



A study on the use of counselling centers for university undergraduates and communication techniques in Psychological Counselling; Specific to students of University of Kelaniya

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Abstract

Counselling has become a timely necessity in today's society. The complexity of human society, which has acquired psychological satisfaction from the traditional methods of counselling in the past, has led to many mental problems today. The university community can be identified as one of the main categories of adverse effects. University undergraduate is defined by society as the intellectual community of a country. The research problem of this study is 'The extent to which undergraduates receive the service and the extent to which the counselling center provides counseling to help them to address various psychological problems that exist in such communities'. The main objective of the research was to identify the need for psychological counseling as it is essential for the sustainable development of the undergraduates of the country and to identify an effective and efficient communication model. The Interviews and questionnaires were used as the primary data collection method in a sample of 100 undergraduates of both genders of the University of Kelaniya as well as the counselors at the Counseling Center were subjected to interviews to collect data. The study shows that the majority of scholars do not seek support from the Counseling Center for psychological counseling and prioritizing personal counseling is not sufficient enough to ensure mental health in the university community and counseling methods must be updated as well.

Keywords: University student, Mental health, Psychological counseling, Communication technique