevailing working conditions. Also help workers to know their rights and how they can be responsible employees. The findings

showed that the communities agreed on the idea and one respondent agreed that due to the existing technological advances in the workplace, most workers were under pressure because there is no job security. The findings also showed that emergency of counseling had created a balance between the employer and employee since counseling services are provided at the workplace.

Health Awareness and Development

In the health counseling, the rationale is to create awareness of the common ailments diseases and causes of ill health which may undermine the country's development.

Many respondents especially those Living with HIV/AIDS embraced the importance of counseling with attitude. One of the respondents had this to say,

"We have been offered counseling services by many organizations like TASO and we are able to live and plan for the future of our children. Aids is longer a threat especially after you have been counseled. Many of us now do not feel stigmatized be it is normal to move with the disease but warned to re-effect"

Another one noted that,

"Because we are sensitized on the health matters, were are aware of the bad behavior which affect our health."

The major goal of counseling is to help the people in need gain the positive mental health which is a significant measure, a product of the social milieu which creates a more psychologically hygienic total social environment. According to the situation in Makindye division, 30% of the counseled individuals said that they can now cope with any social problem that confronted them and their communities.

5.1.2 Peoples Attitudes towards Counseling

According to the findings, Peoples attitudes varied depending on the knowledge about the existence of counseling.

In other words, people's attitudes were negative, positive, and neutral. More recently, Fulk (1993) found out that group members who hold strong attraction to their group tended to similar attitudes on other important aspects. For example people living with HIV/AIDS tended to hold similar attitudes towards other HIV related problems.

Some of the respondents attitudes depended on how their counterparts perceived them. However people's attitudes were generally negative because of the ignorance about the counseling services. The study found that many respondents felt that if they disclosed their secrets or problems the counselors would reveal them to the public which in turn would ruin their reputation in their respective communities.

5.1.3 Challenges Encountered When Incorporating Counseling Services to the Communities

According to the findings, 50% of the respondents believed that psychological barriers were the major challenges communities face in incorporating counseling services in the development of communities. The psychological barriers constituted the biggest percentage. Take the example of the attitudes towards the counseling, self-hatred, personality disorders, self-disclosure, behavioral disorders and the mental state of the client.

According to the findings, it was found out that the challenges of counseling has been on the cultural differences with now the incorporation of globalization. The respondents argued that because of the cultural differences, many people perceive counseling differently. Sometimes the services are meant to be directed towards certain culture and since Makindye Division is a multi-cultural community, it becomes difficult to understand individual problems as may not perceive problems in the same direction.

Some respondents also argued that language was a major hindrance in counseling. The language here was categorized into two; the first category of language was related to the geographical differences in which the language of both the counselor and the counselee hence the interaction would be difficult. The second category of language is the intellectual language that the counselee may not understand hence failing the helping process. It was also cited that since Makindye Division is multi-cultural, then the languages too differed.

Other respondents attributed the challenges to the structuring of the counseling setting. For example some counselees do not know their role to play in the counseling session, they do not participate and this at the end has hindered the intended goals. This type of challenge was basically affecting the counselors and other helping groups like churches.

According to the findings, some respondents argued that transferring was also another challenge that hindered the progress of counseling services in Makindye Division. Transferring is where most counselee may become so emotional and react either negatively or positive. One of the professional counselor argued that in such situation, the counselor may feel to proceed and sometimes their feelings of anger and aggression may undermine the process of counseling.

5.1.4 The Possible Strategies to Improve Counseling in Communities

The findings proved that 35% of the respondents supported the government's efforts to provide psychosocial services. These support services are meant to address the specific needs of vulnerable groups like children, women, and many others. In Makindye division, the Government has also built a comprehensive support system linking and coordinating psychosocial services with each other and health services which is also established.

There has been also supervision of counselors, health workers, and social workers by assisting them to cope with related issues such as HIV/AIDS, disasters, conflicts etc. this has helped in maximizing all resources needed to be set up.

