

**INFLUENCE OF GUIDANCE AND COUNSELING SERVICES ON ADULT
LEARNERS' JOB PERFORMANCE IN BENIN METROPOLIS**

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BENIN CITY**

DECEMBER 2023

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**A RESEARCH PROJECT SUBMITTED TO THE DEPARTMENT OF ADULT
AND NON FORMAL EDUCATION, FACULTY OF EDUCATION, UNIVERSITY
OF BENIN, BENIN CITY, IN PARTIAL FULFILLMENT OF THE
REQUIREMENTS FOR THE AWARD OF BACHELOR OF EDUCATION (B.Ed)
DEGREE IN ADULT EDUCATION**

DECEMBER 2023

APPROVAL

I hereby approve that this research as carried out by **Edosa OMOIKE** with Matriculation Number: **EDU1511456** is adequate in scope and quality, in partial fulfillment of the requirements for the award of Bachelor of Education (B.Ed) degree in Adult Education.

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CERTIFICATION

We, the undersigned certify that this research work was carried out by **Edosa OMOIKE**, Matriculation Number **EDU1511456** in the Department of Adult and Non-Formal Education, Faculty of Education, University of Benin, Benin City. It is good in quality and adequate in scope in partial fulfillment of the requirements for the award of Bachelor of Education (B.Ed) degree in Adult Education.

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DEDICATION

This project is dedicated to God Almighty for His ever faithfulness, grace, mercy and all goodness

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To the All- Known God and the Creator of the Universe, the Great God of Heaven and earth do I express my almost gratitude for giving me the grace, mercy, goodness, privilege and wisdom to bring this work to pass and to go through the great institution of learning. God Almighty I say thank you.

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ABSTRACT

The study investigated the influence of guidance and Counselling on Adult Learners Job Performance in Benin Metropolis. Four research questions were raised to guide the study. A total sample of 72 respondents selected through a simple random sampling technique was used for the study. The descriptive survey design was adopted for the study. The data for the study were collected through a Questionnaire titled: Guidance and Counseling Services and Adult Learners' Job Performance in Benin Metropolis (GCSALJPQ). The data collected were analysed using descriptive statistics. From the study, It was found that guidance and counseling services gives guidelines in the work place, guidance and counseling services help you to adjust in a new job environment, guidance and counseling services help to monitor the job progress of the learners, guidance and counseling assist in the modification of behaviours and attitudes, guidance and counseling services help adult learners to be more competent performing their job, guidance and counseling enables adult learners to understand themselves, guidance and counseling services in Benin Metropolis lack trained counselor, inadequate funding of guidance and counseling services, adult learners expression of doubt about the efficacy of guidance and counseling services, and lack of commitment of Government officers is one of the barriers to effective guidance and counseling services in Benin Metropolis among others. The study therefore concludes that the role of guidance and counseling in adult learner's job performance cannot be over-emphasized. Guidance and counseling services plays importance role in adult learners' job performance due to the fact that it enhances effectiveness and efficiency in their performance and that guidance and counseling services enhance self-esteem which leads to high level of achievements and high job achievements.

CHAPTER ONE

INRODUCTION

Background to the Study

Guidance is a means of helping individuals to understand and use wisely the Educational, vocational and Personal opportunities they have or can develop and as a form of systematic assistance whereby students are aided in achieving satisfactory adjustment to school and in life. Counselling is learning orientated process carried on by a professionally competent counsellor in relevant psychological skills and knowledge, to assist the client with methods within context of the total personnel programme to learn more about herself, accept herself, and learn how to put such understanding into effect in relation to more clearly perceived, realistically defined goals, to enable the client become a happier and productive member of society. This is very essential for adult students who need to find themselves by weighing the pros and cons of each need to aid necessary adaptation to their new found role but it is highly neglected. A counsellor is therefore not in service to alter the needs identified by neither adult learners nor the administrators but to assist them to cope with the new psychosocial effects arising from the forces of change, and prepare their mind for the new financial and social problems associated with changes, the preparation of the mind also equips the adult learners to develop abilities, interests, aptitudes, self-esteem, and self-fulfillment in making appropriate decision.

Adulthood is mostly challenged by sudden increase in responsibilities, physiological, emotional, psychological and social performance. Just as Oduaran (2000) predicted that there will be contending needs and problems to cope with. He stated that social and economic changes occur so quickly that one barely has enough time to deal with one given change before another one manifests, so in this 21st century, adults are constantly developing and applying a repertoire of concepts, strategies and since education is perceived as an instrument for human development this has increased learner's interest and interest in learner's needs.

Once a problem arises, one seeks solutions, suggestions or even other people's opinions about the problem. In one way or another, one seeks for guidance and counselling services (Alutu, 2005; Garner, 2000). Guidance and counselling services are services that have been in existence as long as human beings have lived, either formally or informally. Guidance and counselling has been engraved in African traditional society since time immemorial. According to Busari (2012) and Muraina (2018) guidance and counselling was entrusted to the immediate and extended family where individuals confined in and depended upon their relatives for advice when faced with problems. As such in the African traditional society, people of all ages could seek for this service from the elderly or respected people in the society such as fortune-tellers, wizards, astrologers, palmists and future-tellers were thought to be getting information from the gods and could therefore guide and counsel others according to what the gods have counselled.

Young people could be counselled by the elderly on the norms of the society and what was expected of them in the society. All this was informal counselling. However, in the African traditions, the elders counselled the younger ones and the wiser counselled those with less experience. Likewise, the expertise and religious leaders such as Pastor and Imams counselled the whole society (Akinade, 2012; Oderinde and Muraina, 2014).

Guidance and counselling is a noble profession whose importance in the educational system of Nigeria is becoming increasingly recognized by the country's educational planners and policy makers. Ideally a well-trained school counsellor should be available in each institution in the federation to deal with various aspects of students' problems and this presupposes the establishment of school guidance and counselling from the primary up to the tertiary levels including the adult educational programme (Adeyemo, 2014). Guidance and counseling of adult learners' may not readily be done in a conventional system of learning but could involve day to day learning activities outside the convention educational system and this learning and counseling process should be geared towards helping the adult learner to realizes himself or herself, understand the world in which they live and contribute to the ever growing society

Guidance and counselling services help to recognize and understand about one's talents and abilities, help to develop an optimistic outlook for removal of undesirable traits, it aids to develop resourcefulness and self-direction in adapting to changes in society. Guidance and counselling earn recognition through their services rendered in

enhancing human happiness by being healthier, more productive, attain valuable lesson and also eliminate later stage problems. The major aim of guidance and counselling services is to encourage academic, social, emotional and personal development. Guidance and counselling have become very imperative for people. People need guidance to polish their personality and also help to attend to the physical, social, psychological, educational and vocational needs.

Therefore, since guidance and counseling service is a profession, for effective counseling to take place it must involves the application of basic principles for effective helping. These however, include the principle of understanding, sequential process; appreciate self-disclosure and observance of ethics. Their applications not only make counseling effective but also add to the specialist of the counseling relationship. Guidance and counseling cannot be erased from job performance. Guidance and counseling services are very imperative and it enhances job performance.

Therefore, job performance relates to how individuals perform in their job duties. In addition to training and natural ability (like dexterity or an inherent skill with numbers), job performance is impacted by workplace environment factors including physically demanding tasks, employee morale, stress levels, and working extended hours. Poor conditions and high stress can lead to compromising health habits like smoking and/or poor diet, which then have increasing detrimental effects on job performance. On the other end of the spectrum, well designed work environments, low stress, and a supportive

employer can greatly increase job performance. Job performance is an important part of workplace productivity and safety.

