

## SELF-EFFICACY AS PREDICTOR OF PSYCHOLOGICAL WELLBEING AMONG EMPLOYEES OF SELECTED ORGANISATIONS IN LAGOS.

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### ABSTRACT

*This study investigated self-efficacy as predictor of psychological well-being among employees of selected organisations in Lagos. The major objectives of the study included: determining the relationship between self-efficacy and psychological wellbeing; and investigating the influence of exogenous variables on psychological well-being among employees in some selected service and manufacturing organisations in Lagos. 515 employees from selected organisations across telecommunications, manufacturing and banking industries participated in this study. The study employed a survey method for data collection and used the following instruments: Index of Self Esteem, Self-Efficacy Scale, Schutte Emotional Intelligence Scale, Becks Depression Inventory- II, Organisational Frustration Scale and Ryff Psychological Wellbeing Scale. The hypothesised relationships were tested with Pearson correlation analysis and multiple regression analysis at 0.05 level of significance using SPSS version 20. The result of the data analyzed revealed that there was significant positive relationship between employees' self-efficacy and psychological well-being ( $r=.56, p<0.5$ ). Self-esteem, self-efficacy and organisational frustration were found to be significant predictors of psychological wellbeing among employees in selected organisation. Specifically, self-efficacy contributed 18.7% of the observed variance in selected employee's psychological well-being (Beta=.187;  $t=4.329$  at  $p< 0.05$ ). The implications of the findings for effective human resource management were offered.*

**Keywords:** Psychological well-being, Self-efficacy, Employees, Exogenous variables.

## 1.0 INTRODUCTION

### 1.1 BACKGROUND TO THE STUDY

In some indigenous and international organisations over the years, policies appear to be made for organisational productivity while maximizing profit with little or no concerns for the wellbeing of employees in these organisations (Fapohunda, 2012).

Experiences under these policies which are descriptive of long, uncertain and unpredictable working hours; unclear job descriptions likely deny some employees happiness. This experience may undermine some employees' psychological well-being. Undermined psychological well-being among employees may be displayed through consistent negative emotions on and off the job such as worry, anxiety, tension, frustrations, displacement of anger, and dissatisfaction with their work conditions, role at work, self, family, society unto severe states of depression.

**Psychological well-being** according to Ryff (1982) is described as a state of optimal psychological functioning rather than mere emotion of happiness, involving six broad facets of self-acceptance, sense of personal growth, purpose in life, positive relations, autonomy and environmental mastery.

Psychological wellbeing or subjective well-being deals with people's feelings in their day to day life (Bradburn, 1969; Campbell, 1976). These feelings may vary from negative ones (like anxiety, depression, dissatisfaction etc.) to positive ones (like elation, satisfaction). Bradburn(1969)

specified that: an individual will be high in psychological well-being in the degree to which he has an excess of positive over negative affect and will be low in well-being in the degree to which negative affect predominates over positive.

One of the most important goals which individuals as well as societies strive for is psychological wellbeing. So many terms such as happiness, satisfaction, hope, positive affect, positive mental health, well-being and quality of life have been used in the literature synonymously and interchangeably.

**Self- efficacy** according to Bandura (1997) is "the belief in one's capabilities to organize and execute the courses of action required to manage prospective situations". In other words, self-efficacy is a person's belief in his or her ability to succeed in a particular situation. Bandura in 1997 described these beliefs as determinants of how people think, behave, and feel. Hence, an individual's self-efficacy plays a major role in how goals, tasks, and challenges are approached. A low state of psychological well-being seem to create physical and mental health problems to workers which in turn is likely to have an impact on employers and businesses directly through increased absenteeism, turnover, accidents or errors on job, reduced production and increased costs. In many developed countries, 35%-45% of absenteeism from work is due to mental health problem or low psychological well-being (WHO, 2003). In United Kingdom, mental health problems are the second most important reason for absence from work which adversely affects national economy.

