

Utilization and Satisfaction of Basic Guidance Services of High School Students in a Catholic School

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Introduction. One of the primary functions of education is to provide students with opportunities to maximize their full potentials in all areas of life. A school's guidance and counseling program's function is to offer a broad spectrum of services to facilitate students' growth and development. These services include but are not limited to individual inventory, information service, counseling, service, placement service, and follow up service. Hence, this paper describes the extent of utilization and the degree of satisfaction of high school students in a Catholic school in Antique during the school year 2019-2020. Likewise, it explores the significant difference in the extent of utilization and the degree of satisfaction vis-à-vis the respondent's sex and grade levels.

Methods. A descriptive-correlational research design was used to assess the high school students' extent of utilization and degree of satisfaction with the basic guidance services of a Catholic school in Antique. A total of 289 students from grades 7 to 10 selected using systematic random sampling participated in the study. A validated survey questionnaire based on the existing guidance and counseling services was used to gather the data. Furthermore, Mean, Standard Deviation, Mann Whitney U test, Kruskal-Wallis, and Spearman rank correlation were utilized to analyze the data.

Results. The findings of the study revealed that the basic guidance services are "utilized to some extent" by the students. This means that there is still room for improvement in this area. Also, a significant difference was found in the extent of utilization of services between male and female students. The overall utilization of guidance services of Grade 10 students significantly differs from that of Grades 7, 8, and 9, but there is no significant difference between Grades 7, 8, and 9 and in the areas of "individual inventory," "placement service," and "follow-up." Generally, students have a "very high" level of satisfaction in the utilization of services; however, the extent of utilization is "average". Finally, there is a strong positive relationship between the students' extent of utilization and degree of satisfaction with the basic guidance services of the school.

Conclusion. The results of the study have indicated that all guidance services were not fully utilized by students, although the majority of those services are required or mandatory. Despite that services are "utilized to some extent," students have a "very high level of satisfaction," and these answers are seemingly in conflict with each other, which means that the students might not have fully understood the questions that were asked. Those scores indicated that the students gave a normative answer to the questions. Since the guidance services were not fully utilized, students may be missing some of the important services needed for their holistic development. Moreover, variable sex indicated a significant influence in terms of utilization of services; therefore, regardless of sex, there is much to be desired in the effective implementation of the school's guidance services to achieve an optimum level of students' satisfaction. For this matter, the null hypothesis was partly rejected and accepted, respectively. Regarding the level of satisfaction, the null hypothesis was rejected in individual inventory, information service, counseling service, placement service, and follow-up when grouped according to sex. However, based on the year level, the null hypothesis was accepted in individual inventory, counseling service, placement service, and follow-up. On the other hand, the level of satisfaction of Grade 10 students in the area of information service party rejects the null hypothesis with that of Grades 7, 8, and 9. Finally, the null hypothesis was rejected in terms of the relationship

between the extent of utilization and the degree of satisfaction of the basic guidance services. The strong relationship between the two categories indicates that as the level of utilization increases, the level of satisfaction also increases.

Practical Value of the Paper. The study essentially contributes to the small existing writings on the student's utilization and the degree of satisfaction of guidance services in a Catholic school. This will also allow the school administrator and implementers to make more intensive guidelines in implementing guidance services for the students' general welfare.

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