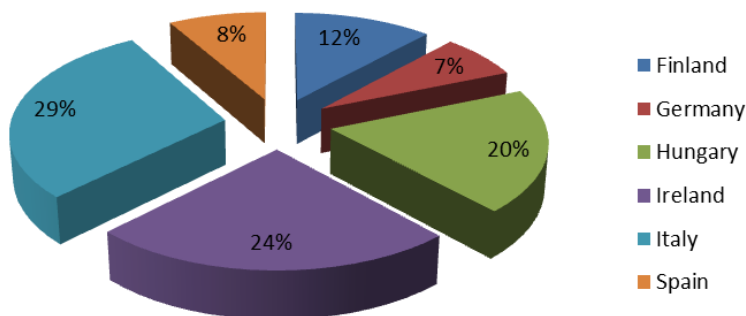


## GUIDE – good guidance stories Results and interpretation of the Hungarian questionnaires

All the results presented are based on an internet survey that was accessible from 5<sup>th</sup> April until 18<sup>th</sup> May 2012. The results show the answers of all questionnaires that were completed by Hungarian guidance practitioners. The text states in most cases “the Hungarian guidance practitioners”. This term refers only to the Hungarian guidance practitioners that have completed the questionnaire and is not intended as a generalization for all guidance practitioners in Hungary.

### Number of completely answered questionnaires

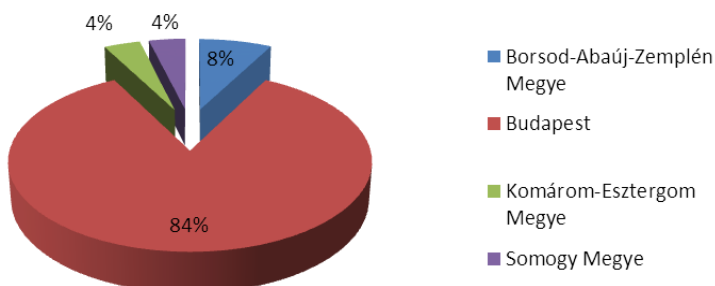
#### Countries surveyed



Altogether 144 questionnaires have been completed. A fifth of them, **28 questionnaires**, were answered by Hungarian guidance practitioners.

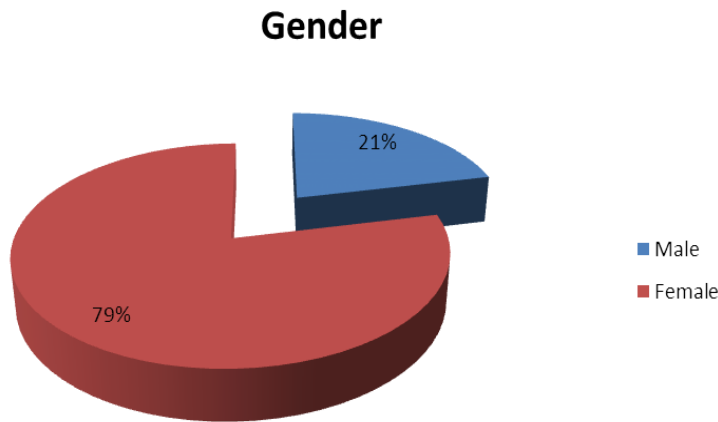
### Questionnaires by Hungarian regions

#### Hungarian regions surveyed



In Hungary, the questionnaire was answered by guidance practitioners from four different regions. Budapest with 84% had the largest share.

