

**EMPLOYEE ASSISTANCE SERVICES (EAS) HANDBOOK
BASED ON TEACHERS' EXPECTATIONS AND PERCEPTIONS
TOWARD HELP-SEEKING THROUGH COUNSELING**

NURHAFIZAH BINTI YAACOB

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TOWARD HELP-SEEKING THROUGH COUNSELING**

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ABSTRAK

Perkhidmatan Bantuan Pekerja (EAS) juga dikenali sebagai Program Bantuan Pekerja (EAP) telah memainkan peranan sebagai medium yang membantu para pekerja menghadapi cabaran yang mungkin mengganggu prestasi kerja mereka sama ada dalam kehidupan di rumah mahupun di tempat kerja. Perkhidmatan yang ditawarkan menerusi EAS adalah melalui khidmat konsultasi, kaunseling, khidmat kejurulatihan dan juga seminar yang berkaitan isu-isu kekeluargaan dan perkahwinan, pembangunan kerjaya, isu-isu hubungan industri serta kesihatan mental juga fizikal. Suatu kajian berkonsepkan penjelasan telah diadakan dalam kalangan guru-guru di sekolah kebangsaan harian di dalam Daerah G, Selangor menerusi empat (4) fasa kajian secara kaedah campuran. Objektif kajian telah dianalisis berdasarkan fasa-fasa ini. Dalam Fasa I, kajian kuantitatif telah dijalankan bagi mengenalpasti latar belakang demografi guru-guru serta cabaran di dalam kehidupan dan pekerjaan. Fasa ini juga turut mengenalpasti ekspektasi para guru terhadap EAS sekiranya menjadi program kesihatan di tempat kerja serta persepsi mereka terhadap bantuan menerusi khidmat kaunseling. Ekspektasi para responden telah menunjukkan bahawa suatu penambahbaikan terhadap khidmat kaunseling sedia ada adalah diperlukan dari aspek jenis-jenis perkhidmatan yang ditawarkan, prosedur-prosedur, sistem rujukan dan juga lokasi pertemuan dengan kaunselor sementara persepsi mereka terhadap bantuan menerusi khidmat kaunseling telah menunjukkan bahawa responden mempunyai stigma sendiri, stigma sosial, keterbukaan emosi dan kebimbangan terhadap risiko & utiliti pada tahap yang sederhana. Dalam Fasa II, suatu kajian kualitatif telah dijalankan ke atas pihak berkepentingan menjaga kebajikan serta kesejahteraan para guru berdasarkan dapatan kajian dari Fasa I. Kajian fasa ini dijalankan menerusi perbincangan kumpulan fokus dan temubual bagi membincangkan kriteria EAS yang paling sesuai dan dapatan perbincangan telah mencadangkan pembinaan buku panduan EAS dibina pada Fasa III. Bagi mengenalpasti keberkesanan perkhidmatan dan juga kepuasan peserta, suatu perkhidmatan EAS dalaman telah dilaksanakan dalam Fasa IV. Pada fasa ini, kajian kuantitatif dan kualitatif telah digabungkan bagi menguji persepsi para peserta sebelum dan selepas menyertai perkhidmatan kaunseling menerusi EAS dalaman tersebut. Hasil daripada program rintis ini telah menunjukkan bahawa terdapat perubahan persepsi yang tinggi secara statistik iaitu suatu perubahan positif terhadap persepsi stigma sendiri dan stigma sosial peserta terhadap bantuan melalui khidmat kaunseling. Keterbukaan emosi dan kebimbangan terhadap risiko dan tanggungan penyertaan khidmat kaunseling juga telah menunjukkan suatu perubahan positif serta signifikan secara statistik. Peserta turut menunjukkan kepuasan yang tinggi terhadap penyertaan mereka menerusi kajian rintis EAS secara dalaman yang telah dilaksanakan. Kajian ini turut memberikan cadangan bagi kajian akan datang.

