

**SELF -EFFICACY, JOB STRESS AND MOTIVATION AS PREDICTORS OF PSYCHOLOGICAL WELLBEING AMONG OPERATION OFFICERS OF NIGERIA SECURITY AND CIVIL DEFENCE CORPS**

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**Abstract**

This study examined self-efficacy, job stress and motivation as predictors of psychological well-being among operation officers of the Nigeria Security and Civil Defence Corps (NSCDC). One hundred and ninety-six (N =196) operation officers of Nigeria Security and Civil Defence Corps (Male = 128, Female = 68, Mean age = 34.20) constitute the respondents. They were sampled from Lagos State Command using purposive sampling technique. The hypotheses were tested with the multiple regression analysis. Results showed that self-efficacy, job stress and work motivation jointly contributed 20% to overall psychological well-being of the operation officers at NSCDC. Participants who reported high self-efficacy significantly had higher scores on autonomy, environmental mastery, positive relations and purpose in life sub-scales of the criterion variable. Intrinsic and identified motivation of the operation officers contributed significantly to the variance explained in the subscales of the criterion variable while extrinsic and Introjected motivation have no significant influence on the officers' wellbeing. Job stress was not a significant predictor of psychological wellbeing of the officers. Demographic variables such as educational qualification, age, job status, years of experience and marital status predicted 24% of the variance explained in the criterion variable. Operation officers with 11 - 16 years' experience ( $X = 50.47$ ) reported significantly better psychological well-being ( $X = 46.03$ ) than those with 6 - 10 years' experience. These findings have implications for developing interventions to improve psychological wellbeing of the security operatives in Nigeria, especially among employees at Nigeria Security and Civil Defence Corps.

Psychological wellbeing and health in the workplace have become common topics in the mainstream media, in practitioner-oriented magazines and journals and, increasingly, in scholarly research journals (Danna & Griffin, 1999). These authors further opined that employee well-being comprises "the combination of such mental/ psychological indicators as affect, frustration, and anxiety and such physical/physiological indicators as blood pressure, heart condition, and general physical health" (p. 359).

In the current study, psychological wellbeing was defined in terms of autonomy, environmental mastery, personal growth, positive relations with others, purpose in life and self acceptance. This is in agreement with Ryff's (1989) definition of psychological wellbeing. Currently, Ryff (2014) has defined the six dimensions of psychological wellbeing as follows: purpose in life as the extent to which respondents felt their lives had meaning, purpose and direction; autonomy as whether people viewed themselves to be living in accord with their own personal convictions; personal growth as the extent to which they were making use of their personal talents and potential; environmental mastery as how well they were managing their life situations; positive relationship as the depth of connection they had in ties with significant others and self-acceptance as the knowledge and acceptance they had of themselves, including awareness of personal limitations. Stress has been defined as a process in which environmental

events or forces threaten the well-being of an individual in the society Ofoegbu and Nwadiani (2006). Job stress is also considered as the harmful physical and emotional response that occurs when the requirements of the job do not match the capabilities, resources, or needs of the worker (Marzabadi & Tarkhorani, 2007). Sauter and Murphy (1995) recognized that workers in a highly stressful occupation are at greater risk for poor physical and psychological health. Prolonged stress harms individuals' health (Martinussen, Richardsen, & Burke, 2007).

Bandura (1997) describes perceived self-efficacy as beliefs in one's capabilities to organize and execute the courses of action required to produce given attainments. In the work context, self-efficacy refers to judgments employees make concerning their ability to do what is required to successfully perform their jobs (Riggs & Knight, 1994). Salanova, Perio, and Schaufeli (2002) found that job demand, job control, and self-efficacy interacted in the prediction of well-being among information technology workers. Jimmieson (2000) concluded that the stress-buffering effects of work control on psychological well-being would be more marked at high, rather than low levels of self-efficacy.