Low state of psychological wellbeing is expressed in behaviour and may lead to mental illness. According to the World Health Organisation (WHO, 2019), one in for Nigerians of a population of about 200 million are suffering from some sort of mental illness. A lower level of Psychological wellbeing may well lead to serious illness, including cardiovascular disease, problems with blood sugar control, such as diabetes and immune system malfunctions (Chandola, Britton, Brunner, Hemingway, Malik, Kumari, Badrick, Kivimaki & Marmot, 2008). Whether, self-efficacy has a significant influence on psychological well-being among employees in banking, telecommunications and manufacturing industry in Lagos, is what has not been examined in recent literature. Thus, the purpose of this study is to investigate the influence of self-efficacy on psychological wellbeing among employees in the selected organisations in Lagos. This is important as the study gives awareness to society on how work conditions impact upon psychological wellbeing and mental health of employees. Moreover, through the analysis made by this study, organisations and relevant labour laws will have a new approach to conditions of work that will impact positively on employee well-being while productivity is also enhanced.

## RESEARCH HYPOTHESES

1. Self-efficacy will emerge as significant correlate of psychological wellbeing among employees in the selected organisations in Lagos.
2. Exogenous variables will have a significant joint and independent influence on Psychological well-being among employees in the selected organisations in Lagos.

## METHOD

### Research Design

In the study, the researcher adopted ex-post facto research design.

### Setting

This study was carried out at selected organisations of the research participants who are employees drawn from branches of organisations which include First bank, Access bank, Sterling bank, 7up bottling company, Chi Limited, Nigerian bottling company, 9mobile, Airtel, and MTN

under Ikeja Local government area of Lagos state. The choice of Lagos was made because it has the highest aggregation of commercial banks, telecommunication and manufacturing organisations with casual and permanent employees for ease of data collection. Ikeja local government offers accessibility to organisations across the three industries of interest within same geographical location.

### **Participants:**

The population of this research were casual employees and a comparative group of permanent employees of selected organisations, across the telecommunications, manufacturing and banking industries in Lagos state.

The study adopted a sample of 515 research participants who were randomly selected from conveniently available organisations namely: First bank, Access bank, Sterling bank, 7up bottling company, Chi Limited, Nigerian bottling company, 9mobile, Airtel, and MTN, under Ikeja Local government area of Lagos state. Two hundred and forty eight (48.2%) of the employees were males, two hundred and sixty seven (51.8%) were females. One hundred and sixty nine (32%) employees participated from telecommunications, one hundred and seventy three (33.6%) were from manufacturing and another one hundred and seventy three (33.6%) were from banking Industry. One hundred and thirty five (26.2%) permanent and three hundred and eighty (73.8%) casual employees participated in this study.

Multistage sampling technique was employed as sampling was done at successive stages.

### **Instruments**

#### **Demographic questionnaire**

This was used to collect the bio data of participants. This includes gender, age, highest academic qualification, present job position, industry and years of job experience.

Further data was collected using the following instruments:

#### **Index of Self-esteem (ISE)**

It is a twenty five item inventory designed by Hudson (1982) to measure the self-perceived and the other-perceived views of the self-held by a person. The inventory is designed for individuals above twelve years of age. Hudson (1982) on the reliability of the inventory, reported coefficient alpha of 0.93 and a two hours test retest co-efficient of .92 while Onighaiye (1996) obtained concurrent validity coefficient of 0.46 by correlating ISE with scale C (interpersonal sensitivity sub scale) of the Symptoms Check List (SCL-90) by Derogatis, Lipman and Covi (1973). The lower a score is below the norm, the higher the client's self-esteem. ISE measures how poor a client's self-esteem is.

#### **Self-efficacy Scale (SES)**

It is a thirty item inventory designed by Sherer, Maddox, Mercandate, Prentice-Dum, Jacobs and Rogers (1982) to measure self-perceived competence, effectiveness on work performance and efficacy in handling social relationships. Sherer, Maddox, Mercandate, Prentice-Dum, Jacobs and Roger (1982) reported Cronbach alpha internal consistency reliability coefficient of 0.86 while Ayodele (1998) obtained a concurrent validity coefficient of 0.23 by correlating SES with mathematics anxiety rating scale-revised (Plake & Parker, 1982).