The study also found that the government had embarked on providing counseling and support that would ensure sustainability, continuity of interventions and community development. According to the study some respondents supported government's effort to embark on community capacity building as a response to societal contemporary social problems. This has been done through:

- Training on the provision of psychosocial support that should be incorporated into curriculum for all health care providers.
 - Guidelines for home care services have been developed and community volunteers and family caregivers have done this.
 - Training courses for community volunteers can be organized and provided by health and social workers.
 - Training in professional disciplines (counseling, psychology, and psychiatry) which are available at both private and government institutions of higher learning.
-
- The study also found that one of the strategies to improve the counseling services in the development of the communities was to embark on human resource development to provide supplies and infrastructure. This and this was because, when people have acquired the necessary skills and knowledge, then they can make responsible decisions and hence change the attitudes of others in society towards counseling services.
 - In the hospitals, clinics, school settings, home care settings, there has been a response in training health care workers, social workers, teachers, parents civic leaders and all other stakeholder to provide basic psychosocial support.
 - The government has also sponsored many people in courses such as ; pre-service and in-service training in psychosocial support which is crucial for social workers and other health care personnel. This can help people trained to help the training of volunteers who can assist other people with social problems in the community setting.

- In the resource constrained setting there are often insufficient numbers of adequately trained counselors able to provide the necessary sophisticated psychological care.
- Therefore identification of needs and training of adequate personnel (e.g. social workers, counselors, psychologists, psychiatrists) will be an important step at national level to ensure that psychosocial support becomes one of the priorities of the government development plan.

The respondents also argued that vocational rehabilitation would ensure that the communities make best vocational choices. They also added that the government was also encouraging parents, teachers and respective ministries to help people realize their potentials or talents. As the government considers possible ways of helping people nurture their talents as well they seek for placement in institutions where these talents can be developed further.

The governments strategy in this respect is to communities explore opportunities for self- employments realize their goals, and of course make the best vocational decisions.

The respondents future noted that Counseling services can only be understood in the communities only when there is a comprehensive development school counseling programs which can be incorporated to educate both communities and students in the necessary health decisions which can be useful in the development of communities. 20% of the respondents supported the view.

5.2: CONCLUSION

In conclusion therefore is that one should give credit to the counseling services.

The emergency of counseling discipline has gained more popularity than any other discipline in the recent century. Many NGOs, government agencies and other stakeholders are acknowledging the services of counseling in all aspect of society-education, disaster management, civic society, health sector, vocational

settings and employment beaureau.

Before the counseling become more pronounced, the government spent a lot of money on medical treatment and since AIDS is not curable, many people gave up with life because they had no hope. Now we see people coping up with the disease because of the counseling services now provided by the government and NGOs.

As many people thought that counseling was meant to help only the sick especially with HIV/AIDS, the study found out that counseling should address all aspects of life of those who seek these services.

Counseling has helped people face realities in life and how to cope with contemporary social problems. The implication on the development agenda is that healthy minds can make healthy decisions in the development process.

It is believed that counselors demonstrate the utility of their services to the community.

Since counseling attempts to teach the individual to develop more constructive concepts of himself, the client finds some relief from his current difficulties. Counseling helps individuals develop constructive changes in their personality characteristics and personality structure, changes which brings them closer to the personality characteristics of well functioning person; that there is a change in directions defined as personal integration and adjustment. These behavioral changes are therefore attributed to responsible decisions making which can have a positive on the development agenda of any society. However the challenges are diverse; many counselors have faced a lot of resistance from their clients especially those who do not understand the philosophy of counseling.

Counseling as a strategy has only been by few individuals especially those in the urban setting. People in the rural areas are not aware of the counseling services. The recommendation is that the government is reminded to sensitize the population on the benefits of counseling in their respective communities.

5.3: RECOMMENDATIONS

5.3.1: Government

- There are several areas where internal strengths are real but where there are still miles to go.
- Greatly increased resources are needed to expand the national capacity to respond to the psychosocial problems; to support essential infrastructure and training; to mitigate the social and economic impacts; to expand successful prevention interventions; and to implement a broad care agenda. One important way of ensuring that national budgets are reallocated towards counseling is to make sure that counseling priorities are properly integrated into the mainstream of development planning, including poverty reduction strategies, public investment plans and annual budget processes. Increased investment from donors, domestic budgets and private companies and foundations will need to be added to additional funds released through debt relief to meet global resource needs.
- One is technological developments in relation to career exploration and planning, especially the creation of information systems and networks, cyber counseling for career planning, and ethical codes for counselors in using computer-assisted career guidance.
- A second strength has been the expanding international collaboration across cultures in creating, sharing, and delivering career guidance and counseling theories, materials, strategies, and programs. Among examples of the latter are the n collaboration on such projects as the widespread adaptation of the Career Development Facilitators Training Project, which has been adapted for use in other countries, including
- publication of an incisive book with comparative descriptions of career counseling in the country and the need to seek additional ways to improve and expand government support for career guidance in public policy

