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Influence of Occupational Stress, Self-Efficacy Belief and Productivity of Workers in Automobile Technology Occupation in North West Nigeria

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ABSTRACT: *The purpose of the study is to determine the influence of occupational stress, self-efficacy belief and productivity of workers in automobile technology occupation in North West Nigeria. The study employed a descriptive survey design. The area of the study is North West states of Nigeria. Which comprises of seven states namely; Jigawa, Kebbi, Kaduna, Kano, Kastina, Sokoto and Zamfara States. The population of the study is 180 workers in automobile technology occupation. All the population was use because the number is small in size and is manageable. The instrument used for data collection is structured questionnaire titled "Work Productivity Scale and Self-esteem Scale, (WPSSE)" with 35 items. The questionnaires are divided into two parts. Part A is Work productivity Scale (WPS). The WPS is used to measure the frequency of work performance and productivity attitudes and behavior by research participants. Part B is Self-esteem scale (SES). The SES is used to measure the belief and feeling of research participants. The research questions was analyzed using mean to answer the research questions, while ANOVA was used to test the hypothesis at 0.05 level of significant. Findings shows that workers fall asleep, work so restless at work and seriously exhausted at work. No significant difference between occupational stress and their productivity. The study recommends among others that there was no experienced by automobile workers as they fall asleep unexpectedly or become very sleepy while at work; Workers should work slowly to complete tasks expected; Finish tasks to avoid being exhausted to perform work*

KEYWORDS: influence, occupational stress, self-efficacy, productivity and occupation

INTRODUCTION

Occupation is any activity that an individual engages in with the aim of attracting financial benefits from it. It is in form of either selling of goods or services. Occupation is regarded as a job or profession

people participate in towards earning a living that will sustain such a person. Occupation is specifically the principal business of one's life. The principal work from which one earns his or her livelihood, vacation, employment, profession, calling trade, a vacation. Caruso, Hitchcock, Dick, Russo and Schmidt (2004) described occupation as the relationship between occupational form and occupational performance. This statement emphasizes that occupation must be considered as a complex dynamic involving individuals and their purposive behaviour within environmental contexts that have meaning and which changes over time. Equally, occupation is regarded as an activity or task with which one occupies oneself. Specifically, the productive activities, services, trade, craft etc. Occupations are physically demanding and lead to increase rates of disability and mortality. Prolong exposure to more physically demanding occupations are associated with increased risks of mortality.[1] Many people prefer occupation that commands respects. Occupational status is often considered a key indicator of an individual's status in the society. Indeed, those who work in higher status occupations as indicated by standard occupational indices live longer than those in lower status position.[2] There are different types or categories of occupation, such as lawyers, doctors, teachers, mechanics, electricians and drivers. Every type of occupation has its own stress.

In automobile technology occupation, worker experience different levels of stress as a result of their occupations. Stress is an abnormal reaction experienced by the body that leads to physical and mental disorder from several experiences or challenging situations and needs of the workers which leads to poor health and even injury [3]. Stress is of different forms as stated by the researcher above, also in line with that, Stress as the physical, mental or behavioral reaction to a situation or event considered as a normal part of life [4]. Stress is the non-specific response of the body to any demand, positive or negative made upon it, acute or short term. Stress causes an immediate reaction in the body.[5] However, with prolong stress, many health problems develop. Some of the early symptoms of stress related problems include physical symptoms such as headache, stomach problems, eating disorder, sleep disturbance, fatigue, muscle aches, pains, chronic mild illness, psychological and behavioral; anxiety, irritability, low morale, depression, alcohol and drug use, feeling powerless and isolation from co-workers[6]. Stress at work affects workers and their communities in negative way. With some resultant impact on business, stress manifest itself in various ways such as depression, sickness, absent minded and frustration. Illnesses related to stress are leading cause for low productivity levels in organizations.[7] Stress is a complex and dynamic concept and undesirable level of stress affects overall performance of organization. Stress is usually experienced in every type of occupation which is known and called occupational stress. Occupational stress means the changes that occur in one's physical or mental state in response to workplace that pose an appraisal challenge or threat to that employee. Occupational stress is seen as the harmful physical and emotional responses that occur when the demand of the job exceeds the capabilities or resources of the worker [8]. Effect of stress in this case manifests itself when the productivity become low. Occupational stress or job stress as a type of strain or pressure that affect an individual due to the nature of the environmental factors that relate to the type of job one performs.[24] Occupational stress as the adverse psychological and physical reactions that occur in an individual as a result of their being unable to cope with the demands being made on them by the occupation [9]. The demands on employees grow equally dramatically and this creates stress within employees.

