

Digital Transformation of Teacher Support: Exploring the Potential of Digitized Workplace Counseling

Khushi Chandwani

Management Student, Daly College of
Business Management

E-mail:

dcbm2023khushichandwani@gmail.com

Mobile: 7724840345

Dr. Neetika Shrivastava

Assistant Professor, Daly College of
Business Management

E-mail:

shrivastavaneetika@yahoo.co.in

Mobile: 9827061389

Abstract

This study explores the potential of digital workplace counseling to support school teachers amidst evolving educational landscapes. Using surveys conducted in Indore, Madhya Pradesh, it investigates teachers' current counseling experiences, preferences for digital counseling, and perceptions of its effectiveness. Various digital counseling tools are examined, including chatbots, teletherapy platforms, and video conferencing, with a focus on addressing interpersonal difficulties, work-life balance, and career advancement. While teachers generally view digital counseling positively for its personalized approach and ease of use, challenges such as internet access and limitations in nonverbal communication are noted. Despite these hurdles, the study suggests that digital workplace counseling can enhance teacher support systems, fostering resilience and satisfaction in the teaching profession.

Key Words: Digital Counselling, Digitized Workplace Counselling, Online Support

Introduction

It is vital for teachers to get workplace counselling in the constantly evolving field of education. The many issues that educators face are addressed by this specialized help, such as managing stress, preventing burnout, and maintaining work-life balance. Digital counselling gives teachers a private, easily available platform to help them overcome barriers in their work and improve their overall health. Teachers need specialized support in order to thrive in their roles, whether they struggle with personal issues, administrative demands, or classroom dynamics.

Ultimately, supporting teacher counselling enhances student success and comprehensive growth by creating a supportive learning environment that also helps individuals become stronger. The practice of digitizing workplace counselling entails incorporating digital platforms and technology into the conventional counselling procedure in a work setting. This innovative strategy aims to improve the efficacy, efficiency, and accessibility of counselling services provided to staff members in a work environment by utilizing the advantages of technology. In this regard, workplace counseling—which was formerly dependent on in-person meetings has also changed to incorporate digital resources and platforms.

Research Objectives

- Through this research we also tried to access the current state of workplace counselling in schools.
- Also, the study contributes towards understanding the level of preference teachers have for Digitized Counselling.
- The last sub objective of the study was to understand teachers' perception towards use of Digitization in Counselling.

Tools Used for Digitized Workplace Counseling

- **Employee Assistance Programmer (EAPs):** With the goal to provide complete help to teachers, EAPs have embraced digitization. Through online portals, such programs offer access to tools, resources, and counselling services. Employers can offer a variety of mental health services by working with EAP providers as Life Works.
- **Chat bots and AI-Powered Support:** Artificial intelligence (AI)-driven intelligent chat bots have become essential tools for offering initial support and distributing information. These chat bots are familiar, ready to figure out the user's needs and offer relevant data. Even considering their data, they are intended to be utilized as a place of human counsellors, not as a replacement.
- **Teletherapy Platforms:** By allowing remote counselling sessions and reducing geographical limitations, teletherapy platforms offer easy access to expert guidance. Secure and confidential video sessions are provided by platforms like as Better Help and Talk space, allowing teachers to get counselling from the comfort of their homes.
- **Video Conferencing Platforms:** Although not created with counselling in mind, video conferencing programmers like Zoom and Microsoft Teams are now necessary for online gatherings. Through in-person interactions, these platforms allow counsellors to establish more meaningful and individualized counselling relationships with staff members.

- **Data Analytics for Employee Well-Being:** Employers may track and comprehend the health of their workers by using data analytics solutions. Employers may enhance workplace mental health programmers by applying data analysis to make well-informed decisions about employee engagement, stress levels, and counselling service usage.
- **Online Self-Help Resources:** One aspect of digital workplace counselling is the availability of online tools, including self-assessment tools, videos, and articles. With the help of these resources, staff members may take charge of their mental health and get help when they need it.

Acceptance of Digitized Workplace Counseling

Digital workplace counseling provides varied support options like video conferencing, chatbots, and self-help resources, catering to employee preferences. Teachers embrace digital counseling for its convenience, fostering a supportive environment and prioritizing mental health in education. The platform offers privacy and flexibility, contributing to positive responses and teacher retention in the changing learning landscape.