Work Motivation comprises of two important types of motivators, which could be classified as intrinsic or extrinsic. Intrinsic motivators include achievement, recognition, challenging work, increased responsibility, advancement and enjoyment. "Intrinsic motivation is itself the "outcome," the result of a work situation that people enjoy, because they are in charge, because they have the opportunity to acquire new skills and abilities to match a different challenge, or because they are part of a successful team (Haasen & Gordon, 1997; Barnett & Baruch, 1985). Data from the British Health and Lifestyle Survey show that, compared to middle-aged and younger men, older men have the lowest scores on a measure of positive psychological well-being. On the other hand, compared to other age groups, older women have the highest score on symptoms of psychological distress and also the lowest scores on positive well-being (Huppert & Whittington, 2003). Being married is usually associated with higher life satisfaction and lower rates of psychological ill health (Dolan, Peas good, & White, 2008). But the direction of causation is not clear, since individuals with high levels of psychological well-being are more likely to get married (Diener, 2000). Some longitudinal studies have found that, while getting married is good for one's psychological well-being, being married may not be (Zimmermann & Easterlin, 2006). Specifically, one dimension of well-being, autonomy, have been shown to be higher among women who have been divorced or separated, compared with married or never-married women (Lindfors, Berntsson, & Lundberg, 2006).

Job status has been associated with life satisfaction and rate of psychological ill health (Dolan, Peasgood, & White, 2008). It has been established that senior employees experienced high levels of psychological well-being than their junior counterpart (Diener, 2000). In general, there is a social gradient whereby higher levels of income and socioeconomic status are associated with higher levels of well-being and lower rates of disorder (e.g. Dolan et al., 2008; Ryff & Singer, 1998b), although this effect diminishes at progressively higher levels of income.

While most studies find higher educational qualifications protective against poor mental health, a few have found a reverse gradient for education (Dolan et al., 2008; Fagg, Curtis, Stansfeld, Cattell, Tupuola, & Arephin, 2008). For example, Chevalier and Feinstein (2006) found that men with a high level of education were more likely to be depressed than those with less education. They suggest that the increase in depression associated with the highest level of education may be an indication of the job-related stress of occupations requiring a degree. The reverse gradient for education could also reflect the role of education in raising expectations which may not have been fulfilled. Thus, raising educational attainment does not of itself guarantee that well-being will be improved.

This study is theoretically based on the Self-determination theory. Self-determination theory (Deci & Ryan, 1985b; Ryan & Deci, 2000), which posits universal psychological needs, suggests that humans will be motivated and display well-being in organizations to the extent that they experience psychological need satisfaction within those organizations. Specifically, the theory focuses on the factors that enable individuals to meet their psychological needs when they are in a lower-power position (child with parent, student with teacher, employee with boss). Self-determination theory (SDT; Deci & Ryan, 1985, 1991) is a contemporary theory of psychological needs that is relevant for understanding personal thriving within group contexts. SDT attempts to provide an account of the motivational processes by which individuals seek autonomy and self-expression within the context of social relationships. The impact of any behaviour or event on well-being is largely a function of its relations with need satisfaction. This is more relevant in the work place. Work place factors to a large extent contribute to employees' psychological wellbeing. Research shows that aggregate need satisfaction predicts individual differences in health and wellness, as well as within person fluctuations in wellness across time. Deci and Ryan (2008) self-determination theory (SDT) addresses such basic issues as universal psychological needs, personality development, self-regulation, life goals and aspirations, energy and vitality, non-conscious processes and wellbeing. Further, the theory has been applied to issues within a wide range of life domains Deci and Ryan (2008). In this study therefore self-determination theory is applied to provide an understanding of the work place factors that could predict the psychological wellbeing of operation officers in the Disaster Management Department of Nigeria Civil Defence. From this theory it is proposed that workplace factors that are related to the need satisfaction of the employees will significantly contribute to the wellbeing of the workers.

## **Method**

### **Participants**

The participants for this study were one hundred and ninety-six (N=196) operation officers from the Disaster Management Department and Anti-Vandal Units of Nigeria Security and Civil Defence Corps, 65.3 were males (N=128) and 34.7% females (N=68). The participants were selected through a purposive sampling technique. The levels of education of the participants ranged from school certificate to Masters. Eighteen (N=18; 8.2%) had secondary school certificate; 46 (23.8%) had OND/NCE; 82 (41.8%) had HND/BSc; 32 (16.3) had Masters while 18 (9.2%) were holders of professional certificate. On marital status, fifty-seven (N=57; 29.1%) were single; married, one hundred and thirty-eight (N=137; 70.4%); divorced, one (N=1; 5%). There were sixty-three (N=63; 32.1%) junior officers, one hundred and thirty (N=137; 66.3%) senior officers and three (N=3; 1.5%) management officers.