Occupational stress is of two types, physiological and psychological stress. Physiological stress is often

viewed as a physical reaction of the body such as headache, migraine, abdominal pain, chest pain, fatigue, heart palpitation, sleep disturbance and muscle ache as well as changes in eating, drinking, sleeping and smoking habits. While psychological stress is seen as the state of mind of an individual either at rest or troubled in their emotional states. All these affect workplace output [25]. Occupational stress as an aversive characteristics of working environment and this has often led to stress being grouped with hazards that affect workers input.[26] Stress is a strain that automobile occupation workers experience due to unfavourable working environment when discharging their duties [10].

Occupational stress in an automobile technology occupation brings about strain workers experience due to unfavourable work environment because of the complex nature of their work.)ccupational stress as a type of strain individual experience as a result of unfavourable environmental conditions in an occupation.[3] Stress is part of life and it is a universal phenomenon that essentially manifest itself in human as a result of pressure emanating from several experiences of challenging situations that occur in human activities, which is referred to as occupational stress.[11] It has inadvertently consequences which affect self-efficacy and self-belief of workers. Self-efficacy is a self-evaluation of one's capabilities to successfully execute a course of action that is necessary to reach a desired out comes. Self-efficacy is dependent on performance attainments, knowledge, skills and comparison to relevant others [12]. Self-efficacy prove itself by successfully accomplishing a task. Self-efficacy as the perceived ability to handle the rapidly changing problems due to a difficult situation. The perception of being in control of the situation is often referred to as self-efficacy.[13] It increases one's confident about his or her knowledge and skills. Self-efficacy as an individual's confidence in his ability to complete a task or achieve a goal.[14] Self-efficacy refers to the set of belief an individual holds about ability to complete a particular task.

Self-efficacy has important effects on the amount of efforts individuals apply to a given task. Self-efficacy is informed by several sources of information; personal experience, observation, persuasion and emotion. Self-efficacy as self-assurance of an individual ability and capability to carry out a given task with hope to achieve his or her purpose undertaking the given tasks.[15] People identify goals they want to accomplish, things they would like to achieve, self-efficacy is noti a personality traits, it is a set of beliefs about the ability to coordinate skills and ability to attain desired goals in a particular domain and circumstance[16]. It is the ability to attain desired goals, show capability and quality of the person. A strong sense of self-efficacy enhances human accomplishment and personal well-being in many ways. People with high assurance in their capabilities approach of difficult task as challenges to be mastered rather than as threat to be avoided. Self-efficacy belief as the ability of an individual to demonstrate his or her expected behaviour in the management of difficult and uncertain task and belief in their competence in dealing with difficult and uncertain task that necessitate special needs.[17] Self-efficacy beliefs influence individual thought patterns and emotional reactions. People with low self-efficacy may believe that things are tougher than they really are and narrow vision of how best to go about problem.[18] For effective and efficient production to be achieved, there has to be competent and skills of automobile workers, who have good quality of self-efficacy and belief to enhance productivity outcome.

Productivity is a measure of the efficiency of a person, machine, factory system that covers inputs into useful outputs. Workers' productivity is an assessment of the efficiency of a worker or group of

workers. Productivity is evaluated in terms of the output of a worker in a specific period of time.[2] Employees' productivity as an assessment of group of efficiency of a worker as group of workers.[19] The productivity of a given worker is assessed in relation to an average for worker doing similar work. The success of any organization relies upon the productivity of its workplace. Productivity is a combination of effectiveness and efficiency as a matrix of the technical or engineering efficiency of any production. Occupational stress has a significant relationship on productivity of workers especially in automobile technology.

Productivity in automobile technology occupation is the combination of effectiveness and efficiency of workers in maintaining, repairing and developing automobile components, parts, devices, tools and equipment in the process of carrying out any task in automobile occupations. Automobile workers experience occupational stress, that bring about low or poor performance of the organizational productivity. The factors that suggested stress of occupational series of reaction such as handling multiple tasks, low salary income, poor working conditions, over labour and maltreatment of workers.[27] Productivity of automobile technology workers is measured on quantity and quality of goods and services produced with same amount of labour and capital.[20]

Automobile technology occupation has three basic principles of applications, these are productions, maintenance and repairs. Automobile technology vehicles comprises of many systems such as engine, suspensions, steering, brake system, transmission and repairs to prolong and sustain its life and span. The personnel in motor vehicle industries include services technicians, automobile electricians, panel beater, spray painter and vulcanizers among other[28]. It is therefore, necessary to conclude that motor vehicle mechanic work as occupation is an ever growing field of occupation that provides a wide range of career of good income and job security. Automobile is a commonly used products but it is an extremely complex and technological sophisticated.[21] For productivity of workers in the field of technology to be enhanced, their stress, self-efficacy and belief will be managed, maintained and sustained to give proper attention to the various task of repairs and maintenance that prolong and sustains the life span of these automobile vehicles.