Research Methodology

The study employed an exploratory research methodology, drawing insights from articles, blogs, and prior studies on workplace counseling and its digital transformation. A survey of fifty school teachers in Indore, Madhya Pradesh, was conducted using convenience sampling. Google Form facilitated data collection, covering basic demographic information and inquiries about current workplace counseling programs and preferences for digital counseling among teachers.

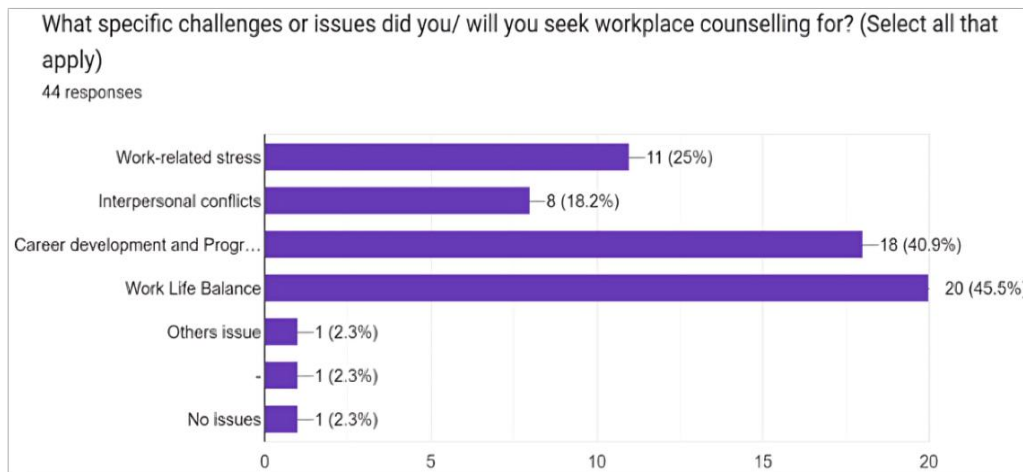
Sample Description

The data of the questionnaire consists of 82percent women, eighteen percent men, and a range of age groups: the young and energetic (under 25), those who work (25–35), the juggling couples (35–45), the experienced (45–55), and seniors (over 55). Stability is offered by the government's workforce (2%), whereas institutions and schools (90%) are located in the private sector. Entrepreneurship and adaptability (eight percent) characterize self-employment, which produces an interesting job market with a wide range of opportunities. And the sample is kind of convincing.

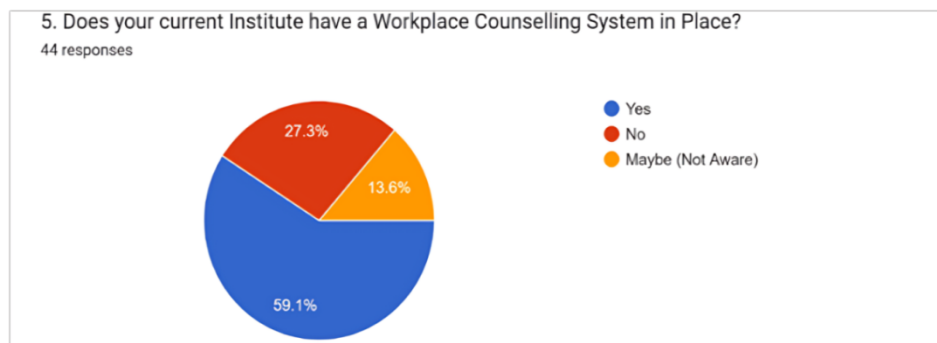
Analysis and Discussions

This study investigates how digital counseling enhances support for employees managing mental health challenges in today's digital work environments, focusing on accessibility, confidentiality, and effectiveness.

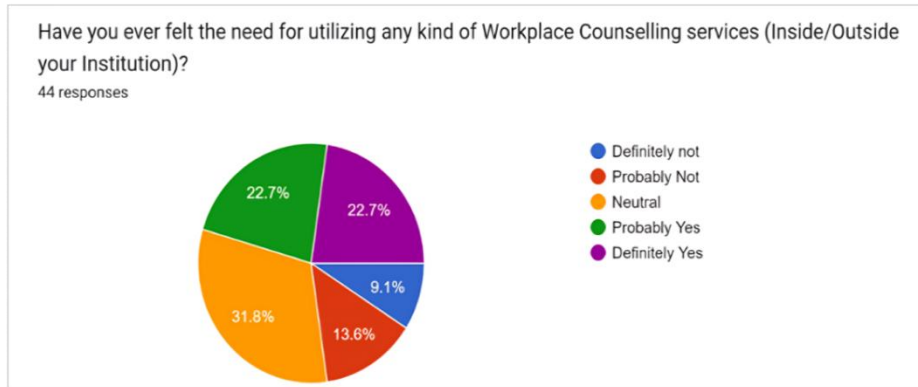
Analysis on Current State of Workplace Counselling