Job performance is the sum total of a worker's execution of assigned tasks. Grouping, assigning, analyzing, and evaluating a worker's job performance generally involve human resource expertise. Managerial personnel may also be involved in these areas of responsibility, because of their knowledge of overall production and workflow.

Guidance and counseling services are necessary for the actualization of a better job performance and productivity. Guidance and counseling services will enhance efficiency and effectiveness in the workplace. Knowing the imperativeness of guidance and counseling services on job performance and how it can enhance efficiency, effectiveness and productivity in the workplace, hence this study seek to know the influence of guidance and counseling services on adult learners job performance and the focus is on Benin metropolis.

Effective work performance is the production of valid results in a work organization. It is when employees produce the expected results that may lead to productivity in the work organization (Clark, 2000). On the other hand, Strebler (2004) defined poor performance as a situation, where an employee's behaviour or performance might fall below the required standard. Poor performance is an issue to managers and employees in a work organization. It is of concern to managers because it is a measure of how effective the organisation is led. It is an emotive issue, which according to Strebler

(2004) can be quite personal, since productivity and the working climate are affected. Poor performance can be exhibited by way of: failure to perform the duties of the position or to perform them to the standard required; non-compliance with workplace policies, rules or procedures; unacceptable behaviour in the workplace; and disruptive or negative behaviour that impacts on co-workers.

In different work organization today, job performance of workers seems to be declining in a geometrical progression. This is because most workers exhibit negative attitude towards their jobs. The result of a study reported by Zetlin (2013) showed that forty-seven percent (47%) of employees admitted that personal problems sometimes affect their work performance. More than 16 percent of employees used for the study reported that their personal challenges resulted in absenteeism, while about half the respondents admitted that it makes it difficult for them to concentrate on their jobs.

In a situation where employees' job performance is declining, organizational productivity is often seriously affected. In spite of this awareness, many organizations still suffer lack of organizational productivity as a result of employee job performance. In this study, the notion of guidance and counselling services for effective work performance as a way for service improvement in work organization would be examined. By and large, this study will help to fill the gap that guidance and counseling can enhance job performance of adult learners.

Statement of the Problem

Adults are people that are saddled with responsibility. They often face challenges in all endeavours of life whether in the family, social, economic, circular, physiological, psychological and otherwise. Adults here are those who are engaged in economic activities whether self-employed or those who are gainfully employed in any organization of work that earn them a living. The adult may encounter some challenges which may contribute to ineffectiveness in the work place even though there is a conducive and comfortable atmosphere or environment that could spur up effectiveness and efficiency in the work place. As a result of this problem, the need for guidance and counseling services to cater for these adult workers to help and assist them in their job performance, so as to be active, effective and efficient in performance of their job in order to yield more productivity.

Research Questions

The following research questions are raised to guide the study:

1. What are the types of guidance and counseling services provided to enhance adults job performance in Benin Metropolis?
2. What are the roles of guidance and counseling services to adult learners' job performance in Benin Metropolis?

3. How does guidance and counseling services proffer solutions to the problems of adult learners as it relates to their job performance in Benin Metropolis?
4. What are the barriers to effective guidance and counseling services that may be used to enhance performance in the work places in Benin Metropolis?

Objective of the Study

The objective of this study is to examine the influences of guidance and counseling services adult learners' job performance in Benin metropolis. The specific objective of this study will be to:

1. Find out the types of guidance and counseling services provided to enhance adults job performance in Benin Metropolis.
2. examine the roles of guidance and counseling services to adult learners' job performance in Benin Metropolis
3. Examines how guidance and counseling services can proffer solutions to the problems of adult learners as it relates to their job performance in Benin Metropolis.
4. Find out the barriers to effective guidance and counseling services that may be used to enhance performance in the work places in Benin Metropolis.

Significance of the Study

The finding from the study would provide a model for adults in Benin City and Nigeria at large. The benefit of this study is expected to increase the

understanding of the problems of adult, adult learners and provide necessary information through guidance and counseling services.

It is expected that the study would be useful to researchers, planners, Government and Non-Governmental organizations in planning and executing literacy programmes. The finding from the study will programmes help planners to review the existing policies and curriculum to meet the needs of learners and also motivate facilitators to stay on.

The finding from the study would encourage adult to persist and achieve goals and objectives.

The finding from the study would provide a frame work for policy makers, government, employers of labour, social workers, adult educators on influences of guidance and counseling services adult learners' job performance.

The finding from the study would serve as a database for further studies in the field of adult literacy education. The study from the study would serve as additional literature for researchers in the field of adult literacy education

Scope and Delimitation of the Study

The scope of this research will be limited adults within Benin metropolis. This study will focus on the influence of guidance and counseling services on adult learners' job performance. Attention will be on how guidance and counseling services can enhance their job performance and productivity of adult learners.

Definition of Operational Terms

Guidance: Advice or information aimed at resolving a problem or difficulty, especially as given by someone in authority.

Counselling: the provision of professional assistance and guidance in resolving personal or psychological problems.

Adult Learners: An adult learners are mature persons who are older and are involved in forms of learning. Adult learners also refers to students or learners who are beyond the traditional age of formal schooling.

Job Performance: Job performance is defined as actions or behaviours relevant to organizational goals, which includes both productive and counterproductive employee behaviours that contribute to or detract from organizational goals.

CHAPTER TWO

LITERATURE REVIEW

This chapter provides a review of the relevant and related literature on the influence of guidance and counseling services on adult learners' job performance. It was done under the following sub headings.

Theoretical Framework.

Concept of Guidance and Counselling.

Type of Guidance and Counseling Services.

Roles of Guidance and Counseling Services to Adult Learners' Job Performance

Providing Guidance and Counseling Services in Adult Education Programmes

Barriers to Effective Guidance and Counseling Services

Summary of Literature Reviewed.

Theoretical Framework

Guidance and counseling theories are tools used by counselors to help them become more effective observed by Engelks and Vandergoot (1982) counselors integrated those theories in their counseling framework to direct them in decision they made and methods of guidance and counseling they used. This study will be guided by the following theories: Social learning theory and personality theory.

Social Learning Theory

Social learning theory as proposed by Albert Bandura in 1986 stress that behavior is not solely determine by inner drives or the environment, but is a result of an interactive association between inner processes and environmental variables. The inner processes are covert events based on earlier experiences and are controlled by external environment al influence to bring about overt responses observed by Feltham and Horton (2006).

Bandura view verbal representation and imaginable representation of the environmental guide a person's behavior. Thus; one can use both insight and foresight to solve his or her problems. Learning also occurs through observational learning in a process known modeling.

Therefore learners can acquire competencies such as academic, social and personal through modeling. The counselor needs to act as a role model to the learner in each of the environment. Bandura also developed the concept of efficacy expectation, which he conceived as conviction of an individual that certain behavior will produce certain outcome stated by Mangal (2007).

Efficacy expectation can also be explained as a person's judgment about his or her ability to plan, execute and maintain a particular action or behaviour. These expectations influence choice of activities and environment settings. For provision of effective guidance and counseling, the understanding of student efficacy expectation in his/her prevailing environment is essential. He also explained issues on motivation and based it

on representation of future outcomes, which generate current motivators of behavior because of the anticipated future reinforcement.

The anticipation of self-approval motivates or demotivates behavior learner can also be motivated to their academic, social and personal capacities thus meeting their basic objectives in their institutions of learning. Bandura also observed that learning is controlled by the limit of someone's expectation efficacy. Thus people learn from various environment of being modeled reinforced. Among the environment that Bandura proposed in guidance and counseling and learning new behavior include: modeling, efficacy expectation and phobia reduction. These processes can be enhanced through guided participation, modeling and system desensitization. The implication of this is that it will help to enhance the life and skills of learners most especially adult learners so that they can apply this learning in the area of their job in order for them to be more effective and efficient in performing their job.

