

Compare of physical structure and content of counselling between consultation services and psychotherapy government agencies and the private sector in Kurdistan province

Sharmin Rahmani ^{1,a}, Mahmoud Goodarzi ^{*2,b}

¹ Masters of clinical psychology, Department of psychology, Islamic azad university, Science and Research branch, Sanandaj, Iran

^{2*} Professor base 7, Ph. D of family therapy, Department of psychology, Islamic azad university, Sanandaj, Iran

^aRahmanysharmin9@gmail.com ^bMg.sauc@gmail.com

Keywords: physical structure; content of counselling; counseling; psychotherapy.

Abstract. The purpose of this study was compare the physical structure and content of counselling between consultation services and psychotherapy government agencies and the private sector in Kurdistan province. The research is descriptive and comparative. The study population included all psychotherapy and counseling centers in Kurdistan. therefor among the population of through available sampling a total of 16 centers selected and data were collected using a questionnaire quality services of Jafari with the reliability of 0.83 and a correlation coefficient of (Cronbach's alpha = 0.76). The results of analysis of independent T test showed that, between the physical structure consultation and psychotherapy government agencies and the private sector in Kurdistan province there is a significant difference but content of counselling and psychotherapy government agencies and the private sector in Kurdistan province there is no significant difference. This means that quality of physical structure was higher in private sector however in terms of content there is no difference between two centers.

1. Introduction

Human life is ever-changing, all - encompassing. The speed of economic and social changes constantly adds to the complexity and risks of the living conditions of the population and the degree of insecurity, uncertainty and frustration leads so that the person to resolve their issues have to get help from resource becomes available. Unfortunately ask for help from other sources is not always successful [1]. One of the main reasons for the lack of awareness and understanding of the fit and proper help and assistance, or withdrawals from their unjust [2]. This is where the need for centers to provide scientific advice on the correct. In these centers, counselors, therapists and social workers provide a variety of services such as career counseling, family, health, education [3] and addiction to help people learn to live a more balanced and more successful [4] and choices appropriate in different areas of his life more fun out [5]. They move people in a positive and productive to earn to their potential for adaptation and socialization of power [6] and uses and with changes in their perceptions, and with new insights and gain new life in a positive direction to life [7]. Because client satisfaction due to population growth and existing crisis happen each course is changing the awareness of the needs and determine the services necessary to achieve the objectives seem [8]. Astalard (1996) believes that the role and use of client satisfaction as an important component in assessment services, and considers the result of the improving knows [9]. People expect the centers with lower costs, taking into account their satisfaction and fairness in providing consultative services and receive appropriate services. The government is also desirable to ensure service quality, service and distribution service providing financial access for poor people to follow [10]. Giving a variety of client satisfaction evaluation counseling centers in Iran has been abroad. Mohammadi (2007) to evaluate the effectiveness and efficiency of counseling and psychological counseling centers pay education. Methods of descriptive statistics and practical. The main findings were that the clients of the quality of service and performance consultants are satisfied centers to

solve problems [11]. Dortaj, Hussein, the Taliban and compelling 1389 study of veterans satisfaction of medical services provided by the Foundation conducted a martyr and Veterans Affairs and veterans of the services provided to the conclusion that satisfaction is moderate [12]. Felix Rodriguez (2003) in Washington, America's annual survey of client satisfaction with the quality of substance abuse treatment services performed. In this study, patients with similar levels of satisfaction were reported by public and private sectors [13]. Bchamps and Byalynk and Chuck (2002) America during his research came to the conclusion that the satisfaction of private and public institutions alike, and no significant difference was found in this area [14]. Apart from the private sector in counseling and psychotherapy service provider organizations, government agencies as well as most of the clients are very important. In addition, because the private sector consulting environments are different from those of government agencies and such factors could possibly be the difference between the characteristics of the services provided. This study sought to compare the two institutions in terms of clients are satisfied.

2. Research Methodology

Due to the nature of the present study, investigate is descriptive and comparative. The study population include all psychotherapy and counseling centers in Kurdistan in 2015 (a total of 30 Consultation Center government and 18 units private) that the cities, according to sprawl on the basis of geographical location at the provincial level, (the city of Marivan, Saqez, Kamyaran, Qorveh and Sanandaj) were selected. Then between the public and private centers, counseling and psychotherapy in these cities the sample were equal selection and questionnaire was conducted.

