

Biannual Journal of Applied Counseling
2019, 9(1), 69-86
Received: 26 Nov 2018
Accepted: 10 July 2019
DOI: 10.22055/jac.2019.27520.1633

دوفصلنامه مشاوره کاربردی
دانشگاه شهید چمران اهواز
۱۳۹۸، ۹(۱)، ۶۹-۸۶
دریافت: ۱۳۹۷/۰۹/۰۴
پذیرش: ۱۳۹۸/۰۴/۱۹

Identification the damages of job search and career counseling institutes: A qualitative study

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Abstract

The main of this study was to investigate and identify the damages of job search and career counseling institutes using qualitative research of grounded theory type. The sample of this study consisted of all managers of foreign and domestic job search and career counseling institutes (62 domestic and 6 foreign institutes) and jobseekers referring to these institutes in Isfahan province. 14 managers of the institutes (10 men and 4 women), and 9 jobseekers (6 men and 3 women) were selected using voluntary sampling method. Interviews and observation of the activities of the intended institutes were used in order to explore the damages. The collected data were coded and interpreted using thematic analysis method. The result of the analysis of damages using in-depth interview was identified four major damages in the participants of manager: Weak systems, constraints, disruption, and performance defects; and, in jobseekers participants, two major damages were identified: Performance defects, and weak system. Also, according to the findings the most important damages to the institutes were lack of attention to career counseling, job analysis, and evaluation of people; lack of familiarity with self-knowledge and not having psychological record; the absence of a professional counselor in the central board; not using specialist career counseling; transformation of the institutes into employment agencies; and non-familiarity of the job search and career counseling institutes with counseling models and job creation programs. Accordingly, with regard to the damages mentioned by managers and job-seekers, it is necessary for each job search and career counseling institute to use a career counselor with master's degree in career counseling in order to present career counseling services.

Keywords: Job search and career counseling institutes, damage

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Extended Abstract

Introduction

Among the factors affecting successful employment, is the performance of job search and career counseling institutes. Employment activity refers to a set of systematic and purposeful activities performed by one with the aim of gaining information about oneself and the world of work in order to identify opportunities and employment. It also is considered as an important predictor for the employment of individuals. The goal of the job search and career counseling institutes is to make a balance between the supply and demand of the workforce. As such, these institutes have an important role in job search processes, providing career counseling and the guidance of workforce. Investigating the functional problems and the pathology of employment process in job search and career counseling institutes seems to be necessary. Therefore, the main objective of the present study is to investigate and identify the damages of these institutes.

Method

The current sample consisted of all managers of foreign and domestic job and career counseling centers (62 domestic, and 6 foreign institutes) and jobseekers coming to them in Isfahan province. 14 managers of the institutes (10 men, and 4 women) and 9 jobseekers (6 men, and 3 women) were selected Using voluntary sampling method. The data were collected using in-depth interview. One to three interviews were conducted with managers over a period of 30 to 70 minutes, and one interview was conducted with jobseekers at a time interval of 20 to 68 minutes, as long as no additional information is obtained. In the interviews, open questions were used and the obtained content were simultaneously copied and recorded. In the interview process, if further questions came into mind which would help clarify the issue, they would also be asked. The data obtained from the interviews were coded and interpreted using the thematic analysis method. So that, first, all interviews were recorded, dispatched and translated into text. Then, the texts were read in one by one and the concepts were encoded therein.

Finding

With regard to the managers of job search and career counseling institutes, 233 concepts obtained based on the results of open coding. For the axial coding, all concepts were classified according to the commonality level, that finally 22 axial categories were obtained. In the next coding stage, namely selective coding, four core categories were obtained. Consequently, the damages of job search and career counseling institutes, from the viewpoint of the managers, can be classified into four major categories of weak systems, constraints, disruption and performance defects. Concerning jobseekers of job search and career counseling institutes, 38 concepts were obtained based on the results of open coding. After that, the axial coding was performed and, finally, seven axial categories were obtained. In the next

coding stage, i.e. selective coding, the two core categories of weak systems and performance defects were obtained. The damages obtained through observing and reviewing the forms about the process and content of the performance of the job search and career counseling institutes are as follows: lack of attention to job counseling in the job and career counseling institutes, the absence of a career counselor in the central board, not using a professional career counselor, lack of attention to the analysis of the jobs of converting institutes to employment agencies, non-familiarity of the job search and career counseling institutes with counseling models and job creation programs, non-attention of the job search and career counseling institutes to help people in their self-knowledge and creation of psychological records, lack of frankness in obtaining the cost of providing specified services from the jobseekers, lack of communication or poor communication of job search and career counseling institutes with technical and professional centers and, finally, the low or inadequate education of career counseling and employment experts of the institutes.

Discussion

According to findings, at least one specialist with a degree of Ph.D in career counseling is required to be a member of the Central Board of the Ministry of Labor and Social Affairs and the Provincial Council. Each job search and career counseling institute needs to have a career counselor with at least a master's degree in job counseling for performing individual assessment and selection activities for entering the job market, providing job counseling, implement job creation programs, analyzing jobs, providing quantitative and qualitative information about job market and, finally, placement and introduction of individuals to technical and professional centers. According to article 19, providing job counseling and guidance to jobseekers and employers is within the scope of and among the responsibilities of job search and career counseling institutes. Counseling fee needs to be reviewed as well. The tariffs of the psychology and counseling system can be used for determining the cost of counseling. For different jobs, the ability, skill, and character of each job can be identified by analyzing the job and reviewing the job description. Through defining a job profile for different jobs, the cost of job analysis can be reduced. By providing a job record for any jobseeker and sharing it among the job search and career counseling institutes, jobseekers can be provided with explicit employment opportunities.

