

STUDY ON SATISFACTION OF COLLEGE STUDENTS ON MOBILE COUNSELLING WITH SPECIAL REFERENCE TO WOMEN POLICE STATIONS IN COIMBATORE DISTRICT

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ABSTRACT

The present study focused on the opinion and satisfaction of the students on mobile counseling services provided by the all women police stations in Coimbatore. Survey method was adopted for the present study and purposive sample technique was used to select the samples for the study. A questionnaire was used to collect data from the respondents. The results of the study revealed that the respondents had a positive opinion and high level of satisfaction on the mobile counseling services provided to them.

Key words: Mobile Counselling, College Students, Satisfaction

INTRODUCTION

The helpline counseling centers were constituted in all women police stations to help women to discuss and find solution for their problems. Counselors are associated with these centers for providing solution to women and other family related complaints through talks and counseling sessions so that family matters could reach a reasonable solution instead of indulging in any legal action against in laws and spouse of the victim women. These centers play a vital role in helping women in dealing with their problems. Times of India (2013, Sep 26) Staffers at the family counseling centers had reportedly no work for more than a month, at women police station in Aplasia. The police department was of the view that these centers were not functioning properly and emphasis was laid on having one efficient helpline, which will work for 24X7. But on the other hand, it is learnt that counselors currently have no work as women are not aware of the phone number and women in distress are suffering. Madhu Agarwal (2011) has concluded in his study revealed that not only the regular FCCs but also those located in Police headquarters and jail premises were rendering services very effectively. It was also found that the FCCs run in women jail premises were very useful as support provided by counselors to the inmates cannot be underestimated. Here the counselors were found to be very effective in bridging the gap between women prisoners and their families by providing necessary support in the form of counseling, 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. Dimkpa, I. Daisy (2010). their study investigated the effect of marital counseling 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 counseling had a significant effect on women's attitude towards marital stability.

Natarajan, Mangai (2009) had stated in their study on "women police stations in beazil and India: a comparative study" that some developing and traditional societies are introducing women police stations, exclusively staffed by women officers, to deal with crimes against women. Studies of these stations in Tamil Nadu, India, reveal that they have been successful in helping women victims of domestic violence and have had the additional benefit of providing a meaningful role for women officers. The present study examined whether this is the case for Brazil, where currently more than 400 women stations have been established to deal with women victims of violence. Direct observation of the functioning of these police stations in Brazil, and interviews with women police officers deployed in

the stations, allowed a comparative analysis of (1) the Brazilian and Indian models of women policing in dealing with women victims of violence and (2) the cultural and organizational context under which women police stations operate in India and in Brazil. Natarajan, M. (2005) 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 AWPU's shows the need for increased training in dispute resolution techniques for women police.

These centers are gaining importance and scope day by day due to the raising issues. The all women police stations have extended its counseling services to the college students through mobile counseling. Thus there arises a need to assess the opinion of the students regarding the counseling service provided by the counselors through all women police stations.

OBJECTIVE

1. To study the personal profile of the respondents.
2. To study the opinion of the respondents on mobile counseling.
3. To assess the level of satisfaction of the respondents on mobile counseling.

METHODS

Survey method was used in the present study. The universe of the study comprise of students of 2 private colleges who have attended the mobile counseling. A sample 47 students were selected using purposive sampling technique. A self-prepared questionnaire was used to collect data. The questionnaire consists of three sections namely 1. Personal details, 2. Opinion towards mobile counseling and 3. Satisfaction on mobile counseling. The data were analyzed using mean, standard deviation and percentage analysis.

ANALYSIS AND INTERPRETATION

I. Personal Profile

**Table -1
Course of Study**

| Course Studying | Frequency | Percent |
|-----------------|-----------|--------------|
| UG | 29 | 61.7 |
| PG | 18 | 38.3 |
| Total | 47 | 100.0 |

More than three-fifth of the respondents (61.7 percent) was undergoing UG degree and 38.3 percent of them were undergoing PG courses.

Table -2
Course Stream

| Stream | Frequency | Percent |
|--------------|-----------|--------------|
| Arts | 21 | 44.7 |
| Science | 15 | 31.9 |
| Engineering | 11 | 23.4 |
| Total | 47 | 100.0 |

The above table depicts that 44.7 percent of the respondents were doing their arts degree, 31.9 percent of them were pursuing their science degree and 23.4 percent of them were pursuing their engineering degrees.