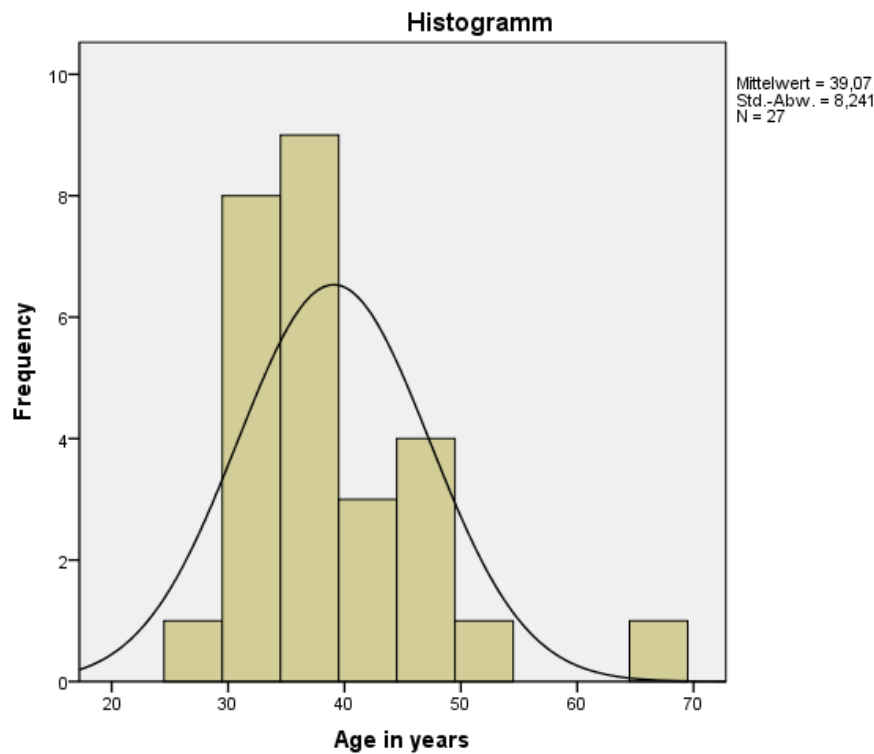
Gender of guidance practitioners



Of the 28 Hungarian guidance practitioners that answered the questionnaire 6 were male (21 %) and 22 female (79 %). The phenomenon that more women than men work in the field of guidance seems to be very common in many countries.

Age of guidance practitioners

Guidance practitioners were asked to give their age in full numbers. The mean age of the guidance practitioners is 39.07 years, the median is 37 years. As one can see in the graph the group of the people in their mid-forties is rather low.



### Working experience of the Hungarian guidance practitioners

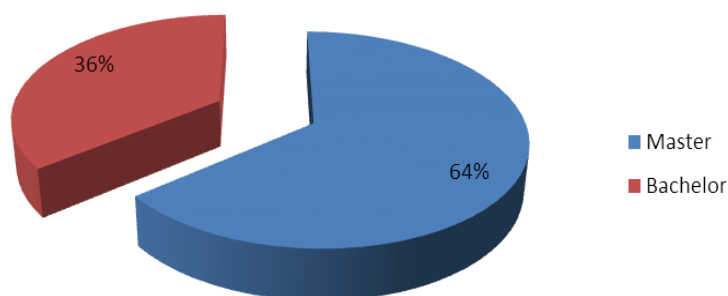
Guidance practitioners were asked to name their working experience in years in full numbers. For showing the results the age is clustered into groups. The Hungarian guidance practitioners have mostly between 0 to 5 years (39.3%) or 6 to 10 years of experience (35.7%). Practitioners with 11 years and more years of experience make up 25 % among the interviewees. One guidance practitioner has got working experience of more than 22 years. To sum it up, the mean of years as guidance practitioner is about 8 years, median value is 7.5 years and most frequently Hungarian practitioners indicated 10 years of work experience (mode value).

**Years as guidance practitioner**

	Frequency	Percentage	Cumulated percentage
0 - 5 years	11	39,3	39,3
6 - 10 years	10	35,7	75,0
11 - 15 years	4	14,3	89,3
16 - 20 years	2	7,1	96,4
21 - 25 years	1	3,6	100,0
Total	28	100,0	100,0

### Vocational qualification of the Hungarian guidance practitioners

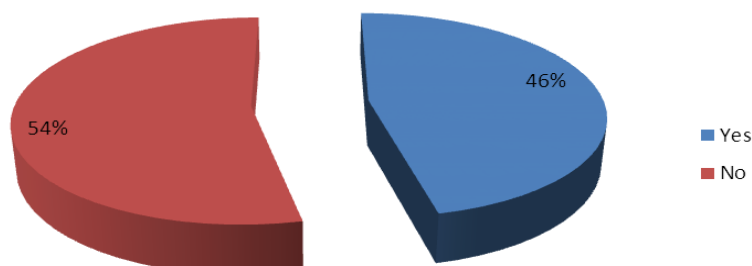
**Vocational qualification**



All of the respondents hold a degree. Close to two thirds of the guidance practitioners have a Master degree and more than one third hold a Bachelor degree.

## Qualification in guidance

### Guidance qualification



46% of the Hungarian guidance practitioners hold a degree in guidance.

