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Research Paper Sociology

A Study on Effectiveness of Counselling in Women Helpline Counselling Centres

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ABSTRACT

Counselling is an interpersonal process through which guidance & support has given to a person with psychosocial problems. In simple means counselling is to provide professional, psychological help to the distressed person in a professional manner. Counselling is an act of assistance has provided to a person in difficulty & seeks out someone in whom she/he has confidence for advice & guidance. Thus the present study concludes that there is a significant difference in the level of stress of the respondents before and after counselling. The level of stress among the respondents has reduced after attending the counselling provided by the counsellors in the all women police stations.

KEYWORDS : Counselling, Stress, Women

INTRODUCTION

Family is an ancient institution that has helped the human kind to survive all these centuries. It is united by the ties of marriage, the members interacting and communicating with each other in their respective roles of husband and wife, mother and father, son and daughters etc. It provides an environment of love, belongingness security to its members, which guarantees them marital peace, fulfillment and growth. But today, the scenario is fast changing and the family, a very precious unit of the society is being threatened by many factors.

In fact, it has been seen across the country that powerlessness among women is directly proportional to the intensity to violence experienced by women. In the face of widespread prevalence, domestic violence is not acknowledged and has remained invisible from the public domain. Silence is maintained around this issue and it is construed as an issue unworthy of legal or political attention. Phenomenon of domestic violence is recognized as private affair and is kept under wraps because of concerns of guilt, shame and secrecy. Interference into domestic privacy has traditionally been seen as a greater evil than actual violence inflicted upon a woman.

In view of the rising crime against women, the state home department and the women and child welfare department have joined hands to set up helpline counselling centres in police stations in every district to help women discuss their problems and to find solution. Counselling is a process designed to help clients understand and clarify personal views of their life space, and to learn to reach their self-determined goals through meaningful, well-informed choices and a resolution of problems of an emotional or interpersonal nature. It believes that every human individual has the potential for self-growth, self-development and self actualization. Counselling is an interpersonal process through which guidance & support has given to a person with psychosocial problems. In simple means counselling is to provide professional, psychological help to the distressed person in a professional manner. Counselling is an act of assistance has provided to a person in difficulty & seeks out someone in whom she/he has confidence for advice & guidance.

These helpline counselling centres will not only help women file complaints at police stations but also provide them legal aid and counselling. It is initiated to help women register complaints as many crimes go unreported for fear of going to police stations. Helpline counselling centres will help bridge the gap and victims can first report their cases to the helpline counselling centres and the members will help them register a complaint or even try to sort out the matter. Thus this study focuses on the effectiveness of counselling in the women helpline counselling centres.

REVIEW OF LITERATURE

Madhu Agarwal (2011) has concluded in his study which revealed that not only the regular Family Counselling Centre but also those located in Police headquarters and jail premises were rendering services very effectively. It was also found that the Family Counselling Centre run in women jail premises were very useful as support provided by counsellors to the inmates cannot be underestimated. Here the counsellors were found to be very effective in bridging the gap between women prisoners and their families by providing necessary support in the form of counselling, legal aid, arranging meeting with family members particularly children for whom they were often worried about. These inputs may look very trivial for outside world but are invaluable to the female inmates and mean a great deal to them.

Robert J. Reese,Collie W. Conoley, and Daniel F. Brossart, (2002) found that telephone counselling was beneficial and satisfactory, marked by specific improvement on the issue that lead to counselling and global improvement in emotional state. Of the 186 respondents, 68 percent reported feeling very or completely satisfied with the telephone counselling and 53 percent said they felt somewhat better as a result of counselling. The data also indicate that telephone counselling did not appear to work as well as face-to-face counselling for people who reported feeling very poorly: 31 percent of respondents who initially described that they felt very poorly reported improvement in functioning, compared with 54 percent in the Consumer Reports study of face-to-face counselling.

Dimkpa, I. Daisy (2010). In her study investigated the effect of marital counselling on women's attitude towards marital stability. The study adopted a pre-test post-test quasi experimental design. Result of the hypothesis indicated that there was a significant difference between the experimental group's mean scores which was higher than that of the control group. It showed that marital counselling had a significant effect on women's attitude towards marital stability.

Bower PJ and Rowland N. E (2006). Eight trials were included in the review. The analysis found significantly greater clinical effectiveness in the counselling group compared with usual care in the short-term (standardised mean difference -0.28, 95% CI -0.43 to -0.13, n = 772, 6 trials) but not the long-term (standardised mean difference -0.09, 95% CI -0.27 to 0.10, n = 475, 4 trials). Levels of satisfaction with counselling were high. There was some evidence that the overall costs of counselling and usual care were similar.

Natarajan, M. (2005) in her article on "Women Police Stations as a Dispute Processing System: The Tamil Nadu Experience in Dealing with Dowry-Related Domestic Violence Cases Women & Criminal Justice" had stated that for many families, dowry giving in India has become a status symbol that has penetrated all socio-economic levels of the

country. Analysis of the data found that a majority of the women, 93 percent, were satisfied with the immediate response of the police and that many of the cases were successfully resolved and violence was frequently reduced. The success of the AWPUs shows the need for increased training in dispute resolution techniques for women police.