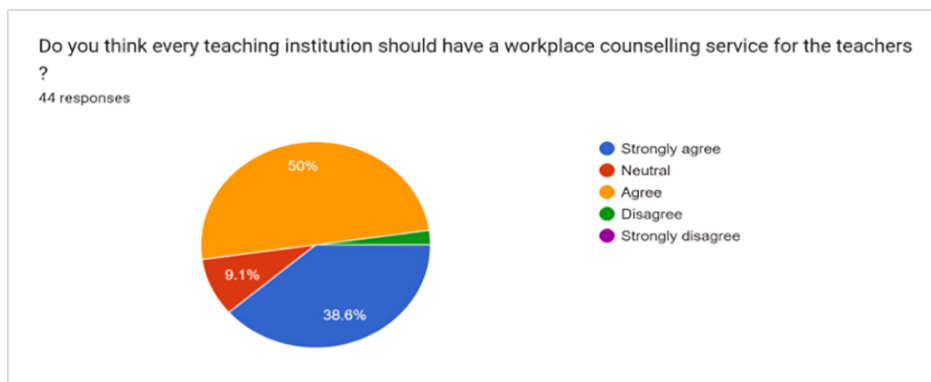
Workplace counselling data reveals a high demand for support in career growth (40.9%) and work-life balance (45.5%), while addressing interpersonal conflict (18.2%) is also crucial. To boost workplace satisfaction and productivity, interventions should focus on improving work-life balance, facilitating career advancement, and resolving interpersonal conflicts.



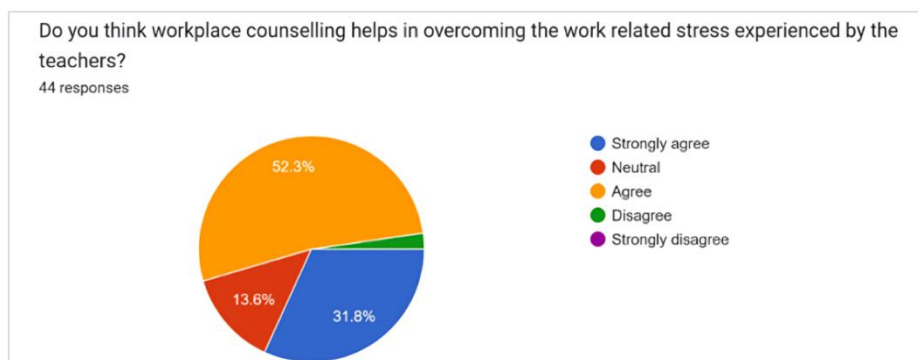
Workplace Counselling Systems are widely used (59.1%), according to the survey, indicating a promising trend in workplace assistance. Still, 27.3% of those who reported being absent from work suggest that there is improvement. The necessity for improved communication and awareness campaigns surrounding digital workplace counselling systems within evaluated institutes is highlighted by the 13.6% of respondents who acknowledged confusion.



Among the respondents, 9.1% didn't perceive a need for workplace counselling, while approximately 22.7% actively sought out such services. Notably, 31.8% expressed a neutral stance. The "22.7%yes" category warrants clarification due to uncertainty. Additionally, 13.6% indicated they might not require it in the future. These responses reflect varied perspectives on workplace counselling, indicating both interest and utilization among respondents.