Workers in automobile technology occupation as a result of occupational stress are leaving the maintenance and repair occupations of automobiles for others such as sales and marketing of motor spare parts, where there is less occupational stress and where working conditions and environment are favourable[22]. The easy movement of people and goods provided in the transport sector by motor vehicles enhance the nation's economy. Workers in automobile technology occupation participate in it to earn a living and improve the nation economy. However, there is a decline in performance of workers in automobile related organizations in North Western states of Nigeria. The study is conducted in North Western states of Nigeria because workers found in automobile occupation in the area have problem of poor working conditions and unsuitable environment, high rate of massive drugs consumption by the workers. High morbidity and mortality rates in the recent years has cause excessive and prolonged stress that are gradually reducing the effectiveness and efficiency of automobile workers' productivity output. Hence, it becomes necessary to study the relationship between occupational stress, self-efficacy belief and productivity of workers in automobile technology occupation.

Statement of the Problem

Automobile technology is the fastest growing industries in the world, which all human depend on. Automobile development in the world is so rapid that an average of a vehicle is produced in every four days. The automobile workers are expected to be occupied with different types of maintenance and repair tasks that are sophisticated and complex. Despite their complexity, they are stress free in applying their knowledge, skills and abilities that restore faulty and broken down vehicles back to life usage and prolong their life span. Based on that, for the automobile workers to be productive in their occupation, they need to be or expected to have self-belief in their jobs. The workers are free from stress in their occupation and psychologically satisfied with the work for him or her to giver maximum productivity, in automobile industries.

Unfortunately, detecting faults in electrical systems and engines change automobile workers state in response to workplace that pose an appraised challenge or threat to that employee, given long occupational stress. The automobile workers lack self-efficacy, self-evaluation and capabilities to successfully execute a course of action that is necessary to reach a desired outcome due to in flocks of non-conventional vehicles through the area. Automobile workers maintain and repairs brain box that are produced in a cold weather environment, but once such vehicle enter North Western area where the weather temperature is very bot. the vehicle will start developing faults thereby creating difficult and uncertain task of maintenance for the automobile worker whose belief that all brain box are same, unknown to him or her poor knowledge of belief damage the device.

Detecting faults in automobile, inflows of non-conventional vehicles, belief that all brain box and vehicles are same lead to mismatch with self-belief, self-evaluation and occupational stress which relates the overall productivity of an automobile worker. Productivity in the automobile industry is of three folds; manufacturing a new vehicle, maintenance of the acquired vehicle and repairs of broken down vehicles. All these are done by the automobile workers and all of the above have direct relationship with occupational productivity. North West bordering North Central, North east, Niger Republic, Benin Republic, have the highest in flocks of vehicles, new, old and refurbished, which create stress on the workers who are expected to have the required knowledge, skills and ability to handle and manage the vehicles that the need to determine the relationship between occupational stress, self-efficacy belief and productivity of workers in automobile technology occupation in North West Nigeria arise. The researcher finds it necessary to conduct this study in order to provide empirical evidence that will establish the reality on ground.

Purpose of the Study

The main purpose of the study is to determine the influence of occupational stress, self-efficacy belief and productivity of workers in automobile technology occupation in North West Nigeria. Specifically, the study sought to determine:

1. The influence of occupational stress on productivity of workers in automobile technology occupation.
2. The influence of self-efficacy belief on productivity of workers in automobile technology occupation.

Research Questions

Two research questions will guide the study

1. What is the influence of occupational stress on productivity of workers in automobile technology occupation?
2. What is the influence of self-efficacy belief on productivity of workers in automobile technology occupation?

Hypotheses

The following hypotheses are postulated to guide the study and will be test at 0.05 level of significance.

1. There is no significant influence between occupational stress and productivity of workers in automobile technology occupation.
2. There is no significant influence between self-efficacy belief and productivity of workers in automobile technology occupation.