Concept of Guidance and Counselling

There are various definitions of the term "guidance". It is necessary to consider the ideas of different authors concerning the nature of the subject matter in order to grasp its full meaning. From a layman's point of view, guidance attracts a barrage of meanings. For instance, guidance simply means to guide, to direct, to steer, to lead, to pilot, to assist, etc. From the foregoing, parents and other lay persons basically view the counsellor as one who directs or steers children into a particular endeavour. In order to gain more

insight into the nature of the term, various definitions by some authorities will be examined.

Jones (2015) states that guidance involves personal help given by a competent person; it is designed to assist a person to decide where he wants to go, what he wants to do or how he can best accomplish his purpose; it assists him to solve problems that arise in his life. It does not solve problems for the individual but helps him to solve them. The focus of guidance is the individual and not the problem; its purpose is to promote the growth of the individual in self-direction.

Khan (2019) stated that guidance refers to advice or information provided by a person of experience to solve a problem or improve something. Guidance refers to the process of helping individuals to discover and develop their potentials. The need for guidance is something that cannot be ignored by anyone. Furthermore, guidance helps in the development of educational, vocational, and psychological skills in an individual. Most noteworthy, guidance would help an individual to achieve an optimal level of happiness and peace in life. Moreover, an individual who receives proper guidance would surely contribute significantly to society.

Type of Guidance and Counseling Services

The Guidance and Counselling Services promote the holistic development of people by providing on-going prevention and intervention services and offering necessary

helps towards achieving goals and objective. In an attempt to achieve the above stated objectives, guidance and counseling offers the following services;

Orientation Service

This is the service given to the learners to make them emotionally secured and better adjusted in a new environment “especially during the critical transition period from one class to another and from one school to the other”, Oladele (1996). It also enable learners to get academic information easily and get used to their new social surrounding. In order to adjust in different situation either by selecting his choices or solving his problems, one must have details information about the same. This is possible by proper guidance. Guidance orients one about the problem of career planning, educational programming and direction towards long-term personal aims and values.

The oriental function of guidance not only helps one to get rid of problems but helps to check it. It contributes to the self-development and self-realization. It is also an instrument of social and national development.

Information Service

Anagbogu (1988), Uba (1990) and Lanna (1992) all agree that information services are aimed at providing student with better knowledge of education, vocational and personal social opportunities so that they may make better information and realistic choice and design about educational and vocational plan. According to Anagbogu (1987) “A good information service help people to meet the challenge of today and tomorrow:”

Informational service is the assistance rendered to the client to enable him obtains valid and usable data about education, occupation and skills in personal-social relationships. Informational service is important because it enables the individual to understand his environment and to evaluate himself in relation with these environmental forces.

Adults need a number of information to be able to function effectively in their daily pursuit in life. Information on economic opportunities, religious affairs, and political happenings can go a long way to improve adults' personalities in their communities. Salawu (nd) remarks that information services are designed to provide individuals with knowledge of educational, vocational and personal-social opportunities that are available within the society. Certainly, information of this kind will make adults better informed to make wise, intelligent and useful choices and decisions in an increasing complex society.

Counselling Service

Uba (1990) describe counselling as the lord of the entire guidance world. The objective of counselling according to Arbuckle (1970) is to help an individual to clear away his entanglement and hamper tentacles so that he can be what he really is and contributes more both to himself and followers. In the same vain, Perz, (1965) says that counseling help the counselee to deal more effectively with himself and in relation of his environment.

Placement Service

This refers to putting people into various jobs, school, class or courses where they are most suitable considering their ability, aptitude and interest. Placement service refers to the assistance, which the counsellor renders to the individual to make appropriate choices among school subjects, between one school and another, and from school to employment. Placement involves the informational services of educational and occupational planning, pupils' appraisal and counseling assistance appropriate to the student's choices and progress in school subject, extra-curricula activities, community services and employment.

Appraisal Service

The term appraisal is derived from the word "appraisal" which means "to estimate". In guidance and counseling, appraisal connotes idea of measurement. Measurement can be defined as process by which numbers are assigned to individual members of a set of objects or persons for the purpose of indicating differences among them or the degree to which they possess certain characteristics or attributes that are being measured. This is the provision of satisfying educational vocational and social programme for student through the adequate data collected on them through intelligent attitude and achievement test and also through the use of non-test means such as rating scale, interview, observation autobiographic e.t.c.

Referral Service

This is the act of referring or transferring problem which the counselor could not effectively handle to expert who can proffer service or solution to them. This could be within or outside the school system such could be referring student to medical Doctor, Dentist, Optician, Psychologies, Physiotherapist, Principal e.t.c.

Counselling is usually referred to as the hub of guidance. This is because guidance cannot be done without some element of counseling. Sometimes, counseling is regarded as a phase in any guidance programme. It is the face-to-face inter-personal relationship between the counsellor and the client, which leads to the development of self-understanding and insight into his problems. With the complexity of human nature, a problem may arise where solution may lie out of the scope of adult literacy counsellors' knowledge. Where such arises, the counsellor waste no time in referring such a client to where he/she could be taken care of. In this regard adult literacy participants who could not be assisted by literacy counsellor could be referred to the specialists who can solve the arisen problems. There is no doubt that the enumerated counselling services can go a long way to improve living standard of adults and help solve their personal and community problems. Com ing together of adults at literacy centres could be advantageous to them not only making them literate but also benefitting from devised experiences of their colleagues and facilitators in addressing problems bogging them.

Follow Up Service

This is the act of probing into the progress of client or student after guidance- and counselling interview to approach the effectiveness or others. Follow-up is usually needed to obtain information as to how well students do after completing school and after entry into given occupational areas.

Educational Guidance

Educational Guidance is directly concerned with the pupil. In the learners' life, this guidance is very important. The chief aim of educational guidance is to develop the ability of co-ordinating with the school environment in the pupils to create necessary awareness and sensitivity, so that they may select themselves proper learning objectives, devices and situations.

Students often encounter difficulties in understanding what is taught in the classroom, laboratories and workshops. Expected change in behavior is not fully achieved. Failures in examinations and tests, poor standards or assignments, unsatisfactory involvement in the academic work by students are some of the often noticed problems. The problems need to be solved to the maximum extent by assisting them.

According to Jones, "Educational Guidance is concerned with assistance to be provided to the pupils which is expected for their adjustments in the schools, selection of curricula and school like." It is also defined as a conscious growth of individual. This has

to do with knowing his interest, selection of his subjects, form of his study habits and making his progress in those subjects and activities and passing the examination.

The objectives of educational guidance are:

- To monitor the academic progress of the students.
- To acquaint the students with the prescribed curriculum.
- To identify the academically gifted, backward, creative and other category of special learners.
- To assist students in getting information about further education.
- To diagnose the learning difficulties of students and help them overcome the same.

Vocational Guidance

Vocational guidance is the process of helping the individual to match his personal attributes and his background with suitable jobs and employment opportunities (Walton, 1966) or the process by which all the various factors affecting the individual's occupational choice are sorted out, weighed and brought into focus and by which the young person is helped to make his choice in the full knowledge of the facts about his own potential to them (Napier, 1972). It is intended to aid young people in choosing an occupation, preparing themselves for it, finding an opening in it and building up a career of efficiency and success (Parsons, 1908).

Vocational guidance is the assistance given to students in choosing and preparing for a suitable vocation. It is concerned primarily with helping individuals make decision and

choices involved in planning future and a career decision and choices necessary in effecting satisfactory vocational adjustment. Vocational guidance would assist an individual in solving these problems. Vocational guidance is sometimes described as the process of “fitting round pegs in round holes and square page in square holes.”

