

Exploring Individual Determinants of Counselors' Intention to Seek Supervision Services

Jane Metumi Kiarie¹, Margaret K. Mwenje², Gladys J. Kiptiony³

¹Kabarak University, Kenya

²Department of Social Sciences, Karatina University, Kenya

³Department of Education, Kabarak University, Kenya

*Corresponding author

Jane Metumi Kiarie

Article History

Received: 15.10.2017

Accepted: 20.10.2017

Published: 30.10.2017

DOI:

10.36347/sjahss.2017.v05i10.026



Abstract: Although numerous insights have been generated into the process of counseling supervision, the individual determinants that steer counselors into seeking and adopting counseling supervision have been not been well documented, especially in a developing country like Kenya. This paper utilizes the Theory of Planned Behaviour by Ajzen (1985), which integrates the three (3) dimensions of attitude, subjective norm and perceived behavioural control, that are hypothesized to influence counselors intention to seek counseling supervision services. The research design is a correlational, cross sectional research design, employing both quantitative and qualitative analysis techniques. A sample of 117 practicing and accredited Counselors in Nairobi County, Kenya was used. Data was collected using a 14 item Likert Scale questionnaire adapted from items used in previous institutional research. Data analysis utilized the Statistical Package for Social Sciences (SPSS) 20.0 to explore significant relations among the research variables. Multiple linear regression yielded a significant model explaining 31.7% ($R^2=0.317$, $F(3, 104) = 16.120$, $p < 0.05$) of the variance in the intention to seek counseling supervision. The results provide critical insights on the complexity of counselors' intention to seek supervision services. Correlation analysis suggests that Intention Decision correlated positively with Attitude ($r = 0.522$; $p < 0.01$). However, the relationship between Subjective Norm ($r = -0.76$; $P > 0.01$) and Perceived Behavioural ($r = 0.21$; $P > 0.01$) was not statistically significant. The three antecedents of intention account for 31.7% of the variance in intention to seek. This implies that there are other variables that are not included in this study, that account for 68.3% of the variance in intention to seek supervision services. Further, the data suggests that there were significant relationships between intention to seek supervision services and two of the variables of the study namely Attitude ($\beta = 0.600$, $p < 0.05$) and Subjective Norm ($\beta = -0.116$, $p < 0.05$). However, Perceived Behavioural control had $p > 0.05$, hence were not significant predictor of counselors intention to seek counseling supervision services. The study recommends development of a programme to promote the uptake of counseling supervision and reduce the negative impact risk of subjective norm. Further, the paper calls for concerted efforts aimed at the individual counselor to improve the uptake and adoption of counseling supervision.

Keywords: Attitude, Subjective Norm, Perceived Behavioural Control, Theory of planned Behaviour, Counseling Supervision, Counselor, Supervisor.

INTRODUCTION

Seeking help for a problem is a natural process that many people engage in each day. In the counseling profession, counselors seek professional supervision services due to a variety of reasons, including: professional support and learning, empowering of counselor to develop knowledge and competence, maintaining responsibility in their practices, enhancing quality outcomes for clients and ensuring safety of

counselor and clients in complex counseling situations. Clinical supervision is defined as a process whereby consistent observation and evaluation of the counseling process is provided by a trained and experienced professional who recognizes and is competent in the unique body of knowledge and skill required for professional development [1]. Supervision is a forum where supervisees review and reflect on their work in order to do it better [2]. Practitioners bring their actual

work-practice to another person i.e. individual supervision, or to a group or team supervision, and with their help, one reviews what happened in their practice in order to learn from that experience. Ultimately, supervision is for better and quality counseling service.

Literature suggests that while most school counselor receive administrative supervision, a much smaller proportion receive supervision related to clinical skills, program development skills, and professional growth [3]. Kiarie, Sirera & Mwenje recommend supervision as possible solution to manage burnout and other challenges impacting on the efficiency and effectiveness of counselors in Kenya, hence the need to explore supervisors' experiences on supervision adoption in Kenya [4]. The origins and the motivation of the researchers to carry out this study to explore the factors that act as barriers and enablers to seeking supervision services is informed by the need to explore the factors determining counselors' willingness to seek supervision services [5].

This understanding requires that the existence of a relation between seeking counseling supervision services and the individual level determinants be verified, while bearing in mind other possible variables functioning as antecedents. The existence of these relations might lead to important observations regarding counselor's willingness to seek supervision services, new training models and development of policies and guidelines aimed at increasing the counselors' intention to seek supervision services.