- Successful rehabilitation programs must employ planning methods that give local people the opportunity to provide solutions that are culturally appropriate and relevant to the lives of service recipients.
- The psychosocial problems are described as a crisis of governance and a crisis of leadership. Leadership is fundamental to an effective response. One key issue facing the global community is the development of such dedicated leadership which is vital if the nature of problems is to be understood throughout the society and a national response mobilized. Such understanding is essential in order to avoid stigma, secure the full commitment, involvement and accountability of all sectors and avoid fragmentation of efforts.
- Alleviating the Social and Economic Impact. The broad spread of the impact underlines the need for a broad multicultural response that addresses both institutional capacity and human resources. In most cases, the psychosocial problems have substantially undermined the capacity of the key social and economic sectors in society. The negative impact is evident in the labor force, the education sector, the health sector and agriculture, to name but a few. Economic performance in all its dimensions is affected. Each sector needs support in order to become a stronger partner in the coordinated response to these problems. Assistance for poverty alleviation, infrastructure development, and education- and health-sector development needs to take into account the sectoral impact of psychosocial problems.
- Responding to the psychosocial problems therefore requires effective measures to support risk reduction and reduce social and economic vulnerability. Social, economic and political intervention strategies that systematically promote social inclusion and greater participation, by extending access to information and essential services and supportive legal

and social norms, can serve to reduce vulnerability and help overcome the problems.

5.3.2: Development agencies

- Non-governmental organizations (NGOs), funding agents and policy makers should forward a clear vision about the need to support people in developing countries as a means of promoting democracy and raising the bar for social justice.
- Inadequate support for victim assistance in both developed and underdeveloped countries can often be traced to discrimination against the troubled or the victims. Therefore Rehabilitation program developers that are conscious of cultural stereotypes and their impact on victims can provide comprehensive quality rehabilitation services by promoting a positive image of people with certain problems.
- The problem of sustainability for counseling programs is evident in developing countries all over the world. It is not unusual to see large programs either sitting idle or with minimal staff. Sometimes when external funding ceases, programs are privatized. This generally results in a diminished quality of counseling and few or no services for the poor. Presently, it may even be unrealistic for counseling programs in developing countries to be self-sustaining for any considerable length of time without long-term commitments from outside sources. However, some innovative attempts have to be made to sustain programs by using revenues generated from small businesses. Some programs in the country have wisely developed several funding streams, lessening the dependency on any one particular source.
- The organizations should promote social and economic development for people by, utilizing a unique, holistic approach to Community Based

Rehabilitation (CBR). Employment and eradicating physical and social barriers to influencing public policy should be emphasized. The project should use the principles of “universal design” to reduce physical and social barriers not just for the troubled, but for all citizens within the country.

- Even with a clear mission and principles, program developers must be conscious of implementing certain safeguards to protect against competing program interests. These competing interests, such as funding/personnel decisions, competition between NGOs, site location, training, and appropriate technology and components, will always influence program models and outcomes. Therefore, the only prudent way to ensure that a program maintains its original integrity, mission and organizational transparency is through public oversight and the full inclusion of people with disabilities.
- In this sense, raising awareness about discrimination and the importance of including vulnerable groups in all aspects of community life is an element of community based intervention.
- Furthermore, program developers should be aware of how their own personal values, attitudes and beliefs regarding people’s problems affect important program decisions. Their values and attitudes contribute toward a variety of competing interests among program developers, health professionals and service recipients. These interests influence such choices as where to locate a program, what constitutes appropriate technology and training, and whether or not to rely on local or international staff

5.3.3: To the communities.

- The communities should embrace the existence of counseling and rehabilitation programs because they provide something useful and helpful for them. However, they generally fall far short of what is necessary to support people with in comprehensively meaningful and substantial ways.