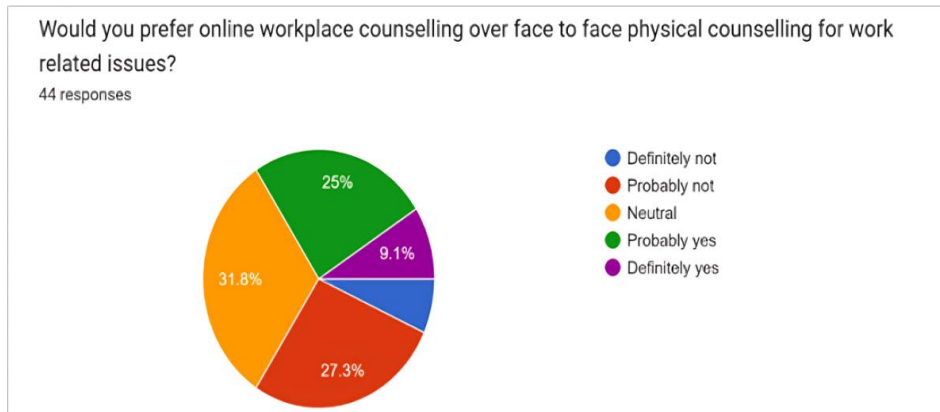


The majority (50%) strongly advocates for workplace counseling services in educational institutions, with an additional 38.6% expressing strong agreement. Only 2.3% disagree, and none strongly disagree, indicating general support for offering counseling services to educators.



The majority (84.1%) of respondents agrees or strongly agree that workplace counseling effectively reduces teachers' stress, indicating a widespread consensus on its beneficial impact.

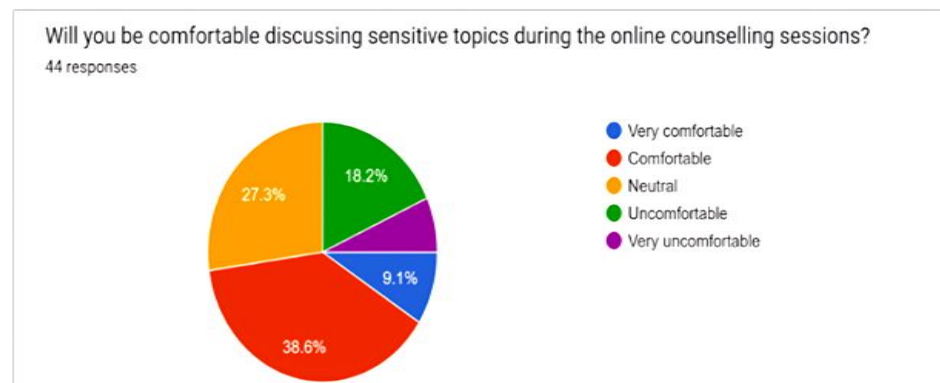
Understanding Preference towards Online Counselling



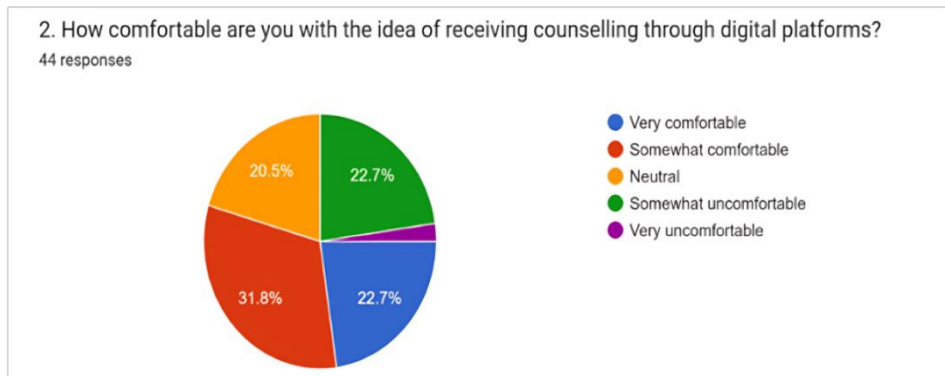
Regarding workplace counseling structure for work-related concerns, preferences are divided: 34.1% favor internet counseling, while the same percentage opposes it. Notably, 31.8% remain indifferent, indicating conflicting opinions on adopting online counseling.



Survey findings indicate that 63.6% of respondents are open to referring friends or coworkers to online workplace counseling, with 40.9% leaning towards a positive recommendation. However, 20.5% express hesitancy, including 18.2% "Probably not" and 2.3% "Definitely not." Overall, there is significant receptiveness to online workplace counseling, despite some reservations.