3. Tools of data collection

The collect data to assess the quality of consulting: questionnaire quality of consulting. This questionnaire by Jafari and colleagues (2003) were made and came into force in Iran. The questionnaire was designed to assess and verify 4 professors fan is located. In the initial phase questionnaire to 10 patients in private and public institutions. The questionnaire bugs such words and phrases that are inaudible patrons seemed to be correct. To determine reliability and test - retest (TEST - RE TEST), a questionnaire with 24 questions (12 out of every group of government agencies and private clients) were completed within two weeks Pearson correlation coefficient in public centers ($r = \% 83$) and in private centers ($r = \% 85$), respectively. The correlation coefficient of the questionnaire was calculated by Cronbach's alpha of $\% 76$ and internal correlation coefficient (Cronbach's alpha = 0.76) has been reported. This form of 46 questions divided into three categories depending on which was formed the first class of the individual information such as age, sex, education and services and asked for the second opinion researcher on the (physical structure, appliances, consulting, quality consulting, including consulting) puts into question any of these cases based on the 4 options next 5 (very good, good, bad, very bad) to answer is given in response to questions in the form of model (Very Good. good. bad. very bad) was performed slopes leading scores in each area is between 5 to 20 and scores of each area on the 3rd floor weak (grades 5 to 10), intermediate (grades 10 to 15) and good grades (15 to 20) division and then of quality after picking up scores of four areas mentioned in the poor category (20 to 40) average (40 to 60) and good (60 to 80) were classified

4. Method analysis the data

The descriptive analysis of data from deviation criterion and tables descriptive and inferential analysis to study data and research questions using T-test for independent groups was used for all the assumptions. In order to answer the questions of descriptive and inferential statistical analyzes were performed using SPSS 22 software.

5. Findings

Table 1. Descriptive inform (Average studied Agencies government and private sectors)

Agencies government and private sector	abundance	groups	Average
	Government	8	%50
	private	8	%50
Total	16	16	%100

Table 1 show that 8 centers were selected among governmental centers (%50) and 8 centers were selected among private Centers (%50).

6. The inferential data

1. Are the quality of physical structure between consultation services and psychotherapy government agencies and the private sector different?

Table 2. Results of t-test variance analysis quality of physical structure between consultation services and psychotherapy government agencies and the private sector

Levin test				T test equality average				
Independent variable	mean difference	F value	(Sig)	T	Degree of freedom df level	sig(2tailed)	mean difference	error factor
physical structure	Assuming equal variances	9.568	0.008	4.690	9	0/001	5.125	1.093

To compare the analysis quality of physical structure between consultation services and psychotherapy government agencies and the private sector and T-test for independent samples was used. The results obtained showed that F (9.568) of the smaller table is not so significant. The t test assuming equal variance was used. The t-test obtained with $t = 0.001$ $df = 9$ degrees of freedom and significance level (0.01) reported a larger table $t p \leq 0/001$. Therefore, it was concluded that between physical structure between consultation services and psychotherapy government agencies and the private sector there is a significant difference.

2. Are the quality of content of counselling between consultation services and psychotherapy government agencies and the private sector different?

Table 3. Results of t-test variance analysis quality of content of counselling between consultation services and psychotherapy government agencies and the private sector

Levin test				T test equality average				
Independent variable	mean difference	F value	(Sig)	T	Degree of freedom df level	sig(2tailed)	mean difference	error factor
content of counselling	Assuming equal variances	3.394	0.087	0.472	14	0.644	0.500	1.059

To quality of content of counselling between consultation services and psychotherapy government agencies and the private sector and T-test for independent samples was used. The

results obtained showed that F (3.394) of the smaller table is not so significant. The t test assuming equal variance was used. The t-test obtained with $t = 0.644$; $df = 14$ degrees of freedom and significance level (0.01) reported a smaller table $t p \geq 0.001$. Therefore, it was concluded that between the quality of content of counselling consultation services and psychotherapy government agencies and the private sector there is no significant difference.

7. Discussion

According to the results in Table 2, quality of physical structure between public and private centers statistically significant difference. The results for this hypothesis with research Parvizi and colleagues (2003) and parsley and colleagues (2008) [1, 15]. After considering the results of public centers and private authorities if they want their clients to be satisfied with the quality of the components and the quality of their physical facilities in focus., the high level of satisfaction with the physical characteristics of auxiliary equipment in this study seem logical to public centers [16]. People towards them increases. When you walk into a room let the room may affect us. Sometimes when you get into the room, you feel relaxed and comfortable. Sometimes it is possible to enter the room you like some clinics and health centers that give an unpleasant feeling to you. Although the physical space of counseling centers have problems, but shall have the discipline that the references comfort [17] every workshop can be a picture of his personality as an individual behavior reflects his inner personality. That with what facilities we provide space for their clients is important. The decoration and arrangement of parts and consumables room is very important And when talking about in terms of consultation with the authorities should not sit behind a desk. Retaining the table and between the counselor and the gap. Seat counselor and have a form, a type and a color. When authorities specify where to sit if he will be most comfortable. The counselor and the front seats are better but is slightly angled with sufficient space between them to the client feels his privacy has been invaded. On location consultant is always available in the room should be a Napkin until the cry of these napkins clients save them from unnecessary disturbances [3]. Consulting room location should be chosen where the authorities hear sounds outside the room and not afraid to be heard by others. Better consultation process by other people on the phone or not cut unnecessarily.