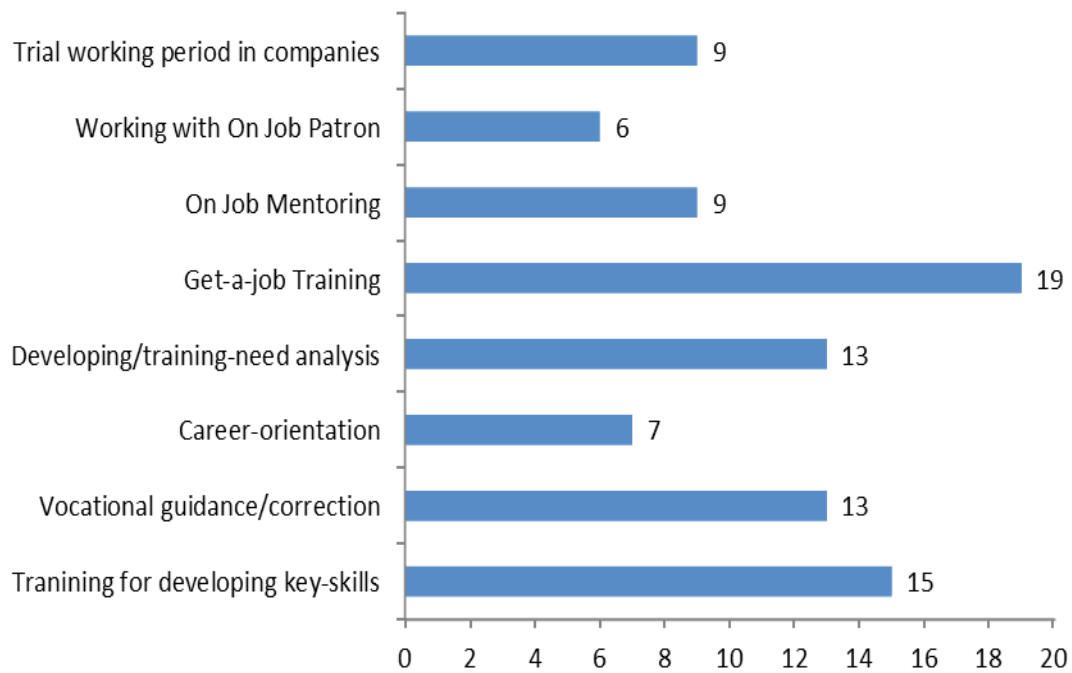
It can be observed that in Hungary, but also in many other countries in Europe, people from different disciplines are working in the field of guidance. For the group that has not a qualification in guidance, we assume that much of the contents are learned at the workplace through learning by doing.

The list of qualification in the field of guidance contains the following: debt management consultant, EET Gödöll (?), MVTA Gödöll (?), employment trainer, mental health professional, human rights trainer, equal opportunity specialist, PR expert, person-centered psychotherapy and mental health consultant, NGO coaching and mentoring, educational consultant, social politics, social worker, university degree, specialised in disabilities, work advisor. The list contains many qualifications which do not refer to guidance such as “university degree” or “PR expert”. This leaves the question open if the question was maybe misleading for the respondents.

## Tools used by the guidance practitioners

The guidance practitioners were asked which tools they use in the guidance sessions. Eight tools were given as possible answers. A ninth answering option was “other” with a possibility to name the tools.

**19 of 27 guidance practitioners (70 %)** are using the **get-a-job-training**. **Trainings for developing key skills** are used by **56 %** of all Hungarian guidance practitioners. Other tools are **vocational guidance (48 %)**, **training need-analysis (48 %)**, **on job mentoring (33 %)** and **trials periods in companies (33 %)**. Tools that were used **less** by the Hungarian partners are **career orientation (26 %)** and **working with on job patrons (22 %)**. One interviewee did not reply this question.



Some of the guidance practitioners mentioned other tools they also use in their work; such as case management, housing problems resolution and teacher's further education.

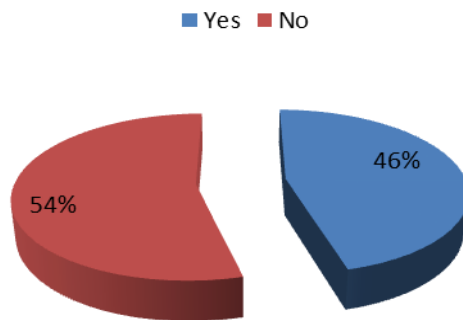
Most organisations, for which the guidance practitioners are working for, use as tool “**get-a-job-training**” regardless of their specialisation on a target group.