According to ‘Crow and Crow’ “Vocational Guidance usually is interpreted as the assistance given to the learners to choose, prepare for and progress in an occupation.” According to ‘Myers’, “Vocational Guidance is the process of assisting the individual to do for himself certain definite things pertaining to his vocation.” Vocational counselling is a set of services designed to develop the skills and ability to practice a vocation in a productive way (Seligman, 2010). It is a process during which a vocational counsellor helps their clients decide, in an aware and independent way, which profession or occupation they want (Issa & Nwalo, 2008).

According to ‘Mayers’, vocational guidance is needed for the following reasons:

- **Wrong Profession and Economic & Psychic Loss:**

If an individual stays in a wrong profession for a long time, then he suffers economically, & psychologically. i.e., there is a financial loss to himself as well to the organization. The individual is not happy. He is frustrated. His family life is affected.

- **Economic advantages:**

Vocational guidance provides many economical advantages to the employers. Their problems are fewer because the workers enjoy job satisfaction.

- **Health Point of View:**

It is needed from the point of view of health of the workers. If the profession is such where health of worker breaks down, production suffers and morale of workers goes down.

- **Personal and Social Values:**

There are large numbers of personal and social values of vocational guidance. Learning a side financial consideration, the workers happiness, his personal development, his value as a social unit and his contributions to human welfare are all involved, Right vocational guidance helps us achieve that.

- **Maximum Utilization of Human Potentialities:**

We are truly benefited if the human potentialities are utilized of the maximum with the help of vocational guidance.

Personal Guidance

Personal guidance assists the individual to adjust with psychological & social environment. It is to solve the emotional & psychological problems. Personal guidance may be defined as the assistance offered to the individual to solve this emotional, social ethical and moral as well as health problems. Thus personal guidance deals with all those problems of life which are not covered under educational and vocational guidance. Personal-social guidance includes the help offered by the counsellor to the client to make efficient personal and social adjustment. Such adjustment demands that the individual

should understand himself and forces in his environment which pre-dispose his behaviour along certain lines. This aspect of guidance deals with personal emotional problems, which disturb the individual and affect his performance at home or at work adversely. Stress, anxiety, truancy, sexual perversity, vandalism, drug addiction and stealing are common examples.

Nature of Personal Guidance

The nature of personal guidance can be understood by you, if you keep in mind that personal guidance does not exclude social life of the individual. The following are some basic nature of personal guidance.

- It is concerned with social and civil activities.
- It deals with health and physical activities.
- It helps in worthy use of leisure time & character building activities. So, in personal guidance problems of individual and social health, emotional and social adjustments, economic and social relationships etc. have an important place.

Purpose of Personal Guidance

The purpose of personal guidance is to help the individual in his physical, emotional, social, moral and spiritual development and adjustment. The purpose of personal guidance leads to different activities to be organized for example for physical development,

Need of Personal Guidance

Personal guidance refers to the help given to an individual towards a better adjustment in the development of attitudes and behaviors in all areas of life. It assists the child to adjust with physical and social environment and to solve all the emotional and psychological problems. The personal guidance is needed for the following reasons.

- Required for personal adjustment
- Essential for developing individual competence avoiding the interpersonal tensions and conflicts.
- Setting up a harmonious environment between family life and vocational life of an individual.
- Taking decisions with regard to personal problems
- Bringing happiness, peace and satisfaction in the life of an individual.

Career Information Counselling Services

As the provision of career development services for adults becomes increasingly important, a career information counselling services must help deal with diverse client populations, adults' need for personal involvement in career planning such as information about seeking for job, preparing for job and what it takes to sustain a career. In fact how to seek for better job opportunities constitutes part of career information counselling services.

Educational Counselling Services

Adult learning is believed to be complex. Its complexity arises from changes that adults experience as they aged. The changes manifested in social, cultural, economic, and physiological factors that influence the adults' doings. Psychologists believe that age has negative effect on human intelligence. This effect brings about intellectual decline in adults which affects their learning ability. Other factors associated with this are decline in sensory acuity, decline in vision, and decline in hearing. The psychological implication of this is that it has influence upon adults' confidence and also increases their feelings that they cannot cope with new learning. In order to help adult learners an effective counselling service must be made available in literacy centres that will help create an enabling environment for effective learning. Effort must be made to convince adult learners that new learning is possible despite their peculiarities.

Roles of Guidance and Counseling Services to Adult Learners' Job Performance

Guidance and Counseling play an important role in developing students' emotional intelligence, guidance and counseling. They also need to be able to make a guidance and counseling service program to handle students' problems both intellectually, emotionally, spiritually and socially. Guidance and counseling services include personal guidance, social guidance, tutoring and career guidance. There are various guiding meanings expressed by experts. Among them is the idea of guidance put forward by Crow and Crow (2009) which states that guidance is assistance provided by someone,

male or female, who has an adequate personality and is well trained for each individual of every age to help him organize his own life activities, develop his own outlook on life, make his own decisions and bear his own burdens.

Sukardi (2007), social guidance helps students recognize and relate to their social environment based on morality, social responsibility and statehood. Social guidance, which involves:

- (a) understanding of cultural diversity or customs,
- (b) social attitudes and
- (c) the ability to socialize positively with parents, teachers, friends, and other school communities

In general, the purpose of personal-social guidance is to help develop individuals optimally in accordance with their potential and achieve development goals such as personal, social, learning and career aspects. According to Yusuf and Nurihsan (2014) the purpose of guidance service providers is for individuals to:

- (a) plan study completion activities, future career and life developments,
- (b) develop all their potential and strength as optimally as possible,
- (c) adjust self with the environment of education, society and work,
- (d) overcome obstacles and difficulties faced, adjustments in the environment

Yusuf and Sugandhi (2012) Social guidance aims to build individuals to achieve the tasks of social development and to be able to solve problems that occur in their lives. The purpose of social guidance is related to the development of social character, that is, students are able to actualize attitudes and behaviors in daily life, in the life of the community and state students can have an attitude of respect for others, empathy, tolerance, and responsibility.

Importance of Guidance and Counselling

The plethora of problems in modern lives have given rise to the necessity of guidance and counselling. The general importance of guidance and counselling is that they provide services that promote personal, social, educational, and career development. Guidance and counselling help to remove undesirable traits by recognising one's talents and abilities and also help develop an optimistic outlook. They also aid in developing resourcefulness and self-direction in adapting to the changes in society. Find out in details about the importance of guidance and counselling in various aspects of life as described below-

Education:

Guidance and counselling has gained a major focus in the academic field in recent years. Guidance and counselling in education aim to make progress in academic achievement, increase acquisitions, apply conflict resolution, and reduce dropouts of the students. The importance of guidance and counselling cannot be overlooked as they

contribute in shaping the personality of children. learners get comprehensive advice on careers, course selection and future prospects that enable them to make a proper choice regarding their education and career. Often, due to lack of guidance, learners get addicted to drugs, engage in various crimes, becomes a school dropout and attempt suicide due to depression. Many of these problems require guidance and counselling along with remedial treatment. Despite the rise in literacy rates, the tendency of opting the wrong decision is continuously increasing in adolescents. Thus, to survive this period and get the right advice for directing life in the right path, adolescents should seek guidance and counselling help.

Life Coaching:

Life coaches help their clients to maximise their personal and professional potential by utilising guidance and counselling. When people are surrounded with stress, feel stuck due to certain issues of life or cannot figure out how to handle it, they approach life coaches. Life coaches thus assist them to handle and successfully adapt to any situation and stress the client is facing. It is guidance and counselling through which life coaches elicit solutions and strategies from the client. With the assistance of guidance and counselling, the coaches also provide support to enhance the skills, resources and creativity that the clients already possess. They direct you in creating a new path to achieve your goals.