According to the results in Table 3, the quality of content of counselling between consultation services and psychotherapy government agencies and the private sector there is no significant difference. The results obtained for this hypothesis with research Jafari (2008) are consistent [18]. This category includes high quality records of clients and the integrity of it. In this section, the Interview, diagnosis, intervention, referral, and follow-up should be identified. In general, this section should is written in a way that is comprehensive and far from any unnecessary verbiage and brevity that According to the results of all these, in public and private institutions are equally respected. It should be considered that the new consulting activity and the lack of detailed knowledge of their duties, makes the expectation of reduced services and those with the least resources are convinced and satisfied.

8. Conclusion

Results showed that, between of quality of physical structure consultation and psychotherapy government agencies and the private sector in Kurdistan province there is a significant difference. But content of counselling and psychotherapy government agencies and the private sector in Kurdistan province there is no significant difference. This means that quality of physical structure was higher in private sector. So government agencies to provide better and more efficient services to clients should make greater efforts to improve the physical space advice. However in terms of content there is no difference between two centers. There for according to the consultants, private institutions of government are working today can claim proof of the accuracy of the content quality of the advice is the same in both centers.

References

- [1] Shafiabadi, A, Counseling and psychotherapy, Tehran academic, Roshd, Tehran, 2012.
- [2] Pakgohar, Mino, Rahimi, F. and M. Abbas. Check the quality of family planning counseling provided to patients in health centers affiliated to Tehran University of Medical Sciences Research, (2000), 63-71.
- [3] Windy, Dryden, Counseling in a nutshell, First ed. Danjeh, Tehran, 2009.
- [4] Taheri, N., Fereydooni, M., Cheraghian, B., Khezni, Sabrie, Assess patients' satisfaction with the quality of services provided in health centers of Abadan and Khorramshahr, Journal of nursing and midwifery, 2010, 8 (4), 204 - 211.
- [5] Judith, A., Lowis, Robert, Dana, Gregory, Blevins, substance abuse counseling: an individualized approach, the second, Roshd, Tehran, 2012.
- [6] Hoseinian, Simin, Basic of Counseling Psychology, Roshad, Tehran, 2011.
- [7] Shechtman, Zipora, group counseling and psychotherapy with children and adolescents, Avaye noor, Tehran, (2007).
- [8] Navabinejad, G, Tips and group counseling, the study and development of Humanities Books, The publisher, Centre for Research and Human Development. Foundation (PHF) Washington DC, 2012, 19 – 25, www.lwilbun/phf.org.
- [9] Tavakoli, Mahdokht, Evaluation of satisfaction with the quality of the services centers in the city of Torbat junior high. Journal, 2007, 40-60.
- [10] Leshli Parsa, Kheir Khah, A survey of patients' satisfaction of quality of social services and police centers. Tehran University: Department of Social Sciences, Monthly human development police, 2010, 8 (39).
- [11] Mohammadi, SH, influenced. Examine the effectiveness and efficiency of mental health services and counseling centers, counseling and psychological services. New ministry of Education and Research psychology, 2007, (5), 73-90.
- [12] Hosseini, Sarah; Dortaj, Fariborz and the Taliban, al, Mahdi, Veterans satisfaction of medical services provided by the Foundation martyr. Journal – Veteran medical research -the second year, 2008. Fifth edition.
- [13] Rodriguez, F, client speak out, Washington state department of social health services, division of alkhoh and abuse, Avaliable at <http://clearing.adhl.org>. 2003, 36.
- [14] Bechamps, M, Bialek, R, Privatization and Public Health, Public Health. Tehran, 2002.
- [15] Parvizi, D., Rahgozar, M, Vameghi, R, Vaml influencing client satisfaction in public centers and comparison with the private addiction treatment centers Kurdistan. Journal Hakim, 2003, 48-53.
- [16] Nelson, Jonz, Richard, Introduction to counseling skills, treat and activities, 2ed, Roshd, Tehran, 2011.
- [17] Rafiei, H, Assessment of satisfaction in clients of family counseling centers in Tehran. University of Social Welfare and Rehabilitation Sciences 2001; 102. and Rehabilitation Sciences ; 102.
- [18] Jafari, Parvin, Hatami Zad, Nikta, Compare satisfaction clients from public and private out patient rehabilitation centers in Kurdistan, University of Medical Sciences and Physiotherapy: Group management and rehabilitation, Journal of rehabilitation, 2008, 9 (3) (4), 35 – 36.