Cross tab tools \*target group

			target group								Total
			Job seekers	Longterm unemployed	Women	Men	Youth	People with guidance needs caused by migration background	People with guidance needs caused by disabilities	Older people	
Tools	Training for developing key-skills	Number	2	1	5	1	4	1	7	1	11
		Percentage by target group	22%	13%	56%	20%	40%	25%	64%	20%	
	Vocational guidance/correction	Number	4	3	3	1	6	2	5	2	10
		Percentage by target group	44%	38%	33%	20%	60%	50%	45%	40%	
	Career-orientation	Number	1	0	2	0	3	1	1	0	4
		Percentage by target group	11%	0%	22%	0%	30%	25%	9%	0%	
	Developing/training-need analysis	Number	4	4	4	3	6	3	7	3	10
		Percentage by target group	44%	50%	44%	60%	60%	75%	64%	60%	
	Get-a-job Training	Number	9	8	6	4	8	4	7	4	14
		Percentage by target group	100%	100%	67%	80%	80%	100%	64%	80%	
	On Job Mentoring	Number	3	3	2	2	3	3	4	1	8
		Percentage by target group	33%	38%	22%	40%	30%	75%	36%	20%	
	Working with On Job Patron counseling?	Number	1	1	1	1	1	1	3	0	4
		Percentage by target group	11%	13%	11%	20%	10%	25%	27%	0%	
	Trial working period in companies	Number	2	2	2	1	2	2	3	0	6
		Percentage by target group	22%	25%	22%	20%	20%	50%	27%	0%	
Total		Number	9	8	9	5	10	4	11	5	19

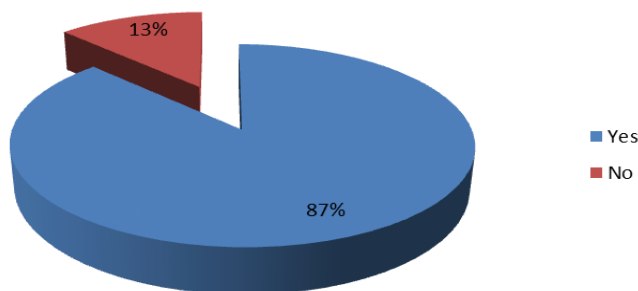
Type of organisations, targets groups and transition points

**Does your organisation or unit offer primarily guidance?**



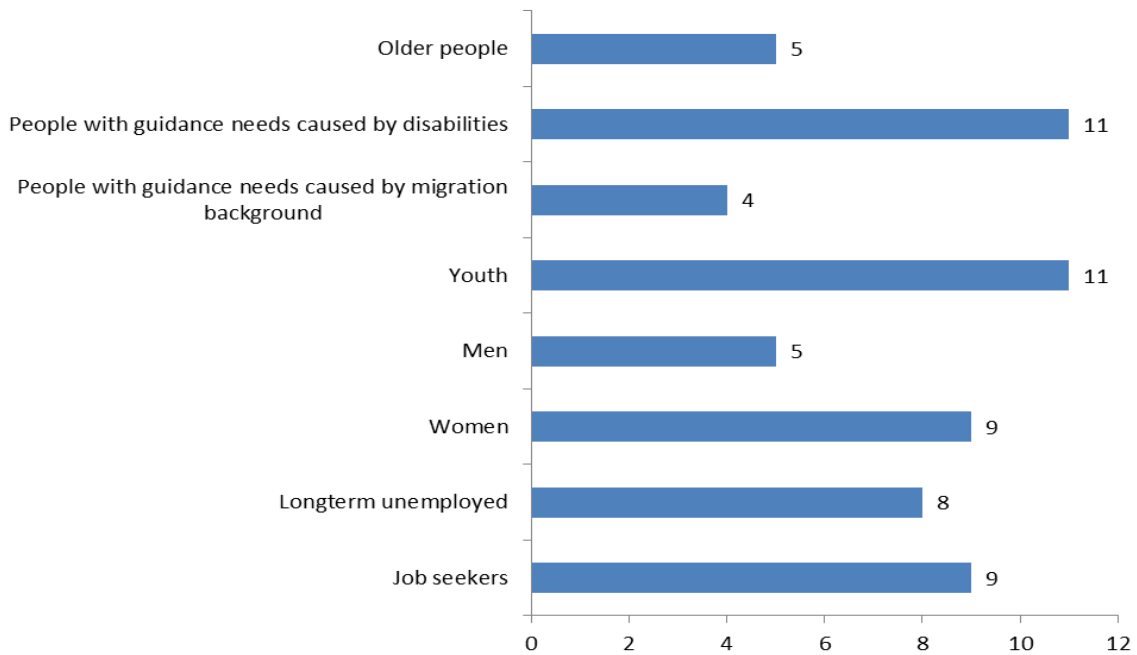
The majority of the interviewed organisation 54% (13 of 24) does not offer primarily guidance. Four persons did not answer this question.

**Does your organisation or unit counsel target-group oriented?**



87 % (21 of 24) of the guidance practitioners answered that their organisation or unit works target group oriented.