Career:

Career guidance and counselling acquaint individuals with their occupational choices. They analyse your interest and personality and then guide you to the best possible career options that are suitable for you. When you approach a career counsellor, they help you identify your skills and abilities. Through guidance and counselling, career counsellors then give you a comprehensive and advanced solution to your career related problems. A career counsellor would introduce you to a range of tips; whether it is about how to excel in an interview or how to handle corporate pressure. The counsellors, through guidance and counselling, help you to climb the ladder and bring in the desired results in your career.

Providing Guidance and Counseling in Adult Education Programmes

As one of the support services that can assist the attainment of the objectives for which adult education learners centres established, guidance and counseling unit in adult education centres is expected to:

- (a) Develop adult learners skills for better self-understanding;
- (b) Equip them with skills for self-improvement;
- (c) Provide information on family life education retirement adjustment skills;
- (d) Highlight dangers inherent in various social vices (eg. Drug abuse, serst cults, arson, vandalism);
- (e) Help adult learners to develop better interpersonal skills;

- (f) Equip them with knowledge, attitude and skills for developing adult education adequate social skills and
- (g) Assist them develop effective time management skills.

Furthermore, Stoops, Raffer and Johnson (1981) in Ajowi, and Simatwa (2010) maintained that many disciplinary problems that occurred in literacy centres might not exist if guidance and counselling services were correctly offered. Accordingly, Kochhar's (2003) study observed that many young men and women enroll into educational institutions with little knowledge of the courses to select and careers to pursue. Thus, educational institutions are required to proffer solutions to these challenges encountered (Bruce, 2004). Ntwiga (2015) stated that counseling enables learners to understand themselves, as well as identify problems they encounter from their views; while guidance can enhance self-esteem which leads to high achievements. The author also added that students need vocational guidance in choosing and preparing for careers of their choices. These statements imply that learners may not be able to understand and have high job achievements without the help of guidance and counselor.

Barriers to Effective Guidance and Counseling Services

The factors that militate against a functional Guidance and counselling program will be identified in this literature. These factors are complicated in emerging economies, and encompass lack of: funds, Guidance and counselling materials, trained teachers; and inadequate policies and practices, such as community standard on sexuality (Alice, Alice

and Patrick, 2013). Gesinde (2009) also averred that the factors which lead to ineffective guidance and counseling services are as follows; Inadequate number of counselor, inadequate/lack of other personnel like cleaner, typist, messenger etc, inadequate/lack of offices for counseling, insufficient infrastructures, excessive administrative work, counselors uncooperative attitude, poor attendance of students for counseling, uncooperative attitude of the head of institution, non-availability of resource persons, absence of sponsors for counseling programmes, unhealthy rivalry from teachers, lack of enough time for counseling because of teaching assignment, insufficient/lack of psychological tests and other materials, inadequate/lack of funds and too many maladaptive behaviours to solve.

It should be noted that the main aim of guidance and counselling is to assist the learners to develop physically, mentally, emotionally, morally and educationally to cope with the learning situations within and outside the school environment. Some of these services provided by counsellors are hindered because of the following problems;

a. Lack of Trained Counsellors: Despite the fact that there are many holders of higher degrees in guidance and counselling in Nigeria today, not as many are qualified to be real counsellors because they lack the skills necessary for the practice. There is limited number of trained counsellors in Nigerian schools and the ones already trained choose to go into non-school settings (Akinade 2012).

b. Doubt About the Efficacy of Guidance and Counselling: Some people such as uninitiated colleagues, teachers, principals or administrators doubt the efficacy of counselling. They are skeptical about reliance on its use.

c. Lack of Commitment of Government Officers: Ogunyemi (2003) as cited in Egbo (2013) noted that although the federal Government entrenched the guidance and counselling programme in the NPE (1981), there is still much to do when it comes to practical support and its implementation. He noted that more committed action will help the growth of the profession.

d. Lack of or inadequate funding: Guidance and counselling is not well funded today, the education enterprise has become a costly venture. Enough funds are not allocated to each school to run its various services. Where funds are available, very little is earmarked for counselling purposes. It seems the various levels of government (Federal, state and Local) do not want to stretch their budgets with extra demands from emerging unit such as guidance and counselling, yet it is known that effective counselling demands adequate funding to purchase items such as psychological tests, journals and various publications, play gadgets, cardboards and various felt pens as well as money to organize activities such as Orientation, Excursions, career clubs and Career Day/week and furnishing a counsellor's office.

e. Confidentiality: Clients expect that their secrets or privileged information be kept secret or confidential and not exposed to others. However, referrals agents such as

teachers, peers, parents, principals among others expect counsellors to divulge such information to them. Failure of the counsellor to reveal the “secret” may raise the degree of suspicion of his activities. Revealing the secrets lead to loss of faith in counselling and counsellors on one part will lose clients. Yet all these are happening (Akinade 2012).

f. Counsellors Created Problems: Counsellors also create major problems to guidance and counselling delivery. Some are not fully committed to the counselling profession. Instead of being serious minded in their counselling duties, some join in the staff room discussions.

g. Feeling of Suspicion of the Role/of Integrity of Counsellors: Some school personnel still see the counsellor as having a “hidden agenda” or something to hide when a client goes into the counselling room (where this is available) some give counsellors negative or derogatory labels. This is more so where the other workers doubt the moral integrity of counsellors who give individual counselling to young ones. This feeling becomes more serious when a male counsellor treats female students and gives the interaction high confidentiality.

h. Blurred role of the guidance counsellor: Several people in the society do not know the specific roles of the counsellor. Even in the school settings, where awareness is expected to be high, school personnel such as teachers and principals do not understand or they misconstrue the functions of the counsellors.

Summary of Literature Reviewed

This chapter also provides a review of the related literature. This study utilized a theoretical framework which is social learning theory. The theory was propounded by Albert Bandura. The theory states that behaviour is not centered on intrinsic motivation or environment but it focuses on the interactive relationship between the inner drives and the environmental factors or variables. This implies that the inner drive or move alone cannot bring about change in behaviour without the interaction with the environmental factors which can help to spur up changes in behaviour.

Therefore, as a result in order to bring about change in behaviour and also to be able to solve problems, one can use both insight and foresight. The social learning theory also state that Learning also occurs through observational learning in a process known modeling.

It means that learners can acquire competencies either academic, social and personal through modeling. Moreso, for this to be achieved, the counselor needs to act as a role model to the learner in each of the environment.

The study also reviewed the concept of guidance and counseling. Guidance and counseling are often considered to be the same but they are two different concepts. Guidance refers to the advice given by an experienced person to solve a problem. Guidance is a continuous process of helping the individual development to the maximum of his capacity in the direction most beneficial to himself and to society. The guidance

refers to the advice given by an expert or another individual to solve a problem. It can be formal as well as informal. It is a dynamic and continuous process. It ensures that the choices of the individual serve society and allows individuals to recognize their talents and abilities.

Counselling on the other hand is a face to face relationship in which growth takes place in the counsellor as well as the counsellee. Counseling is the advice or help given by a professional counselor to a counselee to help them overcome their personal or psychological difficulties. It is the process of talking therapy provided by a professional counselor to a counselee. Guidance and counseling are needed for a better understanding of the self. It allows individuals to recognize their talents and abilities. It develops a sense of self-direction and resourcefulness in individuals. Guidance and counseling allow individuals to receive advice and information for their careers. It allows one to develop good habits and avoid undesirable attitudes.

Moreso, the type of guidance and counseling services includes; orientation service, information service, counselling service, placement service, appraisal service and referral service were discussed. The study also reviewed the roles of guidance and counseling services to adult learners' job performance. The roles encompasses plan study completion activities, future career and life developments, develop all their potential and strength as optimally as possible, adjust self with the environment of education, society and work, and overcome obstacles and difficulties faced, adjustments in the environment.