The KCPA Act of 2015 developed by the professional body responsible for professional counseling represents an example of intervention aimed at increasing the acceptance and use of counseling supervision. The requirement by some universities for trainee counselors to attend a mandatory supervision represents other initiatives in the field. Currently, the issues acceptance and use of counseling supervision services are particularly relevant in a Kenyan context. Indeed, in Kenya, on the one hand, is developing the field of counseling in the wake of emerging social disasters. There is an acute shortage of qualified counselors to service the industry and even more worrying is the shortage of qualified professional counseling supervisors.

On the other hand, there are no national policies with the objective of facilitating adoption of counseling supervision services, and, as a result, perceptions about counseling supervision are strong and widespread. Without a national policy, implementation and rollout of counseling supervision services is left to the sole initiative of individual workplaces and universities, which in a time of increasing financial difficulties, are not investing in any counseling

supervision initiatives. In the counseling supervision field in Kenya, no known research has been conducted to date, to date, no work-life balance initiatives have been implemented.

Theoretical background

Theory of Planned Behavior (TPB)

The Theory of Planned Behaviour (TPB) is a commonly and widely accepted model used to explain and predict behaviour. The TPB, proposed by Ajzen in 1991, posits that the best predictor of certain behaviour is an individual's intention to perform that specific behaviour. The TPB is applicable to the experience of seeking counseling supervision services. The TPB includes three factors that influence the intent to perform certain behaviour and leads to performing that behaviour. The three determinants of intention in TBP are Attitude, subjective norm and perceived behavioral control. The first determinant of intentions is the person's attitude, conceptualized as the overall evaluation, either positive or negative, of performing the behaviour of interest. The second determinant of intentions is subjective norm, which reflects perceived social pressure to perform or not perform the behaviour. The third determinant of intentions is perceived behavioral control, which reflects the extent to which the behaviour is perceived to be under volitional control [6].

The TPB suggests that the most important determinant of a person's behaviour is intent. The three major factors within TPB consist of one's attitude towards performing the behaviour, perceived subjective norm and perceived behavioural control. Therefore, if one perceives that the outcome of seeking counseling supervision services is positive, the individual will have a positive attitude towards performing that behaviour. If relevant, others see seeking counseling supervision services help as positive, the individual will be motivated to meet the expectations of others and the subjective norm will be a positive expectation. The product of these contributing factors will determine the individual's behavioural intent. Based on the TPB, the stronger the counselors' intent to seek counseling supervision, the more likely the individual will actually seek supervision.

The interface between intention to seek counseling supervision services and the individual determinants is a topic of interest in research in relation to the significant interest counseling is developing in Kenya, in terms of the increasingly providing psychosocial help to the myriad social problems. More than one study has pointed out how the link between attitude and seeking of professional help. An individual's favourable or unfavourable attitude toward a person, institution, or event can be inferred from

verbal or nonverbal responses toward the object in question. These responses can be of a cognitive nature, reflecting perceptions of the object concerning its likely characteristics; they can be of an affective nature, reflecting the person's feelings; and they can be of behavioral nature, indicating how a person acts with respect to the object [7].

Various studies have investigated the attitudes toward seeking professional psychological help using the ATSPHS) in various contexts by utilizing the theory of planned behaviour to investigate the individual determinants of help seeking [8]. Miller's study among lawyers found that attitude toward seeking mental health services was found to contribute more to the prediction of intention than subjective norm or perceived behavioral control [9]. There are several other studies that have utilized the TPB such as health-related behaviours; retirement, and prediction of leisure time physical activity among individuals with spinal cord injury [10-12].

Moreover, research on determinants of intention to seek counseling supervision services among counselors appears limited to the context of clients seeking counseling services and not from the context of counselors seeking professional help via counseling supervision. Researchers have identified different variables that predict clients intention to seek counseling services. However, there has been limited research regarding the individual level factors that inhibit or trigger counselors help seeking behaviour with regard to supervision services.

The study seeks to investigate the effects of selected individual factors on counselors intention to seek supervision services. An understanding of the relationships should enable researchers gain a better understanding of how and why counselors decide to seek or not to seek supervision services. This information can be used to identify and address the needs of future counselors within their training program and in making regulations for the professional body responsible for counseling in Kenya.

There has been little research on the effect of the individual and institutional factors, on counselor's intention to seek supervision services. There is paucity of literature on how the individual and institutional antecedents affects acceptance and usage of counseling supervision services, because, if true, it demonstrates a route through which counselors acceptance and use of Counseling Supervision services can be cultivated. This study attempts to fill that gap in literature about the specific way in which the individual and institutional factors affects counselor's acceptance and usage of Counseling Supervision services

Aim of the research

The present study aimed to test three hypotheses informed by the conceptual framework as indicated in Figure 1, which investigated the relationship between three antecedents (attitude, subjective norm and perceived behavioural control) and intention to seek supervision services in a sample of practicing counselors in Nairobi County .

