

MAHASISWA DAN SUMBER BANTUAN YANG MENJADI PILIHAN UTAMA

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Abstract

The aim of this research is to investigate students' preferred sources of help (helpers) and the reasons underlying their preferences to come up with a set of qualities that students expect from their helpers. Both quantitative and qualitative approaches were adopted in this study, in order to give a fuller picture of issues under investigation. Data collection methods include self-administered questionnaire, individual interviews, and focus group discussions. Results showed that mother, friends, and self are the most preferred sources of help. Personal qualities of social resources such as empathic understanding, acceptance, caring and genuineness, and the familiarity with social resources, are the most important considerations when selecting a source of help, compared to other considerations, such as the perceived capacity of the helper to help, the availability of the helper to help, the perceived social role of the helper, and confidentiality.

Keyword : Source of help, student, problem