

**PUPILS AND TEACHERS PERCEPTION OF GUIDANCE AND COUNSELLING SERVICES OFFERED
IN SECONDARY SCHOOLS IN LUSAKA PROVINCE**

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Abstract

The study aimed at establishing the perception of pupils and teachers on the effectiveness of guidance and counselling services offered in secondary schools in Lusaka Province. The objectives of the study were to: determine whether guidance and counselling teachers were trained in guidance counselling, to assess pupils' perception of effectiveness of guidance and counselling services offered in secondary schools and to identify challenges guidance and counselling sections face in secondary schools. A descriptive survey design was used in conducting this research. The study used both qualitative and quantitative methods of data collection. The sample consisted 71 boys, 73 girls, and 60 teachers drawn from six secondary schools. In selecting the participants from this study, random sampling technique was used. The study employed a number of research instruments which included structured questionnaires and focus group discussion to ensure validity of findings. The quantitative data was analysed using the Statistical Package for Social Sciences computer software while the qualitative data was analysed by coding and grouping the emerging themes. The study also revealed that the majority of the pupils and teachers rated the guidance and counselling services offered in their schools as ineffective. The findings also showed that majority of the school counsellors are not trained in guidance and counselling. Based on the findings, the study recommended that Government through the Ministry of General Education should employ full time trained school counsellors.

Key word perception, guidance, counselling, effectiveness

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