It was seen from the study that providing guidance and counseling in adult education centres can help proffer solutions to the problems of adult learners such as Develop adult learners skills for better self-understanding, equip them with skills for self-improvement, provide information on family life education retirement adjustment skills and equip them with knowledge, attitude and skills for developing adult education adequate social skills. By and large, the study examined some barriers to effective guidance and counseling services which entails insufficient or lack of psychological tests and other materials, lack of funds, availability of resource persons, absence of sponsors for counseling programmes, etc.

CHAPTER THREE

RESEARCH METHODOLOGY

This chapter focuses on the procedure employed in gathering and analyzing data for the study. It was done under the following sub-headings:

- Design of the Study
- Population of the Study
- Sample and Sampling Technique
- Research Instrument
- Validity of the Instrument
- Reliability of the instrument
- Method of Data Collection
- Method of Data Analysis

Design of the Study

The research design that will be used in conducting this study is the descriptive survey research design. The descriptive survey research design involves a systematic gathering of information from the respondents for the purpose of understanding and predicting the population.

Population of the Study

The study population is made up of adults members within Benin Metropolis, Edo State.

Sample and Sampling Techniques

The sample size that will be used for this research will consist of 72 respondents which will be randomly selected. The sampling will involve adults of various capacity. Selected sampling technique that will be used for this study will be simple random sampling technique.

Research Instrument

The main instrument for data collection for this study will be the questionnaire. It is a set of questions presented to respondents with which demographic data can be collected. The questionnaire will be divided into two sections, section A and B. The section A of the questionnaire focuses on personal information which is to probe into the respondents personal data, while section B is aimed at obtaining information relating to the research questions raised. The questionnaire is aimed at eliciting information regarding the influence of guidance and counseling services on adult learners' job performance.

Validity of Instrument

The instrument will be validated by the research supervisor. Necessary clarifications and modifications will be made before a final copy of the questionnaire is administered.

Reliability of the Instrument

Test-retest reliability will be used to measure the consistency of the research instrument which is the questionnaire. In the first instance, the research instrument will be administered to about 10 persons who forms part of the population but not part of the samples of the study and will be repeated after two weeks to the same respondents in the various schools that will be used for the research.

Method of Data Collection

The questionnaire will be personally administered by the researcher to the respondents. Explanations will be given to the respondents on how to indicate their view on each item on the scale. Effort will also be made to explain the questions to the respondent in a manner that will enable them respond objectively to the question asked. The completed questionnaire will be retrieved on the spot in order to guarantee 100 percent retrieval.

Method of Data Analysis

The collected data will be analyzed using descriptive statistics. This will involve the use of frequency count, percentage and mean score analysis. A criterion mean of 2.50 will be set for the study for decision-making. Therefore, any item below a mean of 2.50 will be rejected while items with a mean score of 2.50 and above will be accepted.

CHAPTER FOUR

PRESENTATION OF RESULTS AND DISCUSSION OF FINDINGS

This chapter contained the presentation of the analyzed data as well as the discussion of findings.

Presentation of Results

Socio-Demographic Characteristics of the Respondents

Table 1: Sex Distribution of the Respondents

Variable	Frequency	Percentage
Male	34	47.2
Female	38	52.8
Total	72	100

Source: Researcher's Field Survey (2023)

From the above table, it was revealed that majority of the respondents were female. A breakdown of the results showed that male and female were 34 (47.2%) and 38 (52.8%) of the total number of respondents respectively.

Table 2: Age Distribution of the Respondents

Age Brackets	Frequency	Percentage
18-24	20	27.8
25-31	33	45.8
Above 31	19	26.4
Total	72	100

Source: Researcher's Field Survey (2023)

Table 2 represents the age distribution of the respondents. It was found that 20 (27.8%) respondents were between age 18-24, 33(45.8%) were between age 25-31 while 19(26.4%) were above 31 years. It was therefore concluded that majority of the respondents were between age 25-31 years.

Table 3: Occupational Distribution of the Respondents

Occupation	Frequency	Percentage
Trader	21	29.2
Farmer	13	18.1
Self employed	38	52.8
Total	72	100

Source: Researcher’s Field Survey (2023)

Table 3 shows the occupational distribution of respondents. 21(29.2%) were traders, 13(18.1%) were farmers while 38(52.8%) were self employed respectively. This implies that majority of the respondents were self employed.

Table 4: Religious Distribution of the Respondents

Occupation	Frequency	Percentage
Christians	52	72.2
Islam	20	27.8
African Traditional Religion	-	-
Total	72	100

Source: Researcher’s Field Survey (2023)

Table 4 shows the distribution of respondents by Religion. From the table 52 (72.2%) respondents are Christians while 20 (27.8%) respondents belong to Islam. But

none of the respondents belong to African Traditional Religion (ATR). It therefore show that majority of the respondents are Christians.

Research Question 1: What are the types of guidance and counseling services provided to enhance adult learners’ job performance in Benin Metropolis?

Table 5: Guidance and Counselling Services Provided to Enhance Adult Learners’ Job Performance in Benin Metropolis

S/N	ITEMS	SA	A	D	SD	\bar{x}	Std.	Remark
1.	Orientation service provide adult learners the necessary guidelines in the work place	40 55.6%	32 44.4%	-	-	3.1	.986	Agree
2.	Orientation as a type of guidance and counseling service help you to adjust in a new job environment	33 45.8%	33 45.8%	6 8.3%	-	2.9	.234	Agree
3.	Guidance and counselling service help to monitor the job progress of the learners.	26 36.1%	33 45.8%	13 18.1%	-	3.6	.433	Agree
4.	Guidance and counseling services help to diagnose the adult learner’s difficulties in the area of job performance and also help overcome the difficulties.	26 36.1%	27 37.5%	19 26.4%		3.7	.763	Agree
5.	Guidance and counseling service help to acquaint the adult learners with the nature of job.	26 36.1%	33 45.8%	13 18.1%		3.3	.985	Agree
Average Mean (\bar{x})						3.23		Agree

Source: Researcher’s Field Survey (2023)

From Table 5, 40 respondents which represents (55.6%) of the total respondents strongly agreed, while 32 respondents representing (44.4%) agreed that orientation service provides adult learners the necessary guidelines in the work place. This means that a total of 100% of the respondents are in agreement with the research question. Also 33 respondents which represents (45.8%) strongly agreed, 33 respondents which represents (45.8%) strongly agreed that Orientation as a type of guidance and counseling service help you to adjust in a new job environment while 6 (8.3%) disagreed. This implies that orientation as a type of guidance and counseling service help one to adjust in a new job environment.

From the same Table 5, 26 respondents which represent (36.1%) strongly agreed that guidance and counselling service help to monitor the job progress of the learners, 33 respondents (45.8%) agreed while 13 (18.1%) respondents disagreed. This means that guidance and counseling service help to monitor the job progress of learners. More so, in the table under review, 26(36.1%) of respondents strongly agreed that guidance and counseling services help to diagnose the adult learner's difficulties in the area of job performance and also help overcome the difficulties, 27 (37.5%) respondents agreed while 19 (26.4%) respondents disagreed. This implies that guidance and counseling services help to diagnose the adult learner's difficulties. Furthermore, 26 (36.1%) of respondents strongly agreed that guidance and counseling service help to acquaint the

adult learners with the nature of job, 33(45.8%) agreed while 13(18.1%) disagreed. It implies that majority of the respondents are in favour of view that guidance and counseling service help to acquaint the adult learners with the nature of job.

Research Question 2: What are the roles of guidance and counseling services to adult learners' job performance in Benin Metropolis?