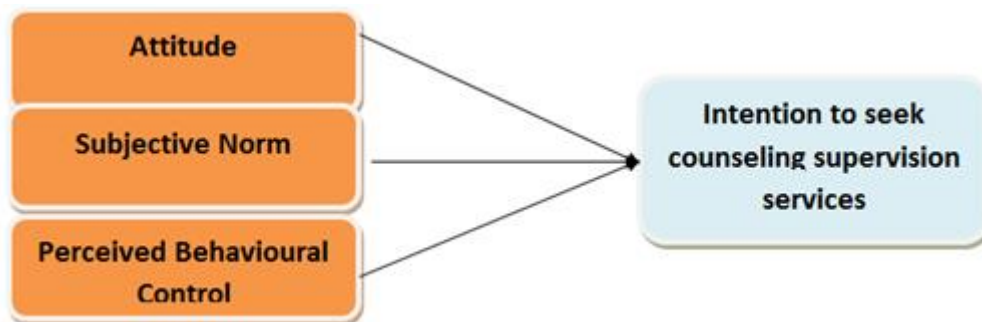


Fig-1: Conceptual framework

The model hypothesized that attitude, subjective norm and perceived behavioural control increase the counselor's intention to seek supervision services the hypothesis. The study sought to explore how selected individual factors foster or hinder counselor's intention to seek supervision services. Consequently, the hypothesis links the three independent variables and the dependent variable. The three (3) null hypotheses are:

H₀1: There is no significant relationship between counselors attitudes towards counseling supervision and their intention to seek supervision services.

H₀2: There is no significant relationship between counselors subjective norms and their intention to seek supervision services

H₀3: There is no significant relationship between perceived control behaviour and their intention to seek supervision services

Method

Participants and data collection procedures

The survey research was conducted utilizing a sample of practicing counselors, drawn from Nairobi County. Upon seeking relevant approvals and authorizations, the questionnaire was administered 130 practicing counselors. A total of 120 filled questionnaires were returned, which accounted for 93.8% the response rate. It was expected to be high as the counselor population is well educated and have a lot of interest in counseling. After data entry and cleaning, the final sample consisted of 117 questionnaires.

Demographic characteristics

Out of the 106 valid questionnaires, 67% (n=71) were female, while 33% (n=35) were male respondents. The data suggests that there are more

female counselors than male counselors practicing in Nairobi County. This agrees with [13] who asserts that females have a more positive disposition towards the counseling profession than males. The majority of the respondents (37.7%, n=40), had less than five (5) years' experience in counseling. Only 9.4% (n=10) had over 20 years' experience in counseling. This suggests that most counselors do not continue in counseling work for many years. This corresponds with the findings of [14] who report that, in general, workers start off energized and engaged with their jobs but tend to drop off in as little as six months, and significantly decline in engagement after ten years of employment. It is therefore, possible that most counselors opt out of counseling after serving for some time. The frequency of seeking counseling supervision as presented in table 1.

Table-1: Frequency of seeking counseling supervision by counselors

	Frequency	Valid Percent
Every Week	11	10.3
Every 2 weeks	8	7.5
Every Month	46	43.0
Once every 3 month	16	15.0
Twice a year	13	12.1
Once a year	13	12.1
Total	97	100.0

The majority of the respondents (43%, n=46), sought supervision once in a month. Only 10.3% (n=11) attended supervision on a weekly basis. This could be explained by the fact that most counseling organizations require their counselors to attend supervision at least once per month.

RESEARCH DESIGN AND SAMPLING

The research design was a cross sectional survey employing both qualitative and quantitative methods. The survey design selected is useful in describing the general characteristics of a large population and is relatively inexpensive. The survey research used in this research was explanatory since it used constructs that were adapted from prior research

The study was carried out in the Nairobi County in Kenya, as the County has the bulk of practicing and registered counselors [15]. The population of study involved a sample of practicing counselors accredited by the Kenya Counseling and Psychological Association (KCPA) in Nairobi County. Out of the sample population of 1200 counselors in Nairobi County, the required a sample 130 was selected using simple random sampling methods. A total of 122 questionnaires were returned, yielding a response rate of 93.8%. Structured questionnaires were used to collect quantitative data. The items were modified to suit the target population of counselors, by changing words used

for other contexts to words related to counselors. The study used four measures to assess corresponding constructs. Attitude towards supervision, Subjective Norms and Perceived Behavioral Control are the hypothesized predictors of Intention to seek supervision.