Velleman (1997) has discussed the ways that counselling is undertaken within the alcohol and drugs fields within the UK. Counselling can play an important role as part of an array of medical and psychosocial interventions for substance misuse.

METHODOLOGY

This study is a descriptive study. The universe/population of the study is the complainants of all women police stations in Coimbatore who wish to attend counselling. The researcher adopted purposive sampling technique for selecting the sample. The sample size was 50 complainants. The counselling sessions were conducted for a period of 3 months. Data were collected before and after counselling. The researcher used interview schedule for collecting data from the respondents. The interview schedule consists of two parts namely demographic profile and stress scale. The collected data were analysed using simple percentage and paired sample t-test.

ANALYSIS AND INTERPRETATION

Table 1: Demographic Profile

S. No	Variables	Particulars	Frequency	Percentage
1.	Age	Below 20	6	12.0
		21-25	10	20.0
		26-30	18	36.0
		31-35	12	24.0
		35 and above	4	8.0
2.	Education	Primary	7	14.0
		Secondary	5	10.0
		Higher Secondary	10	20.0
		Graduation	18	36.0
		Post Graduation	10	20.0
3.	Religion	Hindu	37	74.0
		Christian	10	20.0
		Muslim	3	6.0
4.	Marital Status	Married	36	72.0
		Unmarried	7	14.0
		Separated	5	10.0
		Widow	2	4.0
5.	Family Type	Joint	33	66.0
		Nuclear	17	34.0
6.	Place of living	Urban	26	52.0
		Semi-Urban	16	32.0
		Rural	8	16.0
7.	Family Monthly Income	Below 10000	11	22.0
		10001-15000	18	36.0
		15001-20000	6	12.0
		20001-25000	15	30.0
8.	Nature of problem	Addiction	17	34.0
		Conjugal fidelity	9	18.0
		Physical Violence	7	14.0
		Dowry	6	12.0
		Extra marital relations	4	8.0
		Sexual	4	8.0
		Love	3	6.0
9.	No. of counselling sessions attended	Below 5	11	22.0
		5 – 8	25	50.0
		Above 8	14	28.0

The table 1 depicts that 36 percent of the respondents belong to the age group between 26-30 years, 36 percent of the respondents were educated up to graduation level and majority of the respondents belong to Hindu religion. The table also shows that majority of the respondents were married, 66 percent of them were residing in a joint family and 52 percent of them belong to urban area. It is also found that 36 percent of the respondents had a monthly income between of Rs. 10000-15000. It was found that 34 percent of the respondents had the problem of addiction with their husband. The study also found that half of the respondents (50 percent) had attended 5-8 counselling sessions.

Table 2: Level of Stress (Pre-Counselling)

Variables	Particulars	Frequency	Percentage
Level of Stress	High	18	36.0
	Moderate	12	24.0
	Low	10	20.0
	Total	50	100

The table 2 depicts the level of stress of the respondents before counselling. It shows that 36 percent of the respondents had high level of stress, 24 percent of them had moderate level of stress and 20 percent of them had low level of stress before attending the counselling sessions. From this it is understood that a high level of stress was prevailing among the respondents. This stress may be due to the problems encountered by the respondents.

Table 3: Level of Stress (Post-Counselling)

Variables	Particulars	Frequency	Percentage
Level of Stress	High	2	4.0
	Moderate	15	30.0
	Low	33	66.0
	Total	50	100

The table 3 depicts the level of stress of the respondents after attending the counselling. It shows that 66 percent of the respondents had low level of stress, 30 percent of them had moderate level of stress and only 4 percent of them had high level of stress. From the above findings it is concluded that low level of stress was found among the respondents which is due to counselling.

Table 4: Difference in the Level of Stress before Counselling and after Counselling

Paired Samples Test

		Paired Differences					t	df	Sig. (2-tailed)
Pair 1	Variables	Mean	Std. Dev	Std. Error Mean	95% Confidence Interval of the Difference				
					Lower	Upper			
	Before - After	8.820	5.97850	.84549	7.12093	10.51907	10.432	49	.000

The table 4 depicts the difference in the level of job stress of the respondents before attending counselling and after attending counselling. The paired t-test value (t=10.432) shows that there is a significant difference in the level of stress among the respondents before and after attending counselling. The mean level of stress score before attending counselling was found to be 40.7 and after counselling was found to be 31.8. From this it is clear that counselling is effective in reducing the stress level of the respondents. This finding is supported by Robert J. Reese,Collie W. Conoley, and Daniel F. Brossart, (2002), Madhu Agarwal (2011).

Conclusion

Counselling is an interpersonal process through which guidance & support has given to a person with psychosocial problems. In simple means counseling is to provide professional, psychological help to the distressed person in a professional manner. Counselling is an act of as-

sistance has provided to a person in difficulty & seeks out someone in whom she/he has confidence for advice & guidance.

Thus the present study concludes that there is a significant difference in the level of stress of the respondents before and after counselling. The level of stress among the respondents has reduced after attending the counselling provided by the counsellors in the all women police stations. From this it is concluded that counselling is effective in reducing the stress level of the complainants.

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