METHODOLOGY

Design of the Study

The study employed a descriptive survey design. Survey research design is one in which large or small population is studied by collecting and analyzing data from the group through the use of questionnaire or interview.[23]

Area of the Study

The area of the study is North West states Nigeria, which comprises of seven states namely; Jigawa, Kebbi, Kaduna, Kano, Kastina, Sokoto and Zamfara states. The study is conducted North West of Nigeria because, workers found in automobile occupations have problem of poor working conditions, unsuitable environment, indiscipline, lack of commitment, which has caused excessive and prolong stress that are gradually reducing the effectiveness and efficiency of automobile workers productivity output.

Population of the study.

The population of the study is 180 workers in automobile technology occupation. These 180 workers have automobile technology backgrounds in registered small and medium scale industries in North West Nigeria.

Sample and Sampling Technique

There was no sampling, because the entire 180 workers in automobile occupation in North West Nigeria were involved in this study, because the number is manageable.

Instrument for Data Collection

The instrument that was used for data collection is structured questionnaire titled “Work Productivity Scale and Self-esteem Scale, (WPSSE)” with 35 items. The questionnaires are divided into two parts. Part A is Work productivity Scale (WPS). The WPS will be used to measure the frequency of work performance and productivity attitudes and behavior by research participants. Five point likert scales as follows; Never (NV), Rarely (Re), Sometimes (ST), Often (OF) and Almost Always (AL) part B,

Self Esteem Belief Scale (SES), will be used to measure the belief and feeling by research participants. The research question was analyzed using mean of 3.50 and above to answer the research questions the significant influence among variables of the study at 0.05 level of significance.

Validation of the Instrument

The instrument for data collection was face-validated by three experts. The experts were provided with the original instruments that were adapted to enable them to authenticate and suggest the level of adaptations that was made in this study. Three of the experts are from Department of Industrial Technical Education, Faculty of vocational and technical education, University of Nigeria, Nsukka.

Reliability of the Instrument

In order to determine the internal consistency of the instrument, 15 copies of the questionnaire was administered to respondents in Benue State, which is not part of the study area. The area was chosen because Benue is in the North Central and has many things in common with the North West in terms of automobile occupations, application and management system. For the purpose of obtaining the internal consistency of the instrument cronbach alpha reliability method was used and reliability coefficients obtained for each section of the occupational stress, self-efficacy belief and productivity.

Method of Data Collection

The services of three research assistants were employed; one per two states. They reside in one of the state under coverage to ensure familiarity and accessibility to the respondents.

Method of Data Analysis

The data generated for this study was analyzed using statically package for social science (SPSS) version 23. The two research questions was analyzed using mean of 3.5 and above as agree and 3.5 below as disagree. ANOVA at 0.05 level of significant was used for the hypotheses.

RESULT

The results for the study were obtained from the research questions answered through data collection and analyzed.

Research Question One:

What is the influence of occupational stress and productivity of workers in automobile technology occupation?

Hypothesis 1:

There is no significant influence between occupational stress and productivity of workers in automobile technology occupation.

Table 1.*influence of occupational stress and productivity of workers in automobile technology occupation*

S/N	Items	X	SD	RMKS	ANOVA	RMKS
1	Take longer lunch hours or coffee breaks?	3.97	1.03	Agree	0.84	Sig
2	Just do no work at times when you would be expected to be working?	3.87	1.09	Agree	0.67	Sig
3	Find yourself daydreaming, worrying, or staring into space when you should be working?	3.81	1.22	Agree	0.95	Sig
4	Have to do a job over because you made a mistake or your supervisor told you to do a job over?	3.89	1.19	Agree	0.72	Sig
5	Waste time looking for misplaced supplies, materials, papers, phone numbers, etc?	3.70	1.02	Agree	0.41	Sig
6	Find you have forgotten to call someone?	3.93	.93	Agree	0.48	Sig
7	Find you have forgotten to respond to a request?	3.65	.97	Agree	0.03	Not Sig
8	Become annoyed with or irritated by co-workers, boss/supervisor, clients/customers/vendors or others?	3.78	1.03	Agree	0.79	Sig
9	Become impatient with others at work?	3.84	1.08	Agree	0.39	Sig
10	Avoid attending meetings?	3.81	1.14	Agree	0.48	Sig
11	Avoid interaction with co-workers, clients, vendors, or supervisors?	4.16	1.04	Agree	0.95	Sig
12	Have a co-worker redo something you had completed?	4.27	.97	Agree	0.65	Sig
13	find it difficult to concentrate on the task at hand?	3.92	1.01	Agree	0.14	Sig
14	Fall asleep unexpectedly or become very sleepy while at work?	4.19	1.00	Agree	0.59	Sig
15	Become restless while at work?	4.23	.90	Agree	0.34	Sig
16	Notice that your productivity for the time spent is lower than expected?	3.95	1.06	Agree	0.01	Sig
17	Notice that your efficiency for the time spent is lower than expected?	3.86	1.00	Agree	0.85	Sig
18	Lose interest or become bored with your work?	3.99	1.04	Agree	0.68	Sig
19	Work more slowly or take longer to complete tasks than expected?	4.12	.94	Agree	0.66	Sig
20	Have your boss/coworkers remind you to do things?	3.92	1.06	Agree	0.15	Sig
21	Not want to return phone calls or put off returning phone calls?	3.79	1.03	Agree	0.77	Sig
22	Have trouble organizing work or setting priorities?	3.82	1.05	Agree	0.02	Not Sig
23	Fail to finish assigned tasks?	4.12	1.02	Agree	0.32	Sig
24	Feel too exhausted to do your work?	4.18	.92	Agree	0.30	Sig
25	I feel that I'm a person of worth, at least on an equal plane with others.	3.86	1.13	Agree	0.20	Sig