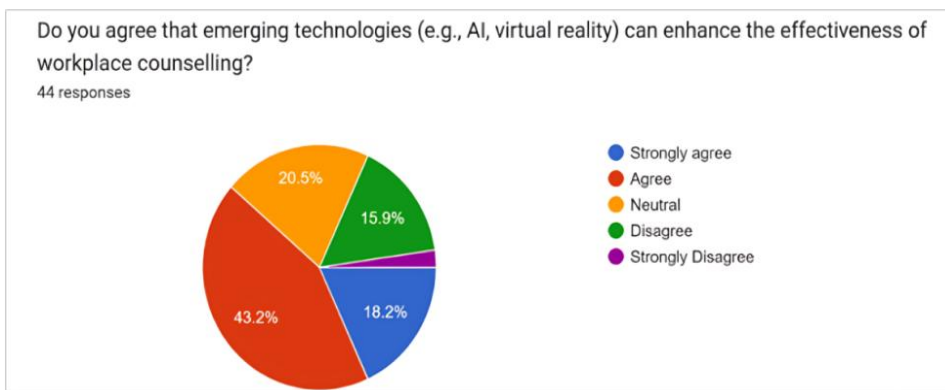


Responses to a survey about how comfortable people are talking about delicate subjects in online counselling sessions differ widely. 47.8% of respondents report being quite comfortable, with 38.6% describing themselves as "Comfortable" and 9.1% as "Very comfortable." A sizeable percentage of 27.3% is neutral. On the other hand, 28% of respondents report feeling uncomfortable, with 18.2% reporting "Uncomfortable" and 9.8% reporting "Very uncomfortable," demonstrating a range of comfort levels.

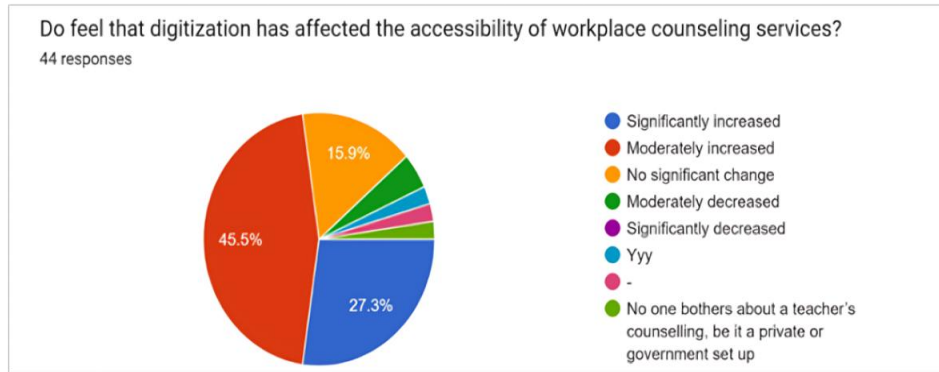


Analysis shows varied comfort levels with digital counseling platforms: 54.5% feel comfortable (22.7% "Very comfortable" and 31.8% "Somewhat comfortable"), while 20.5% have no opinion. Conversely, 25.0% feel uncomfortable (22.7% "Somewhat uncomfortable" and 2.3% "Very uncomfortable"). Overall, respondents' attitudes range from approval to reluctance regarding digital counseling platforms.

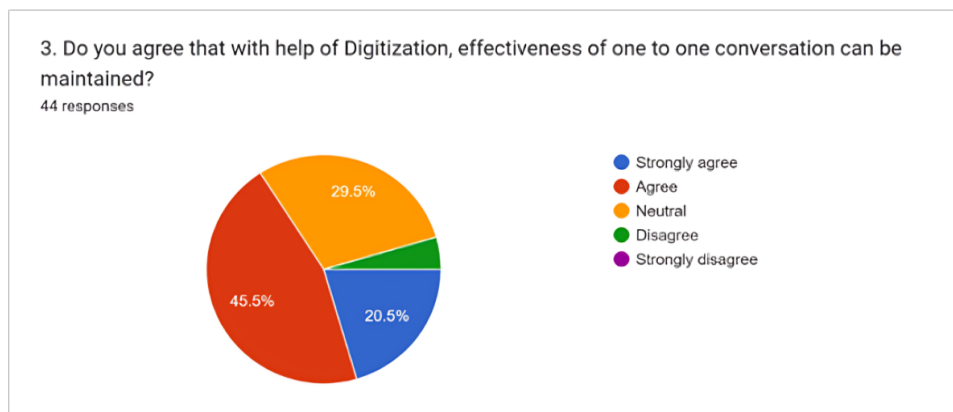
Perception regarding role of Digitization in Counselling