Table 6: Roles of Guidance and Counselling Services to Adult Learners' Job Performance in Benin Metropolis

S/N	ITEMS	SA	A	D	SD	(\bar{x})	Std.	Remark
1.	Guidance and counseling assist in the modification of behaviours and attitudes	58	7	-	7	3.1	.860	Agree
		80.6%	9.7%		9.7%			
2.	Guidance and counseling services inculcate in the adult learners the relevant skills for better job performance	56	26	-	-	3.6	.341	Agree
		63.9%	36.1%					
3.	Guidance and counseling services help adult learners to be more effective and efficient in their job performance	33	39	-	-	3.0	.439	Agree
		45.8%	54.2%					
4.	Guidance and counseling services help adult learners to be more competent performing their job	33	26	7	6	2.9	.722	Agree
		45.8%	36.1%	9.7%	8.3%			
	Average Mean (\bar{x})					3.15		Agree

Source: Researcher's Field Survey (2023)

Table 6 shows that 58 respondents which represent 58(80.6%) strongly agreed, that Guidance and counseling assist in the modification of behaviours and attitudes,

7(9.7%) agreed while 7(9.7%). This means that guidance and counseling assist in the modification of behaviours and attitudes. Also from the table it shows that 56(63.9%) of the total respondents strongly agreed that that Guidance and counseling services inculcate in the adult learners the relevant skills for better job performance and 26(36.1%) agreed. None of the respondents disagreed or strongly disagreed to the assertion. This implies that guidance and counseling services inculcate in the adult learners the relevant skills for better job performance.

The Table also indicates that guidance and counseling services help adult learners to be more effective and efficient in their job performance. This is evident as 33(45.8%) respondents of the total population strongly agreed and 39(54.2%) agreed. It should be noted that no respondents either disagreed or strongly disagreed. This therefore implies that guidance and counseling services help adult learners to be more effective and efficient in their job performance. Finally in the Table 6, 33 (45.8%) of the respondents strongly agreed that guidance and counseling services help adult learners to be more competent performing their job, 26(36.1%) agreed, 7(9.7%) disagreed while 6(8.3%) strongly disagreed. It implies that majority of the respondents are in favour of view that guidance and counseling services help adult learners to be more competent performing their job.

Research Question 3: How does guidance and counseling services proffer solutions to the problems of adult learners as it relates to their job performance in Benin Metropolis?

Table 7: Data on How Guidance and Counselling Services Proffer Solutions to Adult Learners in Benin Metropolis

S/N	ITEMS	SA	A	D	SD	(\bar{x})	Std.	Remark
1.	Guidance and counseling enables adult learners to understand themselves	31 43.1%	41 56.9%	-	-	3.7	.680	Agree
2.	Guidance and counseling help to identify problems that adult learners encounter	26 36.1%	32 44.4%	14 19.4%	-	3.8	.431	Agree
3.	Guidance and counseling can enhance self-esteem which leads to high level of achievements.	33 45.8%	26 36.1%	13 18.1%	-	2.9	.394	Agree
4.	Guidance and counseling enable learners to understand and have high job achievements	26 36.1%	19 26.4%	20 27.8%	7 9.7%	2.5	.229	Agree
Average Mean (\bar{x})						3.22		Agree

Source: Researcher's Field Survey (2023)

Table 7 shows that 31 respondents which represents 31(43.1%) strongly agreed, that guidance and counseling enables adult learners to understand themselves, while 41(56.9%) of the total population agreed. No respondents disagreed nor strongly disagreed. This implies that the total populations are in agreement that guidance and counseling enables adult learners to understand themselves. It also shows from the table that 26(36.1%) of the respondents strongly agreed that guidance and counseling help to identify problems that adult learners encounter; 32 (44.4%) agreed, while 14(19.4%)

disagreed. This means that guidance and counseling services aim at identifying problems that adult learners encounter.

It is also seen from the Table that 33(45.8%) respondents of the total population strongly agreed that guidance and counseling can enhance self-esteem which leads to high level of achievements, 26(36.1%) respondents agreed while 13(18.1%) respondents are in disagreement. This implies that a greater percentage of the respondents are in agreement that guidance and counseling can enhance self-esteem which leads to high level of achievements. Furthermore, it was also seen in the Table that guidance and counseling enable learners to understand and have high job achievements as 26(36.1%), of the respondents strongly agreed, 19(26.4%) agreed, 20(27.8%) disagreed while 7(9.7%) strongly disagreed.

Research Question 4: What are the barriers to effective guidance and counseling services that may be used to enhance performance in the work places in Benin Metropolis?

Table 8: Barriers to Effective Guidance and Counseling Services in Benin Metropolis

S/N	ITEMS	SA	A	D	SD	\bar{x}	Std.	Remark
1.	Lack of trained counselor is a barrier to effective guidance and counselling services	53 73.6 %	12 16.7 %	7 9.7 %	-	2.8	.806	Agree
2.	Inadequate funding of guidance and counseling services is one of the problems faced by guidance and counseling in Benin metropolis	52 72.2 %	20 27.8 %	-	-	3.9	.314	Agree
3.	Adult learners express doubt about the efficacy of guidance and counseling services	19 26.4 %	34 47.2 %	13 18.1 %	6 8.3 %	3.1	.439	Agree
4.	Lack of commitment of government officers is one of the barriers to effective guidance and counseling services in Benin Metropolis	39 54.2 %	26 36.1 %	7 9.7 %	7 9.7 %	3.7	.910	Agree
Average Mean (\bar{x})						3.37		Agree

Source: Researcher's Field Survey (2023)

Table 8 shows that 53(73.6%) of the respondents strongly agreed that lack of trained counselor is a barrier to effective guidance and counselling services, 12(16.7%) agreed, while 7(9.7%) disagreed. No respondents strongly disagreed. This implies that Lack of trained counselor is a barrier to effective guidance and counselling services as seen from the responses of the respondents. The table also shows that 52(72.2%) of the

respondents strongly agreed that inadequate funding of guidance and counseling services is one of the problems faced by guidance and counseling in Benin metropolis while 20(27.8%) agreed. This implies that inadequate funding of guidance and counseling services contributes to the problems faced by guidance and counseling as seen from the responses of the respondents.

It is also seen from the Table that 19(26.4%) respondents of the total population strongly agreed that adult learners expresses doubt about the efficacy of guidance and counseling services, 34 (47.2%) respondents agreed, 13(18.1%) respondents disagreed while 6(8.3%). This implies that a greater percentage of the respondents are in agreement that adult learners express doubt about the efficacy of guidance and counseling services.

Finally, it was also discovered from the Table that lack of commitment of Government officers is one of the barriers to effective guidance and counseling services in Benin Metropolis as 39 (54.2%) of the respondents strongly agreed, 26(36.1%) agreed, 7 (9.7%) disagreed while 7 (9.7%) strongly disagreed.

Discussion of Findings

This study present the influence guidance and counseling in adults learners' job performance. From the study carried out it is seen that the orientation service as a type of guidance and counseling provide adult learners the necessary guidelines in the work place, help you to adjust in a new job environment, help to monitor the job progress of the learners, help to diagnose the adult learner's difficulties in the area of job performance

and also help overcome the difficulties and help to acquaint the adult learners with the nature of job. This help to tackle the research objective one which centres on the types of guidance and counseling services provided to enhance adults job performance in Benin Metropolis.