Table -3
Year of Study

| Year | Frequency | Percent |
|--------------|-----------|--------------|
| First | 9 | 19.1 |
| Second | 19 | 40.4 |
| Third | 14 | 29.9 |
| Fourth | 5 | 10.6 |
| Total | 47 | 100.0 |

Two-fifth of the respondents (40.4 percent) belong to second year, 29.9 percent of the respondents belong to third year, 19.1 percent of the respondents belong to first year and 10.6 percent of the respondents belong to fourth years.

Table -4
Nature of problem

| Problem | Frequency | Percent |
|---------------|-----------|--------------|
| Home sick | 8 | 17.0 |
| Love affair | 13 | 27.7 |
| Jealous | 6 | 12.8 |
| Conflict | 8 | 17.0 |
| Sexual issues | 3 | 6.4 |
| Health issues | 7 | 14.9 |
| Others | 2 | 4.2 |
| Total | 47 | 100.0 |

The nature of problem faced by the college students can be seen in the above table which clearly states that 27.7 percent of the respondents had love affairs, 17 percent of the respondents had conflicts with their friends and teachers, 17 percent of the respondents had home sickness, 14.9 percent of them had health issues, 12.8 percent of them had jealousy problems, 6.4 percent had sex problems and 4.2 percent of them had others problems.

II. Opinion of Students on Counseling

The student's opinion on counseling is presented under this section. This section talks about the effectiveness of counseling, satisfaction on counselling, satisfaction towards counselor, etc.

Table -5
Counselling Helped to Solve Problems

| Counselling Helped | Frequency | Percent |
|--------------------|-----------|--------------|
| Yes | 43 | 91.5 |
| No | 4 | 8.5 |
| Total | 47 | 100.0 |

Majority of the respondents have stated that counseling rendered to them was helpful to solve their problem and 8.5 percent have stated that counseling did not help them to solve their problem.

Table -6
Happy with Counselling Given

| Happy | Frequency | Percent |
|--------------|-----------|--------------|
| Yes | 38 | 80.9 |
| No | 9 | 19.1 |
| Total | 47 | 100.0 |

Majority of the respondents were happy about the counselling received by them and 19.1 percent were not happy with the counselling received by them due to various reasons.

Table -7
Attend Counselling in Future

| Happy | Frequency | Percent |
|--------------|-----------|--------------|
| Yes | 45 | 95.7 |
| No | 2 | 4.3 |
| Total | 47 | 100.0 |

Of the total respondents, majority of the respondents have stated that they will be attending counseling in future if they need it and 4.3 percent of them stated that they won't attend in future.

Table -8
Recommend Counselling to others

| Recommend | Frequency | Percent |
|--------------|-----------|--------------|
| Yes | 42 | 89.4 |
| No | 5 | 10.6 |
| Total | 47 | 100.0 |

Of the total respondents, majority of the respondents have stated that they will recommend counselling to their friends and 10.6 percent of them stated that they won't recommend counselling to others.

Table -9
Happy about Counsellor's Approach

| Happy | Frequency | Percent |
|--------------|-----------|--------------|
| Yes | 47 | 100.0 |
| Total | 47 | 100.0 |

All the respondents, i.e., 100 percent of the respondents have stated that they are happy about the counselor's approach in dealing with the problem.

III. LEVEL OF SATISFACTION

Table -10
Overall Level of Satisfaction on Counselling

| Level of Satisfaction | Frequency | Percent |
|-----------------------|-----------|--------------|
| Very high | 25 | 53.2 |
| High | 14 | 29.8 |
| Moderate | 7 | 14.9 |
| Low | 1 | 2.1 |
| Very low | 0 | 00.0 |
| Total | 47 | 100.0 |

More than half of the respondents (53.2 percent) had very high level of satisfaction on the counseling services of helpline counseling, 29.8 percent of them had high level of satisfaction on counseling, 14.9 percent of them had moderate level of satisfaction and 2.1 percent of them had low level of satisfaction on the counseling service of helpline counseling center.

CONCLUSION

The counseling is aimed at bringing about changes in their behavioral pattern and mental make-up. The present study concludes that students have a positive opinion towards the mobile counseling services provided to them. The students also had a high level of satisfaction towards the mobile counseling.

Reference

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