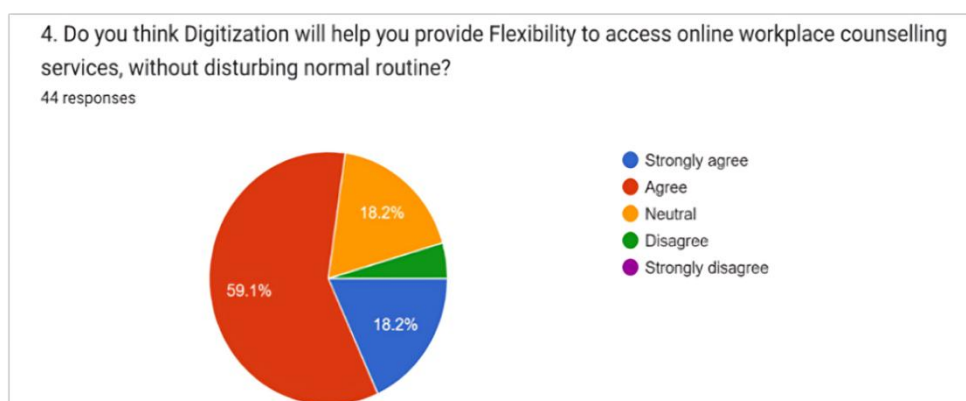
Opinions on the impact of new technology on workplace counselling vary significantly. While 20.5% remain neutral, 18.2% (15.9% disagree + 2.3% strongly disagree) harbor concerns, and a majority of 61.4% (18.2% strongly agree + 43.2% agree) see potential for improvement. This diversity underscores the necessity for further research and dialogue regarding the integration of technology into workplace counselling approaches.



The data review reveals that 45.5% of respondents noted a moderate increase in workplace counseling, and 27.3% reported a large increase. Conversely, 4.5% observed a moderate decline, while 15.9% saw no notable change. Interestingly, 2.3% experienced both positive and negative changes. Additionally, 2.3% expressed a sentiment of neglect towards teacher counseling, stating, "No one bothers about a teacher's counseling, be it in a private or government setup."



The data indicates an encouraging future for the effectiveness of one-on-one workplace counselling as a result of digitalization. The idea is supported by a total of 66% (20.5% strongly agree, 45.5% agree), demonstrating a conviction in the advantages of digital instruments. A minority of 4.5% disagree, while 29.5% are neutral, indicating a generally positive view of using digitization to preserve the effectiveness of one-on-one counselling sessions.



Data shows a strong preference for the flexibility of online workplace counseling due to digitization. 77.3% (18.2% strongly agree, 59.1% agree) believe digital platforms enable counseling without disrupting daily activities. Only 18.2% are neutral, with 4.5% in disagreement, indicating a clear trend towards embracing digital solutions for convenient counseling.

Implication of Digital Workplace Counselling

Digital workplace counselling improves educators' well-being and job satisfaction, but challenges like internet access and communication limits exist. Still, it enhances teacher effectiveness and resilience. Strategic planning and ongoing research are vital for successful implementation.

Limitations

Convenience sampling can introduce sample bias into the study on school teachers, so decreasing its representation. In addition, answer biases can affect self-reported data analysis and participation in digital counselling may be hampered by difficulties in technology access. As a result, the implications of the results to larger populations may be limited to the special circumstances of Indore, Madhya Pradesh.

Future Research Scope

Research on the long-term efficacy of counselling treatments should be conducted in the future, with an emphasis on scalability and customization for various work environments. It is imperative to investigate how new technologies affect counselling outcomes, particularly when it comes to virtual platforms. By gaining an understanding of these facets, the field will progress and gain insight into the changing dynamics of workplace counselling and its potential to be widely applicable in a variety of work settings.

Conclusion

Teachers have given digital workplace counselling favorable reviews, highlighting its personalized instruction and simple application. Timely support can be made feasible through accessibility that promotes well-being and job satisfaction. Exclusion out of the way, questions concerning the limitations of nonverbal interaction and the dependence on reliable internet access were brought up. The general agreement is that digital counselling has the potential to help teachers, and it is recommended that more investigation and study be done to resolve any issues and fully realize the benefits of this technology in

promoting teachers' happiness and well-being in the contemporary educational environment.

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