### **Instruments**

Four instruments were used in the collection of data. They include:

#### ***General Perceived Self-Efficacy Scale (GPSS) Schwarzer & Jerusalem, 1995***

General perceived self-efficacy scale (GPSS) developed by Schwarzer and Jerusalem (1995) assess self-efficacy based on general personality disposition. Participants responded by indicating their extent of agreement with each of the 16 statements using a four-point scale of 1 (Not at all true), 2 (Barely true), 3 (Moderately true) and 4 (Exactly true). In this study, reliability coefficient of 0.70 was reported for this scale. High score on the scale indicate high self-efficacy and vice versa.

#### ***Job stress scale (JSS) (French and Caplan, 1972)***

Job stress scale (JSS) developed by French and Caplan (1972) measures a variety of stressful job situations. Participants respond by indicating their level of agreeableness to each of the 25-item statements using a five-point scale ranging from 1 (Strongly disagree to 5 strongly agree). Reliability coefficient of 0.78 was reported for this study. High scores on the scale indicate high stress level and vice versa.

#### ***Motivation at Work Scale (Deci & Ryan, 1985a, 2000)***

Motivation at Work Scale developed by Deci and Ryan (1985a, 2000) is based on the framework of self-determination theory (SDT). Self-determination theory offers a multidimensional conceptualization of motivation which consists of external, introjected, identified and intrinsic subscales. These allow the assessment of motivation in terms of the level and type. In this study, the researcher reported an overall reliability coefficient of 0.84. High scores on the scale indicate high motivation and vice versa.

#### ***Psychological wellbeing scale (Ryff, 1989)***

Psychological wellbeing scale was developed by Ryff (1989). The scale was designed to measure individual wellbeing in respect of their emotional disturbances. The scale has six sub-scales, which include autonomy, environmental mastery, personal growth, positive relations with others, purpose in life and self-acceptance. Some items were reversed on the scale such that high score on each sub-scale indicates a higher measure of the construct being measured. The scale is rated on 5 point Likert format range from "strongly agree to strongly disagree. In this study, the researcher

reported a reliability coefficient of 0.74. The combined scores can also provide an overall wellbeing total Dale (2006). The scale is regarded as the best objective measure of psychological wellbeing (Conway & Macleod, 2002) and has received extensive cross-cultural validation (Staudinger, Baltes & Fleeson, 1999). According to Ryff (2014), the scoring interpretation of each sub-scale is as follows: *Autonomy*: High scorer is self-determining and independent; able to resist social pressures to think and act in certain ways; regulates behaviour from within; evaluates self by personal standards. Low scorer is concerned about the expectations and evaluations of others; relies on judgments of others to make important decisions; conforms to social pressures to think and act in certain ways.

*Environmental mastery*: High scorer has a sense of mastery and competence in managing the environment; controls complex array of external activities; makes effective use of surrounding opportunities; able to choose or create contexts suitable to personal needs and values. Low scorer has difficulty managing everyday affairs; feels unable to change or improve surrounding context; is unaware of surrounding opportunities; lacks sense of control over external world.

*Personal growth*: High scorer has a feeling of continued development; sees self as growing and expanding; is open to new experiences; has sense of realizing his or her potential; sees improvement in self and behaviour over time; is changing in ways that reflect more self-knowledge and effectiveness. Low scorer has a sense of personal stagnation; lacks sense of improvement or expansion over time; feels bored and uninterested with life; feels unable to develop new attitudes or behaviours.

*Positive relations with others*: High scorer has warm, satisfying, trusting relationships with others; is concerned about the welfare of others; capable of strong empathy, affection and intimacy; understands give and take of human relationships. Low scorer has few close, trusting relationships with others; finds it difficult to be warm, open, concerned about others; is isolated and frustrated in interpersonal relationships; not willing to make compromises to sustain important ties with others.