Attitude Scale

The measure of attitude towards supervision was a modified from [16] Attitudes Scale. The items were assessed on a 5-point Likert scale. The scale has the subscales of affective Sub-scale (4 items) cognitive Sub-scale (4 items) and Behavioral Sub-scale (5 items). A sample of the items in the Affective sub-scale is "Seeking supervision makes me feel happy". For the Cognitive sub-scale, "the cost of seeking supervision is too high". Finally, for the Behavioral sub-scale a sample of the items is "Attending supervision makes me feel a sense of competence as I handle my clients. The attitude scale was self-scored on a five-point Likert scale, ranging from 1= (strongly disagree) to 5 = (strongly agree)

Subjective Norms Scale

The measure of Subjective Norms Scale is a Modified Version of [17] scale. The scale has seven (7) items Anchored from 1=strongly disagree to 5=strongly agree. A sample of the items is "Most counselors who are important to me seek supervision".

Perceived Behavioral Control Scale

The measure of Perceived Behavioral Control was a modified version of [18] Scale. The scale has nine (9) items anchored from 1=strongly disagree to 5 =strongly agree. A sample of the items is "it is mostly up to me to decide when to seek supervision"

Intention to seek supervision scale

The measure of Intention to seek supervision scale was a modified version of Beliefs about Psychological Services [19] scale. The scale has six (6) items anchored from 1=strongly disagree to 5 =strongly agree. A sample of the items is "I predict that I will use

counseling supervision services on a regular basis in the future."

Reliability analysis

Reliability analysis is designed to determine the degree to which measurements are repeated or consistent [20]. The estimation of the internal-consistency (composite or construct reliability) was based on the Coefficient alpha using the critical value of 0.70 [21],[22], [23], however for exploratory purposes reliabilities of 0.60 or 0.50 are also suggested to be acceptable [22]. The reliability coefficient Cronbach α values for the seven scales is as shown on the table 2 and was acceptable.

Table-2: Reliability Statistics using internal consistency measure of Cronbach's Alpha

	Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	Nof Items
Subjective Norm	.623	.623	4
PerceivedBehavioral Control	.725	.727	9
Attitude	.659	.696	10
Intention to Seek Supervision	.615	.619	3

DATA ANALYSIS

Before any data analysis took place, the researcher first embarked on Data Entry, Exploration and Screening to gauge its suitability for further statistical analysis, Specifically, data entry, exploration and screening involved an examination of the missing data, outliers, normality, linearity, homoscedasticity and multicollinearity issues. The second step of Exploratory Factor Analysis (EFA), involved a decision on the Rotation types, Factoring methods. Further an examination of the appropriateness of data, Communalities, Dimensionality, Factor Structure, Convergent validity, Discriminant validity, Face validity and Reliability,

Further, descriptive analysis to compute the means and standard deviation of each scale, was followed by computation of the psychometric characteristics of each dimension using Cronbach's alpha (α) as a measure of internal coherence and reliability. The correlations between the variables measured on an interval scale were analysed by

computing the product-moment correlation coefficients (i.e. Pearson's r) which showed the intensity and direction of the relationships between the variables. In this study, $\pm 1.0-0.5$ was considered strong, $\pm 0.5-0.4$ moderate and $\pm 0.4-0.2$ a weak correlation.

Before embarking on multiple linear regression, the data was checked for the compliance with the multivariate assumptions of: linearity, multicollinearity, normality, and homoscedasticity.

Linearity

Linearity defines the dependent variable as a linear function of the predictor (independent) variables and relates to the bias of the results of the whole analysis [24]. Consequently, an in-depth examination of the residual plots showing the standardized residuals vs. the predicted values and scatter plots was generated in multiple linear regression with intention to use counseling as the predictor. The results were as indicated in figure 2.

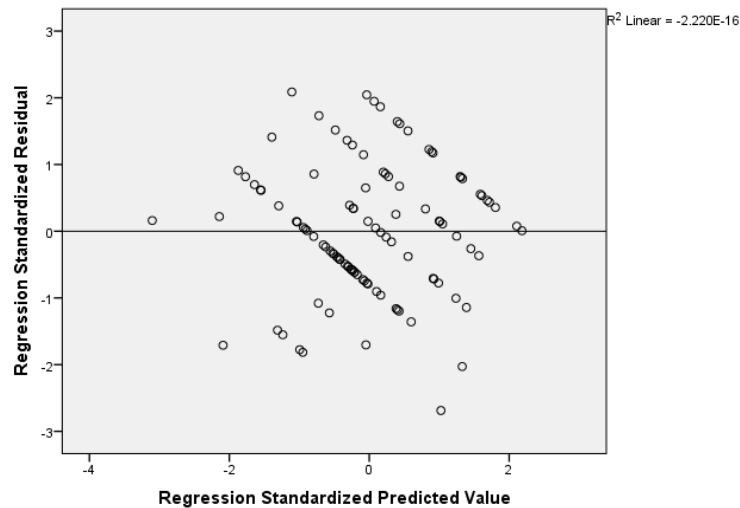


Fig-2: Scatterplot of standardized residuals vs. the standardized predicted values

A scatterplot of standardised residuals showed a random scatter about the horizontal line indicating no departure from linearity. The data met the assumptions of homogeneity of variance and linearity, as the linear line of best fit was fairly flat and there was no systematic pattern or clustering of the residuals [25]. A sloping line of the standardised residuals would indicate a problem of heteroscedasticity [24]. An examination of the histogram of standardised residuals and the normal P-P plot of standardised residuals indicated that the data contained approximately normally distributed errors as the points were close to the horizontal line. The independence of errors was not violated. This implies that the standard scores and significance tests were expected to be accurate and decreased the risk of Type I error [25].