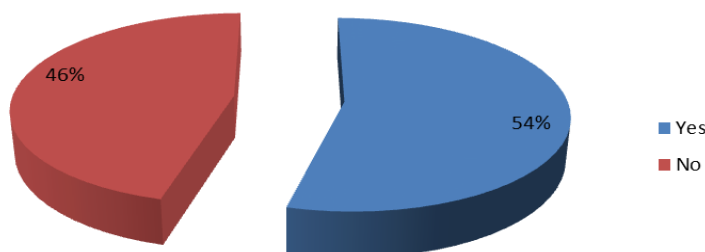
55 % (11 of 20) of the guidance practitioners answered, that their organisation has **youth** and **people with guidance needs caused by disability** as a target group, 45 % (9 of 20 answers) named **job seekers** and **women**, followed by 40 % **long-term unemployed**. Just in 5 cases (25%) **men** and **older people** are a target group and only 4 guidance practitioners named **people with guidance needs caused by migration background** as target group for their organisation. Eight interviewees chose to not reply this question.



This is a very interesting picture that varies between the countries. For the Hungarian respondents we cannot give a clear picture on the target group of the organisation.

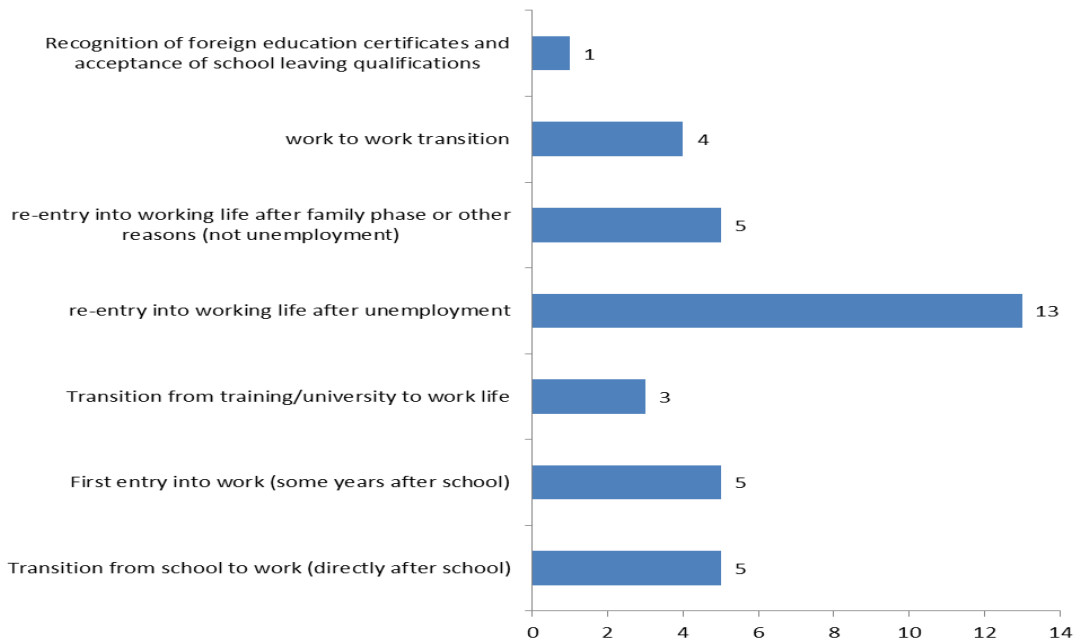
**Does your organization or unit counsel at special transition points?**

54% (13 of 24) of the guidance practitioners answered that their organisation or unit works at special transition points.





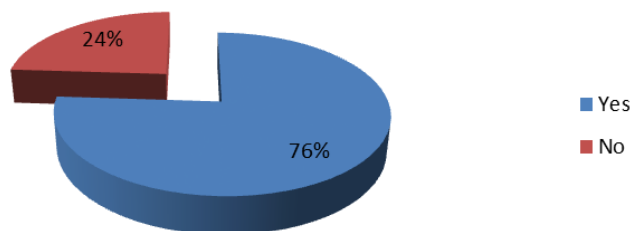
All respondents of the question (13 of 13) indicated that they counsel at the **re-entry into working life after unemployment**. The other transition points are mentioned much less.