*Purpose in life*: High scorer has goals in life and a sense of directedness; feels there is meaning to present and past life; holds beliefs that give life purpose; has aims and objectives for living. Low scorer lacks a sense of meaning in life; has few goals or aims, lacks sense of direction; does not see purpose in past life; has no outlooks or beliefs that give life meaning.

*Self-acceptance*: High scorer possesses a positive attitude toward the self; acknowledges and accepts multiple aspects of self, including good and bad qualities; feels positive about past life. Low scorer feels dissatisfied with self; is disappointed with what has occurred in past life; is troubled about certain personal qualities; wishes to be different than what he or she is. Demographic characteristics measured in this study include sex, age, work experience, job status, marital status and educational qualification.

### Design

This study is a cross-sectional survey design. Multiple regression analysis was used to analyse the data.

### Results

Multiple regression analysis was utilized to test the proposal that there will be a significant joint influence of self-efficacy, job stress and motivation on psychological well-being among Operation officers of NSCDC. The result is presented in table 1.

Table 1: Occupational stress, self-efficacy and motivation as predictors of psychological wellbeing among Operation officers of NSCDC

Predictor	Beta ( $\beta$ )	t-value	Sig	R	R <sup>2</sup>	F	P
Self-efficacy	-0.314	-4.650	<.001				
Job stress	0.080	1.154	>.05				
Intrinsic motivation	0.255	3.314	<.001	0.451	0.203	8.035	<0.001
External motivation	-0.034	-0.330	>.05				
Introjected motivation	0.003	0.032	>.05				
Identified motivation	0.221	2.844	<.01				

The results in table 1 shows that about 20 of the total variance of psychological wellbeing was accounted for by the linear combination of the six independent variables [ $F(6,189)=8.035$ ;  $R^2=0.203$ ;  $p<0.001$ ]. This implies that other variables which would account for the remaining 80 variance are also significant predictors of psychological wellbeing of the officers. Self-efficacy ( $\beta = -0.314$ ;  $t = -4.650$ ;  $p<0.001$ ), intrinsic motivation ( $\beta = 0.255$ ;  $t = 3.314$ ;  $p<0.001$ ) and identified motivation ( $\beta = 0.221$ ;  $t = 2.844$ ;  $p<0.01$ ) individually and significantly predicted the psychological well-being of the operation officers. Job stress ( $\beta = 0.080$ ;  $t = 1.154$ ;  $p>0.05$ ); external motivation ( $\beta = -0.034$ ;  $t = -0.330$ ;  $p>0.05$ ) and introjected motivation ( $\beta = 0.003$ ;  $t = 0.3032$ ;  $p>0.05$ ) were not significant individual predictors of psychological wellbeing of the operation officers.

Multiple regression analysis was used to test the independent and joint contribution of the demographic variables such as age, sex, marital status, educational qualification, job status and work experience on the psychological well-being of the Operation officers at NSCDC. The result is presented in table 2.

**Table 2: Relative contributions of the Age, Sex, Marital Status, educational qualification, job status and years of experience to psychological well-being among Operation officers of NSCDC**

Predictor	Beta( $\beta$ )	t-value	Sig	R	R <sup>2</sup>	F	P
Age	0.583	11.682	<.001				
Sex	-0.063	-0.885	>.05				
Marital status	-0.011	-0.138	>.05	0.526	0.236	23.75	<0.001
Job status	0.291	4.116	<.01				
Educational status	0.192	3.770	<.01				
Work experience	0.229	2.882	<.01				

