



## System Support in Counselling among Muslim Convert Clients in Malaysia

Samsiah Jayos<sup>1\*</sup>

Faizah Abd Ghani<sup>2</sup>

Lokman Mohd Tahir<sup>3</sup>

Kamarul Azmi Jasmi<sup>4</sup>

Nur Fatimah Abdullah Bandar<sup>5</sup>

<sup>1,5</sup>Universiti Malaysia Sarawak, 94300 Kota Samarahan, Sarawak, Malaysia

<sup>2,3,4</sup>Universiti Teknologi Malaysia, 81310 Skudai, Johor, Malaysia

### ABSTRACT

This study aims to identify the use of external support systems by counsellors located at the Council within the Islamic Religious Department in Malaysia. Data for this research was collected using a case study. The case study included an interview of five (5) registered counsellors in Islamic Organization in Malaysia. This study was based on a qualitative approach and data were analyzed using N'Vivo 7.0. The data were developed into appropriate themes and sub-themes. The study revealed that the external support system (community support, peer counsellor, Islamic law and Islamic organization) should be applied to Muslim counsellors and Muslim converts. This research could be used as a guide for a counsellor to be more robust in providing guidance and counselling services to specific clients, such as, new Muslim converts.

*Keywords:* system support; convert clients

### INTRODUCTION

Malaysia is a multiracial country with a population that currently stands at 28 million of which approximately 60 percent is Muslims. Islam is constitutionally the country's

#### ARTICLE INFO

E-mail address:

jsamsiah@unimas.my (Samsiah Jayos)

\*Corresponding author

ISSN: 2462-1153

© Faculty of Cognitive Sciences and Human Development, Universiti Malaysia Sarawak (UNIMAS)

official religion with the freedom to practice other religions. In Malaysia, counselling is currently gaining popularity in government organizations and the private sector. Counselling is a service available to help and support people in the process of human development in Malaysia. It has grown from a small school into a large organization (Sharif, Roslee, Sulaiman, & Azizi, 2005). To date, the number of Muslim convert gradually increases. There are some problems faced by Muslim converts