The development of quality victim assistance programs begins with sound leadership accompanied by a clear program mission. Programs must reflect the values and needs of the victims, their family members and their closest advocates. Therefore, people and their allies must be included in every aspect of program development and operation.

Even with a clear mission and principles, program developers must be conscious of implementing certain safeguards to protect against competing program interests. These competing interests, such as funding/personnel decisions, competition between NGOs, site location, training, and appropriate technology and components, will always influence program models and outcomes. Therefore, the only prudent way to ensure that a program maintains its original integrity, mission and organizational transparency is through public oversight and the full inclusion of people

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APPENDIX A

Dear respondents, I am Namajja Khawa carrying out a study on the importance of counseling services to the development of communities. The study is a requirement for the completion of Masters Degree in Development Administration and Management of Kampala international university, Kampala Uganda .The study is for academic purpose and your responses are of great importance in understanding the relevance of counseling in helping the people cope with contemporary social problems which are hindrance to development in many of the developing countries This may in turn be a turning point in the improvement in understanding counseling as a psychological help intended to help the communities make rational decisions for the betterment of their county.. Your responses are highly welcomed.

May the lord almighty bless you.

. All responses shall be accorded due confidentiality.

Thank you.

APPENDIX B
GENERAL QUESTIONNAIRES

INSTRUCTIONS:

Give your responses. tick in boxes or fill in the blanks provided, fill in the
Boxes or blanks provided.

Sex ☐ Female ☐ Male

Age: below 25 ☐ 25-30 ☐ 30-35 ☐ 35-40 ☐ 40-45 ☐ 45-50 ☐ 50 and above

Marital status Married

Single

Others (specify) _____

1. Occupation

1. Business person
2. housewife
3. Teacher
4. Student
5. Counselor
6. Doctor

2. Do you have any counseling services in your community?

YES ☐ NO ☐

2. b Give reasons for your answer in 2a above

3.a. Have you ever used counseling services?

YES ☐

NO ☐

b. if the answer in (a) is yes where?

1. Hospital ☐

2. Rehabilitation center ☐

3. School. ☐

4. Workplace. ☐

5. Community center ☐

Section B.

4. In your own opinion, what is the importance of counseling services in the development of your community?

5. In what areas or fields has counseling services been realized?

Social development

Psycho social support

Educational development

Health awareness

Poverty eradication

Others(specify)

6. What are the major challenges encountered in the efforts to incorporate counseling services in your communities?

7. What is the government's response towards the challenges in (6) above?

8. What are the people's attitudes towards counseling services in your communities?

9. What are the possible strategies formulated to improve counseling services in your communities?

APPENDIX C

QUESTIONNAIRES FOR TEACHERS

SECTION: A

INSTRUCTIONS:

Give your responses, tick in boxes or fill in the blanks provided, fill in the
Boxes or blanks provided.

Sex

Female

☐

Male

☐

Age

Marital status

Married _____

Single _____

Others (specify) _____

1. Which Level of educational institution do you teach?

1. Primary level

2. Secondary level

3. Tertiary

2. Do you have any counseling services at your school or institution?

YES ☐ ☐ NO ☐ ☐

3. a. As a Teacher or an administrator, how have you helped your students to cope with different problems in their lives?

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4. What is the importance of counseling in the educational spheres?

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5. As a school or institution representative, explain your position in counseling the students in career development.

Section B.

In your own opinion, what are the challenges you face in counseling students or even other people?

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6. What has been the school management response to the problems of its students, staff and the administrators?

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7. Has there been any government response in improving counseling services in the country?

YES ☐

NO ☐

8. If the answer in (9) above is yes, outline the strategies formulated by the government to promote counseling.

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9. What do you think are the people's attitudes towards counseling?

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10. What message do you have for the students, management and the government at large?

Thank you.

2. What form of counseling do you offer?

3. As a Counselor, what role do you play as far as counseling is concerned?

4. What category of people do you counsel in your communities?

5. Are you affiliated to any NGO. IF YES, which one and if not why?

Section B.

6. What is the importance of counseling services in your communities?

7. As a Counselor how do you perceive people's attitudes towards counseling services?

8. What are the challenges surrounding counseling profession in your society?

9. What strategies have you used to cope with the challenges?

11. Give some of the suggestions to the entire community.