Multicollinearity

Multicollinearity occurs when several independent variables correlate at high levels with one another, or when one independent variable is a near linear combination of other independent variables [24]. Widely used procedures examine the correlation matrix of the predictor variables, computing the coefficients of determination, R^2 , and measures of the Eigen values of the data matrix including variance inflation factors (VIF). In this study, multicollinearity was assessed by extracting through multiple linear regression through two commonly used measures: Tolerance and the Variance Inflation Factor (VIF).

Tolerance measures the influence of one independent variable on all other independent variables. Tolerance levels for correlations range from zero (no independence) to one (completely independent) [24]. The VIF is an index of the amount that the variance of each regression coefficient is increased over that with uncorrelated independent variables [24]. When a predictor variable has a strong linear association with other predictor variables, the associated VIF is large and is evidence of multicollinearity. The rule of thumb for a large VIF value is ten [24]. Small values for tolerance and large VIF values show the presence of multicollinearity [24]. The results of the extraction of the VIF and Tolerance values for the explanatory variable were as indicated that there were no multicollinearity problems encountered, since the largest VIF value was 1.115, which was lower than the commonly suggested cut-off value of 10 [23], and the more restricted level of 2.5. Further, the Tolerance values were all well above 0.2, indicating no multicollinearity in the data.

The normality of the scores on the items was inspected to evaluate *skewness* and *kurtosis* values of these variables. Values closer to 0.0 indicate a normal distribution. The skewness and kurtosis of the composite latent variable of each variable was computed. The results were as in Table 3 for the composite variables.

Table-3: Skewness and Kurtosis values for the scales

	Intention Decision	Attitude Scale	Subjective Norm	Perceived Behavioural
Skewness	-.056	-.364	-.745	-.289
Std. Error of Skewness	.233	.233	.233	.233
Kurtosis	-.477	.032	.804	-.210
Std. Error of Kurtosis	.461	.461	.461	.461

The scenes values ranged between -1 and +1 indicating the data has acceptable scenes values. The Std. Error of Skewness values were acceptable as they met the criteria that the absolute value of the scenes should be less than 3 times the Std. Error of Skewness

The Kurtosis was good for all the four measures. The four variables were normally distributed

data and the data did not suffer from scenes and kurtosis.

RESULTS

The Means, Standard Deviations and inter-correlations for intention to seek supervision services and predictors were as presented in Table 4.

Table-4: Means, Standard Deviations and inter-correlations for intention to seek supervision services and predictors

	Mean	Std. Deviation	Intention Decision	Attitude	Subjective Norm	Perceived Behavioural
Intention Decision	4.2840	.47265	1.000			
Attitude Scale	4.1707	.45164	.522**(.000)	1.000		
Subjective Norm	3.6744	.76745	-.076(.216)	.124(.100)	1.000	
Perceived Behavioural	3.2415	.61573	.021(.414)	-.167*(.042)	.252**(.004)	1.000

* $p < .05$; ** $p < .01$
p values in parenthesis

The Pearson Correlation coefficient ranges from a minimum of 0 to a maximum of 1. Correlation analysis (Table 2) demonstrated that Intention Decision correlated positively with Attitude(r) 0.522; $P < 0.01$). However, the relationship between Subjective Norm (r) -0.76; $P > 0.01$ and Perceived Behavioural (r) 0.21; $P > 0.01$) was not statistically significant. This implies that, as the attitude to seek supervision increases there is an increase in intention to seek supervision services. For counselors to be more engaged in seeking supervision

services, there should be deliberate attempt to help them develop a positive attitude towards supervision. Leverage on attitude would help in the adoption of counseling supervision services.

Multiple linear regressions was conducted to determine the best linear combination of Attitude Scale, Subjective Norm, Perceived Behavioural control for predicting counselor’s intention to seek supervision services. the results were as presented in Table 5.