#### **Schutte Emotional Intelligence Scale (SEIS)**

It was designed by Schutte, Maloouf, Hall, Haggerty, Cooper, Golden, and Dornheim (1998) to measure individual's emotional intelligence. It is a 33-item inventory designed to access an

individual's perception of the extent to which he or she can identify, understand, harness, and regulate emotions in self and others. Schutte, Malouf, Hall, Haggerty, Cooper, Golden, and Dornheim (1998) reported an adequate co-efficient of internal consistency reliability ( $r=0.87-0.90$ ) and Cronbachs Alpha reliability ( $r=0.70-0.85$ ).

### **Beck Depression Inventory -II (BDI-II)**

The twenty one item inventory was designed by Beck (1996) to detect and analyse the intensity of depression in individuals above 13 years. Ambrosini, Metz, Bianchi, Rabinovich and Undie (1991) reported a good internal consistency, with a Cronbach's alpha coefficient of around 0.85. The validity strength of the inventory was reported by Adefemi, Aloba and Oladimeji (2017) as they found out that BDI-II correlated significantly ( $p=0.36$ ) with the total Positive and Negative Suicidal Ideation Inventory scores.

### **Organisational Frustration (OFS)**

Organisational frustration scale was developed by Spector (1975). This instrument consists of 29 item inventory designed to assess the frustration level of individuals in organisations. A coefficient alpha of .88 was reported by Spector (1975) for a sample of medical employees. Dieke (1997) correlated the organisational Frustration (OF) equivalent with frustration Anxiety inventory by Girdano and Evenly (1979) and obtained a concurrent validity of .098.

### **Psychological Well-being Scale**

The psychological well-being of the research participants was assessed with Ryff Psychological Well-being Scale having 18 items. Ryff (1995) reported reliability estimates for the psychological well-being scale ranging from 0.87 to 0.93 for coefficient alpha. He also reported Cronbach's alpha reliability of 0.94. Van-Dierendock (2005) reported internal consistency with reliability coefficients of the subscales ranging from 0.72 to 0.81 each.

### **Procedure**

The participants were contacted by the researcher at their different organisations and informed on the purpose of the study in order to gain access to distribute the questionnaires. Consent was sought through their managers and other significant authorities. The researcher liaised and further explanations were made on the research objectives to each participant and his or her voluntary participation in the study was sought for before the questionnaires were administered individually. At the end, all participants were thanked for filling the questionnaires. The study recovered five hundred and fifteen questionnaires that were properly filled. The test instruments were collated and scored in line with the relevant manual and later subjected to the appropriate statistical analyses.

### **Data Analysis**

For this research, demographic variables were analysed with descriptive statistics such as mean, standard deviation, percentage and frequency table. Hypotheses were tested using Pearson correlation analysis and multiple regression analysis, at 0.05 level of significance. Statistical Package for Social Sciences (SPSS) version 20 was employed to analyse the data.

## **RESULTS**

This chapter presents and describes results of all the statistical analyses of data for this study.

### **Hypotheses Testing**

This aspect of the result presents the outcome of analysed data using relevant statistics.

**H<sup>1</sup>:** Self-efficacy will emerge as significant correlate of psychological well-being among employees in the selected organisations in Lagos.

This hypothesis was tested using Pearson correlation analysis. Result is presented in Table 1

**Table 1: Summary of Pearson’s ‘r’ correlation showing relationship between self-efficacy and psychological well-being among employees of selected organisations in Lagos.**

	Mean	S.D.	N	R	Sig
Self-Efficacy	78.66	16.82	515		
Psychological Wellbeing	87.09	21.91	515	.56**	<.05

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Table 1 shows Pearson correlation coefficient was computed to assess the relationship between self-efficacy and psychological well-being among permanent and casual employees of selected organisations in Lagos. The result shows that self-efficacy has significant positive correlation of (r=.56, p<0.5) with selected employee’s psychological wellbeing. Thus, the hypothesis is accepted. This suggests that employees who report high self-efficacy experience healthy psychological wellbeing.

**H<sup>2</sup>:** Exogenous variables will have a significant joint and independent influence on psychological well-being among employees in the selected organisations in Lagos.