ABSTRACT

Employee Assistance Services (EAS) also known as Employee Assistance Program (EAP) plays the role as the medium of helping employees in both work-life and home-life challenges that might interfere the employees' job performance. The services in EAS offer assistance through consultation, counseling, coaching and seminar related on family and marital issues, career development, industrial relation issues, mental and also physical health. An explanatory study has been conducted among the teachers in the national daily schools in District G, Selangor through four (4) phases of mixed-method research. The research objectives of this study were analysed phase by phase. In Phase I, a quantitative research was conducted to identify the teachers' demographic background and their challenges in work-life and home-life. This phase also identifies the teachers' expectations toward the EAS as the medium of workplace wellness program and their perceptions toward help-seeking through counseling services. The respondents' expectations have shown that enhancement on the existing practice of counseling services is needed on the aspects of the type of services, procedures, referral systems and meet-up location while their perceptions' toward help-seeking through counseling services have shown that the respondents' self-stigma, social stigma, emotional openness and anticipated risk & utility were rated at the moderate level. In Phase II, a qualitative research was conducted with the key stakeholders based on the data gathered in Phase I. Through focus group discussions and in-depth interviews, the most suitable criteria of the EAS structure was suggested which followed by the Internal EAS Handbook development in Phase III. To identify its effectiveness and participant's satisfaction, a pilot Internal EAS was conducted in Phase IV. Through this phase, quantitative and qualitative approaches were conducted as the participants' pre and post-perceptions toward help-seeking through counseling services were tested. The major findings of the test have proven to be statistically significant and highly improved participants' self-stigma and social stigma by decreasing both stigmas toward help-seeking through counseling. Participants' emotional openness and anticipated risk & utility have also proven to be positively impacted and statistically highly significant. The percentage values of the EAS satisfaction among the participants also found to be positively high toward the pilot Internal EAS. This study also provides recommendation for future research of its kind.

ملخص البحث

كانت خدمة مساعدة الموظفين (إي. أيه. إيس) معروف أيضا بالاسم برنامج مساعدة الموظفين (إي. أيه. بي). وكانت دورها كالوسائل في مساعدة الموظفين ليوّجه التهديدات التي تمكن في إزعاج إنجازاتهم في الحياة إما أن يكون في بيتهم أو عملهم. وتوفر الخدمة مثل التوجيهات، والإرشادات، خدمة المتضررين، والورش العمل مما تتعلّق بقضايا الأسري والزواج، والمهاني، والقضايا في الصناعة، وما تتعلّق بصحة العقلي والجسدي. وقامت الباحثة بالدراسة البياني لدى المعلمين في مدرسة الوطني العامة في منطقة جي، سلاجور من خلال أربع فترات من الدراسة في منهج الخليطة بينهما. ويتمّ تحليل أهداف البحث حسب هذه الفترات. في الفترة الأولى، تقام الباحثة بالدراسة الكمية لتحديد خلفية المعلمين والتهديدات التي تدور في حياتهم وعملهم. وفي هذه الفترة تحديد الإدراك لدى المعلمين حول رؤيتهم لو يقوم هذا البرنامج كالبرنامج الصحي في مكاتبهم وتجمع رؤيتهم حول المساعدة من خلال خدمة التوجيهات. ومن الإدراك وافقت بما العينات من هذه الخدمة أن تحسّن من أجل الخدمات المتوافرة، والإجراءات، ونظام المرجعي، وموعد الإرشادات. وهذا نتائج يدلّ على العينات ذو مميزات نفسية، واجتماعية، والانفتاح، ولديهم مستوى المتوسط في القلق عند الخطورة والمصلحة لهذه الخدمة. وفي الفترة الثانية، تقام بالدراسة الكيفية على فريق محافظة بر المعلمين نتيجة عن نتائج البحث في الفترة الأولى. تقع هذه الفترة من خلال مناقشة مع فريق التركيز ومقابلة عن معايير مناسبة لهذه الخدمة وبعدها قامت بنتائج لإنشاء الكتاب المنظم في الفترة الثالثة. ومن أجل تحديد أثر هذه الخدمة والإقناع المشتركين، قامت بخدمة التجريبية في الفترة الرابعة. وفي هذه الفترة، قامت بخلاص بين المنهج الكمي والكيفي لتوقع الإدراك بين المشتركين قبل وبعد خدمة التوجيهات من خلال اختبار التجريبية. ويدلّ نتائج من اختبار التجريبية على التغيرات العالية في الإدراك إحصائيا في مميزات نفسية، واجتماعية المشتركين في مساعدة من خلال التوجيهات. وأيضا في الانفتاح والقلق عند الخطورة والكفل تمّ تغييرها بشكل إيجابيا إحصائيا. ونظهر المشتركين مستوى القناع العالية بعد المشاركة في هذا اختبار التجريبية. وهذه الدراسة ستقترح في البحث القادم.

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ABBREVIATIONS

MOE	Ministry of Education
JPN	Jabatan Pelajaran Negeri
PPD	Pejabat Pelajaran Daerah
BPsK	Bahagian Psikologi dan Kaunseling
EAS	Employee Assistance Services
EAP	Employee Assistance Program
EAPs	Employee Assistance Programs
EAPA	Employee Assistance Program Association
NIOSH	National Institute for Occupational Safety and Health
NUTP	National Union for Teaching Profession
MCOs	Managed Care Organization
MAP	Member Assistance Program
EFR	Employee & Family Resources
SSOSH	Self Stigma of Seeking Help
SSRPH	Social Stigma for Receiving Psychological Help
DDI	Distress Disclosure Index
DES	Disclosure Expectations Scale
EtEAS	Expectations toward Employee Assistance Services
TAC	Teacher Activity Center
PKG	Pusat Kegiatan Guru