The results in table 2 indicates that age, sex, marital status, educational qualification, job status and work experience had significant joint effect on the psychological wellbeing of the operation officers [ $R^2= 0.236$ ;  $F(6,189)=23.75$ ;  $p<0.001$ ]. This means that about 20 of the total variance of psychological well-being were accounted for by the linear combination of the six independent variables. The demographic variables - age, job status, educational status and work experience made significant individual contribution to the psychological well-being of the operation officers. Age ( $\beta = 0.583$ ;  $t = 11.682$ ;  $p<0.001$ ); job status ( $\beta = 0.291$ ;  $t = 4.116$ ;  $p<0.001$ ); educational status ( $\beta= 0.192$ ;  $t = 3.770$ ;  $p<0.001$ ) and work experience ( $\beta = 0.229$ ;  $t = 2.882$ ;  $p<0.01$ ). However, Sex ( $\beta= -0.063$ ;  $t = -0.885$ ;  $p>0.05$ ) and marital status ( $\beta= -0.011$ ;  $t = -0.138$ ;  $p>0.05$ ) did not have significant individual contribution to the psychological wellbeing of the operation officers.

### Discussion

This study set to examine self-efficacy, job stress and motivation (intrinsic, extrinsic, identified and Introjected) as predictors of psychological well-being among Operation officers of Nigeria Security and Civil Defence Corps. About 20% of the total variance of psychological well-being was accounted for by the linear combination of the six independent variables. This indicates that other variables which would account for the remaining 80% variance are also significant predictors of psychological wellbeing of the officers. Specifically, self-efficacy, intrinsic motivation, and identified motivation individually and significantly predicted the overall psychological well-being of the operation officers while external motivation and Introjected motivation are not individual predictors. This is in line with Helson and Srivastava (2001) who have associated personality characteristics with increase in psychological wellbeing. This implies that the individual personality characteristics of the participants fit into the demands of the job and also provided the psychological needs of the officers. External motivation may not have individual contribution to the overall wellbeing of the operation officers as the reward system may be defective within the organization. This implies that the psychological wellbeing of the operation officers do not depend on the external motivation provided by their employers. Motivation was found to influence all the dimensions of psychological well-being (autonomy, environmental mastery, personal growth, purpose in life and self-assurance) except positive relations. This finding agrees with Barnett and Baruch (1985) and Gjerdingen and colleagues (2000), who reported that professionals who are performing multiple occupational roles report higher level of psychological well-being and work motivation.

Post hoc findings using independent sample t-test showed that participants who reported high self-efficacy also reported significant higher levels of autonomy, environmental-mastery, positive relations and purpose in life. Differences in the scores of self-efficacy did not bring about significant differences in the scores of the participants in their levels of personal growth and self-acceptance. This may be because performance on the job does not usually results in outcomes that are in agreement with the future goals and personal growth of the operation officers. Moreover among the operation officers differences in self-efficacy is associated with similar levels of self-acceptance probably because the job serves the same purpose of bringing food to the table in the midst of high level of unemployment in the country. More so, success in operations by the officers at work may not bring personal reward to individuals in the group.

Job stress is not a significant individual predictor of the overall psychological wellbeing of the operation officers. The stress experienced on the job cut across all the participants and the effect on their psychological wellbeing is thus not significant. Furthermore, Job stress did not influence all the dimensions of psychological well-being (autonomy, environmental mastery, personal growth, positive relations, purpose in life and self-assurance). This is in contrast with previous research on job stress and psychological well-being. Sauter and Murphy (1995) concluded that workers in a highly stressful occupation are at greater risk for poor physical and psychological health. Martinussen and colleagues (2007) opined that, it is commonly recognized that prolonged stress harms individuals' health, and that one possible outcome of work stress is burnout which is a psychological syndrome in response to work-related stressors. Although, occupational stress is considered as the harmful physical and emotional response that occurs when the requirements of the job do not match the capabilities, resources, or needs of the worker (Marzabadi & Tarkhorani, 2007), however, Murugayah (2008) found that majority of professional officers of the civil service experienced moderate level of work stress. The non-significant influence of job stress on psychological well-being of the operational

officers of NSCDC may be due to the fact that they experience moderate stress whose effect was not yet negative to their well-being.

In conclusion the findings of this study have provided a better understanding for understanding personal thriving within the operation officers of the NSCDC. Specifically, the study established that intrinsic and identified motivation and high self-efficacy are the factors which the operation officers utilize to meet their psychological needs as they carry out their duties despite the risk involved

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