Personal specialization on target groups and transition points

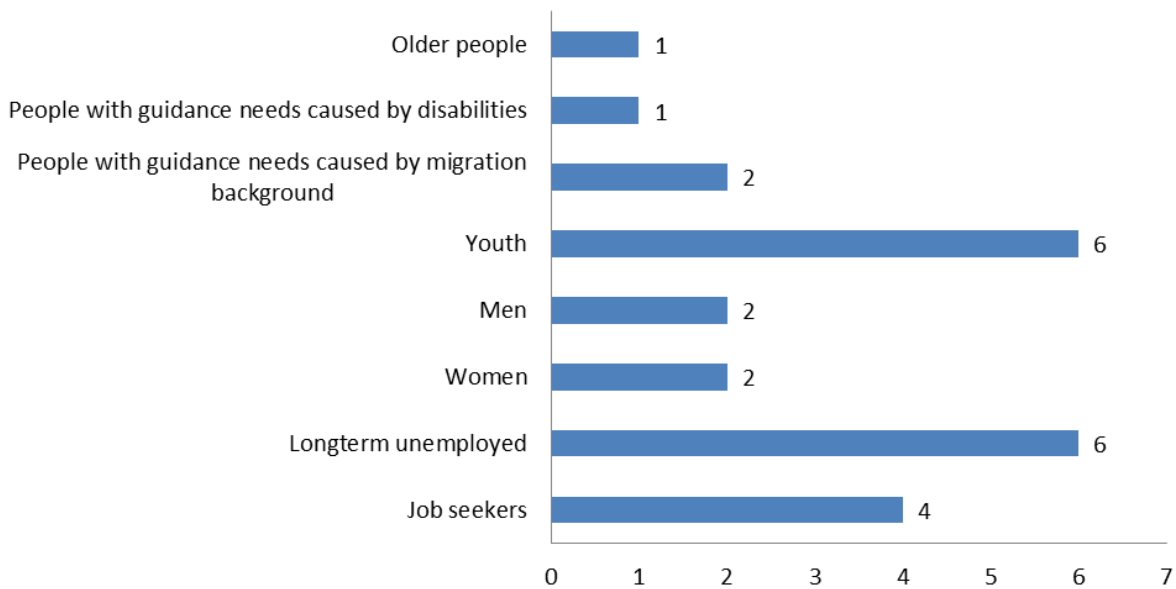
**Are you personally specialized in your daily work on the target-groups/ transition points under questioning?**

76% (19 of 25) of the respondents indicated that they are personally specialised in their daily work on a target-group or transition points.



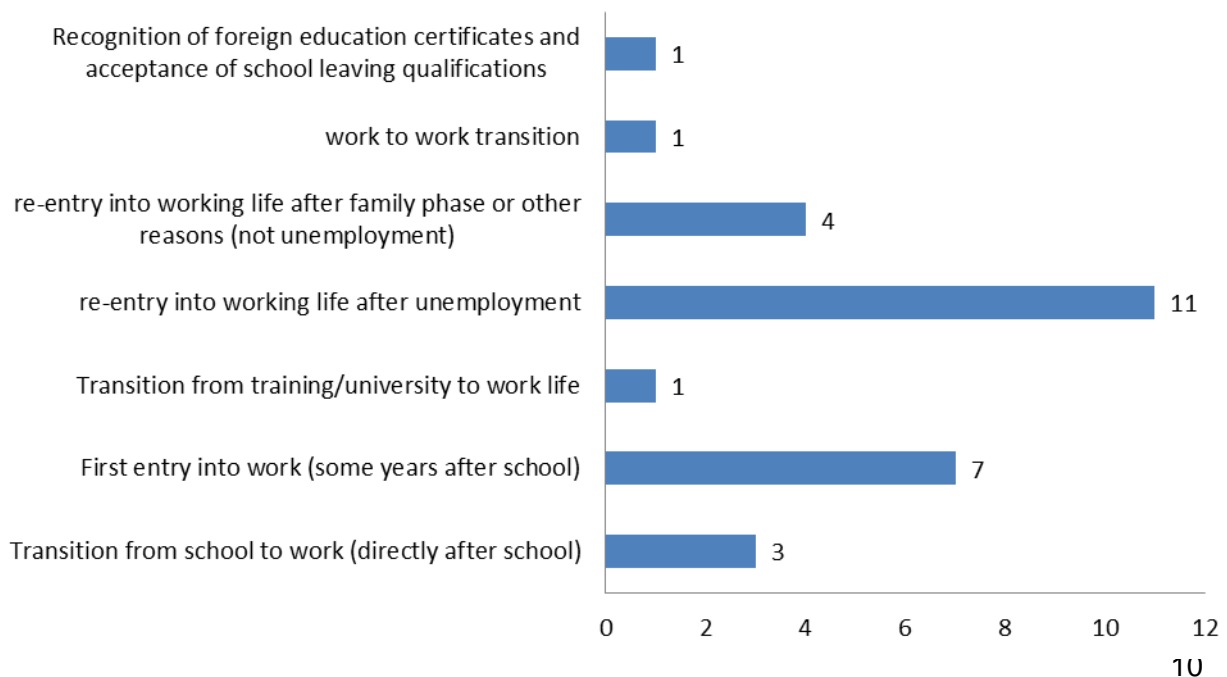
67% of the guidance practitioners are personally specialised in **youth** and **long-term unemployed**. 4 of 9 (44%) focus on **job seekers**.