This hypothesis was tested using multiple regression analysis. Results are presented in Table 2.

**Table 2: Summary of multiple regression showing joint and independent influence of exogenous variables on psychological wellbeing.**

Predictors	R <sup>2</sup>	F	Sig	B	T	Sig.
Self-Esteem				-.244	-4.981	.000
Self-Efficacy				.187	4.329	.000
Emotional Intelligence	.486	96.444	.000	.035	.765	.445
Depression				-.021	-.635	.526
Organizational Frustration				-.344	-7.840	.000

DV: Psychological Wellbeing Scale

Table 2 shows result of multiple linear regression which indicated that three exogenous variables of selected employees contributed significantly to the observed variance in their psychological well-being. Specifically, self-efficacy contributed 18.7% of the observed variance in selected employee’s psychological well-being (Beta=.187; t=4.329 at p< 0.05). But, self-esteem and organisational frustration have an inverse relationship with selected employee’s psychological well-being. However, selected employees values of exogenous variables indicated significant R<sup>2</sup>=0.486 (F-ratio=96.444 at p<0.05), which implies that employees exogenous variables accounted for about 48.6% of the total variance observed in selected employees psychological well-being.

**DISCUSSION**

The study assessed the responses of five hundred and fifteen employees across First bank, Access bank, Sterling bank, 7up bottling company, Chi Limited, Nigerian bottling company, 9mobile, Airtel, and MTN under Ikeja Local government area of Lagos state.

Hypothesis 1, which states that, self-efficacy will emerge as significant correlate of psychological wellbeing among employees in the selected organisations in Lagos, was accepted. This study found self-efficacy to be significantly and positively related to selected employee's psychological wellbeing. In support of the present study, Salimirad and Srimathi (2016) who studied the relationship between, psychological wellbeing and occupational self-efficacy among teachers in the city of Mysore, India; found that self-efficacy and psychological wellbeing are positively related.

Hypothesis 2, which states that exogenous variables will have a significant joint and independent influence on psychological wellbeing among employees in the selected organisations in Lagos, was accepted. This study found self-esteem, self-efficacy, emotional intelligence, depression and organisational frustration to have joint influence on psychological wellbeing of selected employees. The study also revealed that self-esteem, self-efficacy and organisational frustration were significant predictors of psychological wellbeing among employees in selected organisations.

The finding of the present study is in agreement with Mabekoje (2003) who assessed which linear combination of extraversion, agreeableness, self-esteem, self-efficacy, and social support best discriminates psychological well-being among Nigerian teachers. He found self-esteem as the only single discrimination of teachers' psychological well-being. The finding of this study is also supported by Awan and Sitwat (2014) who explored the relationship between workplace spirituality, self-esteem and psychological wellbeing among mental health professionals. They revealed that self-esteem was the only significant predictor of psychological wellbeing.

### **Conclusion**

This study investigated self-efficacy as predictor of psychological well-being among employees of selected organisations in Lagos. In this regard, it demonstrated the relationship between self-efficacy and employee's psychological wellbeing. As an attempt to explore the gap in knowledge, the study in most part did corroborate the result of body of research in this area while strengthening the knowledge on psychological wellbeing and self-efficacy.

This study has found exogenous variable of self-efficacy to be positively related to employee's psychological wellbeing. Employees, who reported high self-efficacy experienced healthy psychological well-being. The present study found exogenous variables of self-esteem, self-efficacy, emotional intelligence, depression and organisational frustration to have joint influence on psychological well-being of employees. The study also found self-esteem, self-efficacy and organisational frustration as predictors of psychological well-being among employees.

### **Recommendations**

In view of the findings of this study, it is therefore suggested that management in the telecommunications, financial and manufacturing sector of the economy should pay adequate attention to the salient psychological factor of self-efficacy of employees and ensure that they are well trained on prerequisite skills and sensitized on the necessity of putting on self confidence in handling work-life situations as this significantly affect their psychological well-being. This as a management approach would enable the employees to be fully composed and comport themselves for their work duties and assignments.

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