Table-5: Simultaneous Multiple Regression Analysis of predictors of intention to use counseling supervision services (N=105)

	B	SEB	B
Attitude Scale	.600	.087	.573**
Subjective Norm	-.116	.052	-.189*
Perceived Behavioural	.126	.066	.165
(Constant)	1.800	.449	

Note $R^2 = .317$; $F(3,104) = 16.120$, $p < .001$

This combination of variables significantly predicted counselor’s intention to seek counseling services. The model is significant ($R^2 = .317$, $F(3, 104) = 16.120$, $p < 0.05$) and accounts for 31.7% of the variance in intention to seek. This implies that there are other variables that are not included in this study, that account for 68.3% of the variance in intention to seek supervision services. Further, the data suggests that there were significant relationships between intention to seek supervision services and two of the variables of the study namely Attitude ($\beta = .600$, $p < 0.05$) and Subjective Norm ($\beta = -.116$, $p < 0.05$). However, Perceived Behavioural control had $p > 0.05$, hence were not significant predictor of counselors intention to seek counseling supervision services.

The results of the multiple linear regressions tested the three (3) hypotheses of the study and the results are as follows.

Hypothesis 1. H₀₁

There is no significant relationship between counselors attitudes towards counseling supervision and their intention to seek supervision services.

The results of multiple linear regression in Table 5 suggest that Attitude ($\beta = .600$, $p < 0.05$) has a significant relationship with the counselors intention to seek supervision service. Hence, the null hypothesis **H₀₁** is **rejected**. The findings posits that attitude is the most significant predictor in determining counselors intention to seek supervision services. To seek or not to

seek supervision is all about counselors attitude towards supervision. This agrees with [26] who states that one forms attitude based on one's beliefs in the possible outcomes. The more favourable the possibility is, the stronger the intention to do the behaviour will be, and vice versa. The less favourable the outcome possibility is, the weaker the intention to do the behaviour

H₀₂: There is no significant relationship between counselors subjective norms and their intention to seek supervision services.

The results of multiple linear regression in Table 5 suggest that Subjective Norm ($\beta = -0.116$, $p < 0.05$) has a significant relationship with the counselors intention to seek supervision service. Hence, the null hypothesis H₀₂ is rejected. The findings posit that subjective norm is a significant predictor in determining counselors intention to seek supervision services. This shows a counselor's own estimate of the social pressure to seek Counseling Supervision services will impact the counselor's intention to seek supervision services.

H₀₃: There is no significant relationship between perceived behavioural control and their intention to seek supervision services

The results of multiple linear regression in Table 5 suggest that perceived control behaviour ($\beta = 0.126$, $p > 0.05$) has no significant relationship with the counselors intention to seek supervision service. Hence, the null hypothesis H₀₃ is accepted. The findings posit that perceived behaviour control is not a significant predictor in determining counselors intention to seek supervision services. PBC is the perceived ease or difficulty of performing the behaviour, which is affected by the perceptions of access to necessary skills, resources and opportunities to perform the behaviour. Most participants attested to the fact that supervision calendar is not in their control and thus do not have the freedom to decide when and where to attend to supervision.

DISCUSSION

The multiple linear regression equation confirmed the importance of *Attitude* and *Subjective Norm* as determinant factors for *intention to seek supervision services*. *Intention to seek supervision services* was explained particularly by attitudes towards counseling supervision and, negatively, by subjective norm. The results of multiple linear regression emphasized the role of *Attitude* in increased the uptake and adoption of counseling supervision. Subjective norm concern individuals' views of the normative expectations of others about performing a behaviour, as well as their own motivation to comply with these perceived expectations [27]. This implies that in the

mind of a counselor, they estimate the social pressure to seek or not to seek Counseling Supervision services.

The negative β coefficient in the regression equation implies an inverse relationship between the two variables. As the social pressure increases, the desire and intention to seek counseling supervision services decreases. In the context of the Kenyan situation, there is no notable social pressure for counselors to seek counseling supervision services. The silence from professional bodies and training institutions is notable. Indeed an examination of the KCPA Act (2015) reveals that there is no mention of penalties in default of seeking counseling supervision services. This finding is in contrast with several studies [28, 29] which found Subjective Norm to be positively related to intention.

In contrast, attitude towards counseling supervision services is a significant determinant of intention to seek counseling supervision services. The study uses the definition of attitude by [27] who defines it as "degree to which a person has a favourable or unfavourable evaluation or appraisal of the behaviour in question" [27], p. 188). Psychological research suggests that attitudes are significant influences on behaviour. Further, TPB theorises that intention is the best predictor of behaviour. In this instance, if counselor's intention is influenced by attitude and subjective norm possibly regarding seeking counseling supervision as admitting weakness, and associate it with discontent and discomfort, then as per TPB warns it is unlikely that these counselors will seek counseling supervision services.

The lack of a significant relationship between perceived behavioural control and intention to seek counseling supervision services was rather surprising. Many help-seeking models incorporate perceptions of control over behaviour [27, 30], suggesting that increased feelings of control will result in greater help-seeking behaviour. There may be need for further studies to investigate this variable.