### Personal specialisation on target groups



11 of 13 (85%) of the respondents are personally specialised in the **re-entry into working life after unemployment**.

### Personal specialisation on transition points



### Number of cases, time per client, time limits and hours per counseling

9 of 19 (47.4 %) guidance practitioners indicated that they have up to 10 cases per year. 14 % (4 of 19) indicated that they have 30 cases per year. Two practitioners have even 50 cases and one practitioner estimated to have 70 cases per year.

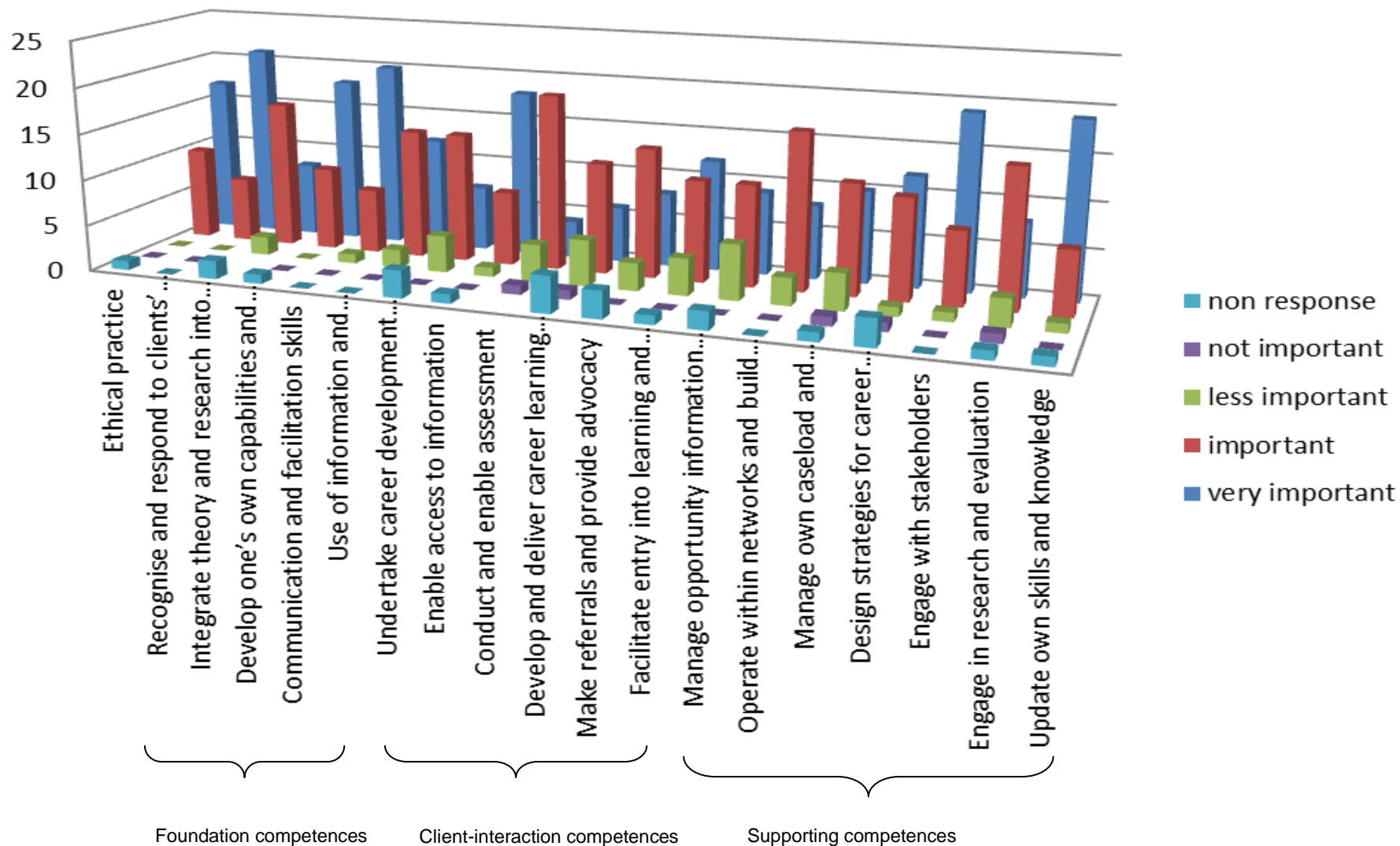
11 of 18 respondents (61 %) have up to 1 hour and a half for their clients. 4 of 18 wrote that the time for the client depends on their needs.