The findings also shows that guidance and counseling assist in the modification of behaviours and attitudes, and that guidance and counseling services inculcate in the adult learners the relevant skills for better job performance, guidance and counseling services help adult learners to be more effective and efficient in their job performance and that guidance and counseling services help adult learners to be more competent performing their job. This is in consonant with the statement of Crow and Crow (2009) which states that guidance is assistance provided by someone who has an adequate and well trained personality for each individual of every age to help him organize his own life activities, develop his own outlook on life, make his own decisions and bear his own burdens. Moreso, the findings bring to a point that Guidance and counseling enables adult learners to understand themselves. This is seen from the responses of the respondents. Guidance and counseling services also help to identify problems that adult learners encounter, enhances self-esteem which leads to high level of achievements, and also enable learners to understand and have high job achievements.

The findings also prove the fact that there are factors that can serve as a barrier to effective guidance and counseling services in Benin Metropolis which include; lack of

trained counselor, inadequate funding of guidance and counseling services, adult learners expression of doubt about the efficacy of guidance and counseling services, and lack of commitment of Government officers is one of the barriers to effective guidance and counseling services in Benin Metropolis.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

Summary

The study investigated the influence of guidance and counseling services on adult learners' job performance in Benin Metropolis. Therefore in order to achieve the objectives of the study, four research questions were raised which are:

1. What are the types of guidance and counseling services provided to enhance adult learners' job performance in Benin Metropolis?
2. What are the roles of guidance and counseling services to adult learners' job performance in Benin Metropolis?
3. How does guidance and counseling services proffer solutions to the problems of adult learners as it relates to their job performance in Benin Metropolis?
4. What are the barriers to effective guidance and counseling services that may be used to enhance performance in the work places in Benin Metropolis?

In investigating this study, the descriptive survey research design was adopted. A sample size of 72 respondents and a simple random sampling technique was used. A structured questionnaire designed with modified Likert Scale method made up of a four-point rating scale of Strongly Agree (SA), Agree (A), Disagree (D) and Strongly Disagree (SD) was the instrument used for the study. The data collected were analyzed using descriptive statistics. The descriptive statistics involved mean score analysis and a

criterion mean of 2.50 was set in the study for decision-making. After analyzing the collected data, the following were the findings;

- guidance and counseling services gives guidelines in the work place,
- guidance and counseling services help you to adjust in a new job environment,
- guidance and counseling services help to monitor the job progress of the learners,
- guidance and counseling services help to diagnose the adult learner's difficulties in the area of job performance,
- guidance and counseling services help overcome the difficulties and help to acquaint the adult learners with the nature of job.
- guidance and counseling assist in the modification of behaviours and attitudes
- guidance and counseling services inculcate in the adult learners the relevant skills for better job performance
- guidance and counseling services help adult learners to be more effective and efficient in their job performance
- guidance and counseling services help adult learners to be more competent performing their job.
- guidance and counseling enables adult learners to understand themselves.
- guidance and counseling services also help to identify problems that adult learners encounter, enhances self-esteem which leads to high level of achievements, and also enable learners to understand and have high job achievements.

- guidance and counseling services in Benin Metropolis lack trained counselor, inadequate funding of guidance and counseling services, adult learners expression of doubt about the efficacy of guidance and counseling services, and lack of commitment of Government officers is one of the barriers to effective guidance and counseling services in Benin Metropolis.

Conclusion

Based on the findings of the study, it was conclude that the role of guidance and counseling in adult learner's job performance cannot be over-emphasized. Guidance and counseling services plays importance role in adult learners' job performance due to the fact that it enhances effectiveness and efficiency in their performance and that guidance and counseling services enhance self-esteem which leads to high level of achievements and high job achievements.

Recommendations

Based on the findings and conclusion reached in the study, the following recommendations were made:

- a) Adult educators who serve as guidance-counsellor and the government should organize orientation for new adult learners to address some salient issues to their academic and non-academic matters.

- b) Trained counselors should organize career activities, hold talks on issues of relevant to adult learners' physical health, economic and social life.
- c) Adult Educators should expose learners to behavior modification techniques for the purpose of promoting their productivity in life and reduce life threaten diseases etc.
- d) Government should establish functional and fully equipped counseling center.
- e) Government should be involve in guidance and counseling services by providing adequate funding process and techniques for effective guidance and counseling services. Also the government should be establish institutions where guidance and counselors will be well trained and sufficient trained personnel should be employed to enhance effective and efficient guidance and counseling services.

By and large, Adult Education organizations should clearly define and carefully evaluate the needs of adult learners and provide counselling services to them. The role of counselling as a tool in addressing adult learners' needs should be to focus on specific variables.

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APPENDIX
DEPARTMENT OF ADULT AND NON-FORMAL EDUCATION
FACULTY OF EDUCATION
UNIVERSITY OF BENIN
BENIN CITY

**Guidance and Counseling Services and Adult Learners' Job Performance
Questionnaire (GCSALJPQ)**

Dear Respondent,

I humbly request your assistance to complete the attached questionnaire in order to complete my research study. I am a final year student of the department and institution named above. This questionnaire is strictly for academic purpose and it is designed to carry out a study on: **“The Influence of Guidance and Counseling Services on Adult Learners' Job Performance in Benin Metropolis”**. Please fill the questionnaire appropriately and give accurate information as required. There is no right or wrong answer to the questions, what matters is your honest response. All information is required strictly for research purpose and will be treated with strict confidentiality.

Thank you.

INSTRUCTION: Please tick (✓) in the boxes below.

SECTION A: SOCIO-DEMOGRAPHIC CHARACTERISTICS

1. Sex: Male (), Female ()
2. Age: 18-24 (), 25-31 () Above 31 ()
3. Occupation: Trader (), Farmer (), Self employed ()
4. Religion: Christianity (), Islam (), African Traditional Religion ()

SECTION B: RESEARCH QUESTIONS

Key: SA – Strongly Agree, A – Agree, D – Disagree, SD – Strongly Disagree

RESEARCH QUESTION ONE: What are the types of guidance and counseling services provided to enhance adults' job performance in Benin Metropolis?

S/N	ITEMS	SA	A	D	SD
1.	Orientation service provide adult learners the necessary guidelines in the work place				
2.	Orientation as a type of guidance and counseling service help you to adjusted in a new job environment				
3.	Guidance and counselling service help to monitor the job progress of the learners.				
4.	Guidance and counseling services help to diagnose the adult learner's difficulties in the area of job performance and also help overcome the difficulties.				
5.	Guidance and counseling service help To acquaint the adult learners with the nature of job.				

RESEARCH QUESTION TWO: What are the roles of guidance and counseling services to adult learners' job performance in Benin Metropolis?

S/N	ITEMS	SA	A	D	SD
6.	Guidance and counseling assist in the modification of behaviours and attitudes				
7.	Guidance and counseling services inculcate in the adult learners the relevant skills for better job performance				
8.	Guidance and counseling services help adult learners to be more effective and efficient in their job performance				
9.	Guidance and counseling services help adult learners to be more competent performing their job				

RESEARCH QUESTION THREE: How does guidance and counseling services proffer solutions to the problems of adult learners as it relates to their job performance in Benin Metropolis?

S/N	ITEMS	SA	A	D	SD
10.	Guidance and counseling enables adult learners to understand themselves,				
11.	Guidance and counseling help to identify problems that adult learners encounter;				
12.	Guidance and counseling can enhance self-esteem which leads to high level of achievements.				
13.	Guidance and counseling enable learners to understand and have				

high job achievements				
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RESEARCH QUESTION FOUR: What are the barriers to effective guidance and counseling services that may be used to enhance performance in the work places in Benin Metropolis?

S/N	ITEMS	SA	A	D	SD
14.	Lack of trained counselor is a barrier to effective guidance and counselling services				
15.	Inadequate funding of guidance and counseling services is one of the problems faced by guidance and counseling in Benin metropolis				
16.	Adult learner express doubt about the efficacy of guidance and counseling services				
17.	Lack of commitment of Government officers is one of the barriers to effective guidance and counseling services in Benin Metropolis				