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ABSTRACT

This study sought to determine the effectiveness of Carkhuff's Human Resource Training and Ivey's Microcounseling models in improving the Marian Youth Movement (MYM) animators' counselor performance, in terms of counseling climate, counselor comfort and client satisfaction, as experienced by clients and as perceived by the independent raters.

It attempted to find out (a) whether counselors exposed to counselor training, using either model, would show gains in their rating on these variables and (b) whether counselors exposed to counselor training, using either model, would be rated higher than those who are not exposed to training.

This study used the Pretest-Posttest-Control Group Design to answer the above stated questions.

The subjects in this study originally consisted of 75 MYM animators from 27 out of 58 participating high schools within the Archdiocese of Manila. Due to dropouts and technical problems, the final sample consisted of the following: 11 subjects for Carkhuff's Human Resource Training (HRT); 15 participants who completed the first three days of Ivey's Microcounseling model, eight who completed the first four days and five who completed the whole training of five days; and 12 subjects in the no-training control group.

A total of 96 clients participated in this study: 48 for the pre- and 48 for the post-training, randomly and evenly assigned to the experimental and control groups of counselors.



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Each experimental group underwent training for 25 hours. The counselors of the experimental and control group conducted pre- and post-training counseling sessions of 20 to 30 minutes each. The videotaped sessions were viewed by the independent raters for the evaluations of the counselors before and after training.

✓To see the effects of training on the animators' counselor performance, counseling effectiveness was measured by the Counseling Evaluation Inventory (CEI), in terms of counseling climate, counselor comfort and client satisfaction, based on the client perceptions and the independent raters' evaluations of animators before and after training.

The Sign Test revealed that the counselors who were exposed to counselor training using either Carkhuff's Human Resource Training (HRT) or Ivey's Microcounseling model (3- or 4- day training), showed gains in their ratings ($p < .01$), whereas the counselors who were not exposed to training did not show gains in their ratings in counseling climate, counselor comfort and client satisfaction, as perceived by clients and independent raters.

✓The Kruskal-Wallis One-Way Analysis of Variance revealed that counselors who underwent training, using either model, were rated higher ($p < .01$) on these variables than those counselors who did not undergo training.

✓From the results of this study, the following conclusions may be drawn:

1. Carkhuff's Human Resource Training (HRT) and Ivey's Microcounseling model (whether conducted for three or four days) are



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effective in improving the facilitative conditions in counseling provided by teacher-youth animators.

2. Facilitative conditions such as empathy, warmth, acceptance, genuineness, positive regard, respect and concreteness, considered to be the core dimensions of counseling, are important in establishing a counseling base from which to work with clients.

3. Trained counselors can function better as counselors than those who do not undergo training.

4. The Counseling Evaluation Inventory (CEI) is a useful instrument in measuring counseling effectiveness in terms of counseling climate, counselor comfort and client satisfaction, based on client perception of the counselors.

5. Client perceptions of his/her counseling experience and independent raters' perceptions of counselors' performance offer valuable data in evaluating counseling effectiveness.

Recommendations for further research and practical applications include the study of gender as a determinant of counseling effectiveness; the use of counselors' self-evaluation; a follow-up posttest to establish the stability of training effects; an examination of the differential contributions of various counseling skills of the participants; differential effects of the training models; further study on the use of the Counseling Evaluation Inventory (CEI) and investigation of the effects of HRT or Microcounseling on client change.