Overall, seeking counseling supervision services may be considered a form of psychological help seeking. In this regard, [31] developed a three-step model of help-seeking process. Firstly, one must recognise that a problem exists. Confounding recognition may be consideration of identity and ego-centrality. Secondly, one must decide whether the problem is amenable to help and if one should seek. Risks of engaging in behaviour such as being embarrassed or stigmatised are contemplated and weighed against possible benefits of engaging in behaviour. The third basic step is that one must decide from where and how to seek help.

Limitations

The sample included in this study could have been extended to evaluate the student counselors in higher education institutions considering background variables such as age, marital status, and type of employment. A survey of this type would have allowed targeting the entrenching counseling supervision in Kenya. Secondly, the research project did not investigate the environmental factors such as pressure from employers and professional bodies. However, this topic is the focus of an ongoing research by the author to increase the current knowledge and understanding of the antecedents of seeking counseling supervision services

Conclusions and recommendations

The results of this study help to identify some individual determinants of intention to seek counseling supervision services and at the same time confirm the important role of attitude in increasing the adoption and utilization of counseling supervision. The available literature indicates that seeking counseling supervision service is associated with Attitude, Subjective Norm Perceived Behavioural as informed by the TPB. The intention to seek counseling supervision services was decreased by subjective norm, whereas attitude towards counseling supervision increased it. These results of this study have increased the current understanding of the individual factors influencing intention to seek counseling supervision services among practicing counselors in Kenya.

The findings can guide development of a programme to promote the uptake of counseling supervision and reduce the negative impact risk of subjective norm. Such a programme composed of different types of interventions seems to be important for many reasons. First, for professional reasons related to benefits of seeking counseling supervision services among counselors [13]. Moreover, for instrumental reasons related to the desire to sustain and promote productivity, service quality, cost control and client satisfaction, and at the same time to limit burnout among counselors. Finally, for legal reasons: the KCPA Act of 2016, requires that all counselors attend counseling supervision to safeguard their psychological well-being of employees. In this context, it is obvious that the Kenyan psychological scene need to start planning actions aimed at improving the uptake and adoption of counseling supervision. As mentioned previously, the descriptive results for showed a low frequency in seeking counseling supervision services, which is not only the irregular, but also confirmed the existence of a problem in seeking counseling supervision services. It is extremely important that actions to improve the uptake and adoption of counseling supervision services be monitored to achieve the desired effects and outcomes. Whereas many

counselors are aware of the benefits of seeking counseling supervision services, the low uptake may compromise the intended benefits of counseling.

The high number of different types of determinants of seeking counseling supervision services has been presented in the literature. The present study concentrated on studying only a few variables. Further research should take into consideration multiple variables as antecedents or consequences of seeking counseling supervision services to better describe and understand the dynamics in today's complex counseling work environment. It would be also interesting to test the gender differences in levels of attitude and subjective norm as determinants of seeking counseling supervision services and different set ups such as among trainee counselors and practicing counselors.

Furthermore, it would be interesting to repeat the research and to test the impact of the interventions on attitude and subjective norm as determinants of seeking counseling supervision services. Similarly, it would be useful to replicate the research among university students undertaking counseling programmes in which initiatives of this type are present, to compare the findings with those obtained from this research. A final consideration is about the importance of including, in future research, a longitudinal research design would to evaluate the causal relations with better certainty and possible model testing for mediator and moderator variables using structural equation modelling.

Implications

It is important to invest in continuing education for administrators and managers, who supervise and manage practicing counselors working in Kenya, and whose support is fundamental in moderating the effects of the determinants of intention to seek counseling supervision services. The topics would focus on the benefits of counseling supervision and the individual barriers to seeking counseling supervision services, with an aim of increase the uptake of counseling supervision which coordinators are able to convey. In addition, it would be relevant to target the training directly to counselors, to increase their ability to manage the attitude and subjective norm issues with supervisors.

It is also important to come up with organizational models that can support an adequate balance between counseling and counseling supervision. As for this matter, effective measures could be self-scheduling for supervision and rewarding top counselors based on their uptake of counseling supervision. Further, with regards to training, it is important the professional body responsible for counseling becomes the mediators between counselors and supervisors, preventing excessive requests. The last

intervention area could concern the offer of psychological support to counselors in difficulties dealing with clients. This could be individual supervision or in small groups with professional supervisors made available by the employers, or meetings among fellow counselors conducted by an external professional body responsible for counseling.

