

Client Satisfaction with Counseling Services in the UNY's Centre of Guidance and Counseling Service

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ABSTRACT

This study aims to 1) measure the level of student satisfaction with counselling services at the UNY centre of Guidance and Counselling Services (UPT-LBK), 2) the quality factors of counselling and counsellors that determine the positive impact on counselling output, and 3) the factors perceived to have a negative impact on counselling output. This study involved students who had used the services of counsellors in the Guidance and Counselling Technical Implementation Unit to become research subjects. Research data will be collected by means of a questionnaire which includes measurements of the level of satisfaction, identification of the quality of counsellors who are considered effective and less effective. In addition, the questionnaire also contains questions about the counselee's views on what interventions are obtained from the counselling process that has been carried out. The data will be analyzed and presented descriptively. This research is an important part of developing the quality of counselling services in UPTLBK. Knowledge of student satisfaction using counselling services along with supporting and inhibiting factors will provide additional explanations about the output of counselling that has been carried out by counsellors in UPTLBK. By improving the quality of counselling services, the psychological well-being needs of students can be supported, and the risks of mental health burdens can be reduced so that students can carry out their personal, academic, and social functions well.

Kata Kunci: *satisfaction of counseling services, psychological well-being, mental health.*