The question regarding the time limit is not easy to interpret. The question was an open question, so a couple of response such as “van” (translation: it is) is illogic. However, 10 of 18 respondents clearly indicated to have no time limits. 6 of 18 interviewees have instead different time limitations for their counselling.

For the question: “How many hours do you have for counseling each year?” the responses range from 20 hours to 2.000 hours with no clear tendency. 29.4% (5 of 17) have up to 100 hours per year. 35.3% (6 of 17) have 240 to 600 hours and 35.3% 800 hours and more for their clients.

### Competences

The Hungarian guidance practitioners evaluated the competences according to their importance in the following way: (see following page)



Similar to the other countries the foundation competences were evaluated as most important. Especially, “**Ethical practice**” (17 of 28), “**Recognise and respond to clients’ diverse needs**” (21 of 28), “**Develop one’s own capabilities and understand any limitations**” (18 of 28) and “**Communication and facilitation skills**” (20 of 28), were classified as “*very important*”.

The client-interaction competences received more frequently a rating as important. However, “**Enable access to information**” (18 of 28) has among the client-interaction competences the highest rating as “*very important*”.

Among the supporting competences, “**Engage with stakeholders**” and “**Update own skills and knowledge**” (both 19 of 28) were classified as “*very important*”.

For an interpretation of these results for the Hungarian case more country-specific knowledge is needed. We can, however, assume that foundation competences are the most important and the other depend very much on the context of the counseling.

Cross tabs for Recognise and respond to clients’ diverse needs

Budapest Chance has chosen to focus in their case study on the foundation competence “**Recognise and respond to clients’ diverse needs**”. Therefore, we analysed in how far the focus of the organisation on different target groups influences the classification of the selected core competence. The table below shows that in general all organisations, despite their focus on different target groups, evaluate the selected core competence as “*very important*”. Interestingly, the organisations which focus on women or people with guidance needs caused by disabilities deviate a little. However, this might be explained by the fact that these organisations already work in a much specialised field where this competence is already included in the specialisation.

Recognise and respond to clients’ diverse needs \* target group

			target group							Total	
			Job seekers	Longterm unemployed	Women	Men	Youth	People with guidance needs caused by migration background	People with guidance needs caused by disabilities		Older people
Recognise and respond to clients’ diverse needs	very important	Number	9	8	6	4	9	4	8	4	16
		Percentage by target group	100%	100%	67%	80%	82%	100%	73%	80%	
	important	Number	0	0	3	1	2	0	3	1	4
		Percentage by target group	0%	0%	33%	20%	18%	0%	27%	20%	
Total		Number	9	8	9	5	11	4	11	5	20

The importance of the selected core competence becomes even more evident by taking a look at the transition points of the organisations and the tools used by the practitioners. Most of the organisations dealing with certain transition points and counselors who are using different tools, are still classifying “**Recognise and respond to clients’ diverse needs**” as “very important”.

**Recognise and respond to clients’ diverse needs \* transition points**

			Transition points							Total
			Transition from school to work (directly after school)	First entry into work (some years after school)	Transition from training/ university to work life	re-entry into working life after unemployment	re-entry into working life after family phase or other reasons (not unemployment)	work to work transition	Recognition of foreign education certificates and acceptance of school leaving qualifications	
Recognise and respond to clients’ diverse needs	very important	Number	5	5	3	10	5	4	1	10
		Percentage by target group	100%	100%	100%	77%	100%	100%	100%	
	important	Number	0	0	0	3	0	0	0	3
		Percentage by target group	0%	0%	0%	23%	0%	0%	0%	
Total		Number	13	16	18	16	17	16	13	18

**Recognise and respond to clients’ diverse needs \* Tools**

			Tools							Total	
			Training for developing key-skills	Vocational guidance/correction	Career-orientation	Developing / training-need analysis	Get-a-job Training	On Job Mentoring	Working with On Job Patron		Trial working period in companies
Recognise and respond to clients’ diverse needs	very important	Number	12	13	6	13	16	9	5	7	21
		Percentage within tools	80%	100%	86%	100%	84%	100%	83%	78%	
	important	Number	3	0	1	0	3	0	1	2	6
		Percentage within tools	20%	0%	14%	0%	16%	0%	17%	22%	
Total		Number	15	13	7	13	19	9	6	9	27