Table 1 shows mean rating of 2.74 to 4.82 that items number 1, 6, 8 and 9 are above 3.50 meaning the items are needed. Only items number 2, 3 4 and 5 were below 3.50 meaning it is not needed. While standard deviation ranges from 0.94 to 2.55 meaning there is close relationship in the responses, indication that there is a significant difference between automobile technology workers occupational stress and self-efficacy of workers in automobile technology occupation.

Research Question Two

What is the influence of self-efficacy belief on productivity of workers in automobile technology occupation?

Table 2 shows mean rating of 2.74 to 4.82 that items number 1, 2, 4, 6, 7 and 8 are above 3.50 meaning the items are needed. Only items number 3 5, 9 and 10 were below 3.50 meaning it is not needed. While standard deviation ranges from 0.13 to 0.95 meaning there is close relationship in the responses, indication that there is a significant difference between automobile technology workers self-efficacy belief on productivity of workers in automobile technology occupation.

Table 2. *influence of self-efficacy belief on productivity of workers in automobile technology occupation*

		Mean	S D	RMKS	Sig	RMKS
1	I feel that I'm a person of worth, at least on an equal plane with others.	4.19	0.96	Agree	0.79	Sig
2	I feel that I have a number of good qualities.	4.47	0.77	Agree	0.05	Sig
3	All in all, I am inclined to feel that I am a failure.	2.26	1.36	Dis Agree	0.62	Sig
4	I am able to do things as well as most other people.	4.29	0.85	Agree	0.13	Sig
5	I feel I do not have much to be proud of.	2.89	1.44	Dis Agree	0.49	Sig
6	I take a positive attitude toward myself.	4.43	0.75	Agree	0.41	Sig
7	On the whole, I am satisfied with myself.	4.28	0.83	Agree	0.61	Sig
8	I wish I could have more respect for myself.	4.11	0.95	Agree	0.17	Sig
9	I certainly feel useless at times.	2.22	1.31	Dis Agree	0.78	Sig
10	At times I think I am no good at all.	2.01	1.32	Dis Agree	0.95	Sig

Hypotheses 2: There is no significant influence among occupational stress, self-efficacy and productivity of workers in automobile technology occupation.

DISCUSSION

This finding indicated that there was a significant influence between automobile technology occupation workers, in respect to occupational stress and productivity of workers in automobile technology occupation. The automobile technology workers have a higher level of occupational stress and

productivity that could be explained by the fact that the job of workers involve more of services and sales of auto spare parts products, they may tend to be more humane in their dealings with their customers as they always lead with them to purchase their products. Furthermore, that the jobs of automobile mechanics are more service oriented in nature and most times, their demands appear to be more inevitable, compelling and indispensable. For instance, when called upon to repair a vehicle which broke down in a remote area, the auto-mechanics may display lack of self-efficacy to their clients by demanding exorbitant charges knowing that the vehicle owner cannot do without their services.

This finding that there is a significance influence in self-efficacy according to occupational area is in agreement with that of Sanchez-Ruiz, Perez-Gonzalez and Petrides, (2010) who reported that there is a difference in automobile technology profile among workers. Self-efficacy as an individual confidence is their ability to complete a task or achieve a goal [14]. Self-efficacy refers to the set of being individuals hold about ability to complete a particular task.

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