REFERENCES

1. Haynes R, Corey G. 8: Moulton P. Clinical supervision in the helping professions: A practical guide Belmont, CA: Thomson Brooks/Cole. 2003.
2. Carroll M. One more time: what is supervision? *Psychotherapy in Australia*. 2007 May;13(3):34.
3. Bradley LJ, Ladany N, editors. *Counselor supervision: Principles, process, and practice*. Taylor & Francis; 2001.
4. Kiarie JM, Sirera A, Mwenje M. The effect of burnout of teacher counselors' intention to seek counseling services. *Kenyan Journal of Guidance, Counseling and Psychology*. 2011; 1(1) :23-37
5. Kiarie JM. Counselors Perceptions of the Benefits of Counseling Supervision A Panacea for a Secure World.
6. Jimmieson NL, Peach M, White KM. Utilizing the theory of planned behavior to inform change management: An investigation of employee intentions to support organizational change. *The journal of applied behavioral science*. 2008 Jun; 44(2):237-62.
7. Ajzen I. The theory of planned behaviour is alive and well, and not ready to retire: a commentary on Sniehotta, Pesseau, and Araújo-Soares. *Health Psychology Review*. 2015 Jan 1;9(2):131-7.
8. Fischer EH, Turner JJ. Orientations to seeking professional help: development and research utility of an attitude scale. *Journal of consulting and clinical psychology*. 1970 Aug;35(1p1):79.
9. Miller JR. Attitudes and beliefs lawyers have about seeking professional mental health services.2004.
10. McEachan RR, Conner M, Taylor NJ, Lawton RJ. Prospective prediction of health-related behaviours with the theory of planned behaviour: A meta-analysis. *Health Psychology Review*. 2011 Sep 1;5(2):97-144.
11. Sniehotta FF, Pesseau J, Araújo-Soares V. Time to retire the theory of planned behaviour.
12. Latimer AE, Martin Ginis KA. The Theory of Planned Behavior in Prediction of Leisure Time Physical Activity Among Individuals With Spinal Cord Injury. *Rehabilitation Psychology*. 2005 Nov;50(4):389.
13. Gachutha CW. *The role of supervision in the management of counsellor burnout* (Doctoral dissertation).
14. Coffman C, Gonzalez-Molina G, Gopal A. Follow this path: How the world's greatest organizations drive growth by unleashing human potential. *Business Plus*; 2002 Oct 8.
15. KCPA. Kenya Counseling and Psychological Association. 2015.
16. Hayhoe CR, Leach L, Turner PR. Discriminating the number of credit cards held by college students using credit and money attitudes. *Journal of Economic Psychology*.1999;20(6), 643-656.
17. Kennedy B, Wated G. Predicting credit card debt among college students: The attitudes-behaviour relation. *Journal of Psychology & Behavioral Sciences*. 2011; 22, 43-50.
18. Kennedy BP. The Theory of Planned Behaviour and Financial Literacy: A Predictive Model for Credit Card Debt? 2013.
19. Ægisdóttir S, Gerstein LH. Beliefs About Psychological Services (BAPS): development and psychometric properties. *Counseling Psychology Quarterly*. 2009; 22(2), 197-219.
20. Schumacker RE, Lomax RG. *A Beginners Guide to Structural Equation Modeling* (2nd Ed.), Hillsdale NJ. Lawrence Erlbaum Associates.2004
21. Cronbach LJ. Coefficient alpha and the internal structure of tests. *psychometrika*. 1951 Sep 18;16(3):297-334.
22. Nunnally JC. *Psychometric theory*, 2nd edition. New York: McGraw-Hill. 1978.
23. Hair JF, Black WC, Babin BJ, Anderson RE, Tatham RL. *Multivariate data analysis*. Upper Saddle River, NJ: Prentice hall; 1998 Mar.
24. Stevens JP. *Applied multivariate statistics for the social sciences* (5th ed.). New York, NY: Routledge. 2009.
25. Shook CL, Bratianu C. Entrepreneurial intent in a transitional economy: an application of the theory of planned behavior to Romanian students. *International Entrepreneurship and Management Journal*. 2010 Sep 1;6(3):231-47.
26. Ajzen I. The theory of planned behaviour. *Organizational Behavior and Human Decision Processes*. 1991; 50(2), 179-211.
27. Kiriakidis SP. Perceived parental care and supervision: Relations with cognitive representations of future offending in a sample of young offenders. *International Journal of Offender Therapy and Comparative Criminology*. 2006 Apr;50(2):187-203.
28. Joshi G, Gezan S, Delisle T, Stopka C, Pigg M, Tillman M. Intentions of college students to serve as informal caregivers for their older relatives: Theory of planned behavior approach. *Educational Gerontology*. 2015 May 4;41(5):384-96.
29. Fortune G, Barrowclough C, Lobban F. Illness representation in depression. *British Journal of Clinical Psychology*. 2004; 43, 347-364.
30. Bevan N. *Psychological help-seeking: understanding men's behaviour*. Unpublished Thesis: University of Adelaide. 2010.