

Perceived Well-being among Telecommunication Professionals in Nigeria as a Consequence of Hope, Life Orientation and Personal Meaning*

John Kolawole Aderibigbe¹ and Kolawole Ajao²

¹*Department of Industrial Psychology, University of Fort Hare, Alice Campus, Private Bag X1314, Alice, 5700, Eastern Cape Province, South Africa*

²*Department of Psychology, University of Ibadan, Oyo State, Nigeria*

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ABSTRACT The paper investigated perceived well-being of employees of a private telecommunication organization in Nigeria as a consequence of hope, life orientation and personal meaning. The ex-post facto research design was adopted in the paper. Also, the paper used both the convenience and purposive sampling techniques to sample a total of 200 (Males=74 (37%), Females=126 (63%)) participants with a total mean age of 39 years (SD=3.68). Hypotheses were tested and results revealed that participants with high level of personal meaning scored significantly higher on well-being than those with low level of personal meaning ($t = 9.12$, $df (198) p < .05$); participants with high level of hope scored significantly higher on well-being than those with low level of hope ($t = 8.23$, $df (198) p < .05$); participants with high level of life orientation scored significantly higher on well-being than those with low level of life orientation ($t = 5.13$, $df (198) p < .05$). The paper concluded that perceived well-being of employees is significantly dependent on the psychological states of hope, life orientation and personal meaning. It therefore, recommends that organizations and managers of human resource should enlighten employees through trainings, seminar and workshop on the importance of positivism in ensuring their well-being.

INTRODUCTION

A large number of narrative reviews have been written about the phenomenon of employee well-being from the perspective of psychological states (Ince et al. 2016; Bak-Klimek et al. 2015; Acton and Glasgow 2015; Gillis and Gatersleben 2015; Culbertson et al. 2010; Avey et al. 2010), with a few scientific investigations conducted within this field of research (Manu and Sinosh 2016; Burkhauser et al. 2016; Gerstorf et al. 2016).

Well-being has been recognized as an important construct in a number of social and med-

ical sciences such as sociology, political science, economics, psychology, philosophy, marketing, environmental sciences, medicine, and others (Makikangas et al. 2016). It has been subjected to various definitions in the academic literature. It is the state of successful performance throughout the life course integrating physical, cognitive, and social emotional functions that results in productive activities deemed significant by one's cultural community, fulfilling social relationships, and the ability to transcend moderate psychosocial and environmental problems (Wood et al. 2010). Well-being also refers to the state of being comfortable, healthy, or happy (Oxford English Dictionary 2015).

Ciarrochi et al. (2015) conducted a six-year research of antecedents, correlates and consequences between hope and emotional well-being. The research's findings show that hope significantly predicted future well-being. Furthermore, in order to find out the difference between the means of young adult Assamese males and females on hope and psychological well-being, Hasnain et al. (2014) applied t-test of independent measures on the data that was collected from the participants. The results of the research

Address for correspondence:

John Kolawole Aderibigbe
Department of Industrial Psychology,
University of Fort Hare,
Alice Campus, Private Bag X1314, Alice, 5700,
Eastern Cape Province, South Africa
Cell: +27735291111,
E-mail: 201607467@ufh.ac.za

*MSc(LCS) Thesis, Kolawole Ajao, Supervised by Dr. Grace Adejuwon, Department of Psychology, University of Ibadan, Nigeria, 2012.

showed that there is a significant mean difference in the two groups of participants on hope and psychological well-being.

Furthermore, Kiyanzad et al. (2016) investigated the relationship between happiness and life orientation, and found that there is significant relationship between happiness and life orientation. Similarly, Rathore et al. (2015) studied life orientation and satisfaction as predictors of psychological well-being among doctors. The results of the investigation revealed that life orientation was the significant predictor of psychological well-being. Moreover, results of an investigation on the relationship between meaning in life and subjective well-being, which was conducted by Santos et al. (2012) show that there is a positive significant relationship between meaning in life and subjective well-being.

Objectives

The objectives of the present paper are two-fold. The primary objective is to empirically investigate the phenomenon of well-being by focusing on the view of enlightening the general public about the importance of well-being. The secondary objective is to specifically examine the effect of hope on perceived employee well-being, to investigate the effect of personal meaning on perceived employee well-being, and to explore the effect of life orientation on perceived employee well-being. In other words, the main objective of the paper is to empirically investigate if hope, personal meaning and life orientation will independently affect perceived employee well-being.

Statement of Hypotheses

Based on the above, the following hypotheses were proposed for statistical test:

1. Participants with high level of personal meaning will score significantly higher on well-being than those with low level of personal meaning.
2. Participants with high level of hope will score significantly higher on well-being than those with low level of hope.
3. Participants with high level of life orientation will score significantly higher on well-being than those with low level of life orientation.

METHODOLOGY

Research Design

This paper adopted the ex-post facto research design, because it measured variables that are not directly observable, for which a survey was considered appropriate. The independent variables were hope, life orientation and personal meaning while perceived well-being was the dependent variable.

Participant Characteristics

A total number of 200 male and female employees of a multinational telecommunication company in Nigeria participated in the research as respondents with a total mean age of 39 years ($SD=3.68$) participated in the research. Seventy-four (37%) were males and one hundred and twenty-six (63%) females. One hundred and twenty-one (60.5%) among the participants were single while seventy-nine (39.5%) married. Similarly, six (3%) had Ordinary National Diploma Certificate (OND), one hundred and sixty-three (81.5%) had Higher National Diploma/Bachelor of Science Certificate, thirty-one (15.5%) others had Master of Science Certificate with a total mean of 3 years ($SD=2.17$) duration in service. All participants are the English speaker Nigerians.

Procedure of Data Collection

The convenience and purposive sampling techniques were adopted in sampling the participants sampling a 200 male and female participants. Individuals were eligible to participate if they are on the pay-roll of the organization as at the time of the paper. Researchers officially sought the permission of the management of the organization through heads of the units of the organisation before starting the data collection process.

Similarly, participants were approached individually in their various offices and their consents were sought while a brief explanation of the importance of the paper was given to them. All the participants voluntarily participated in the paper. Moreover, the participants' identities were strictly managed, because the researchers instructed all the participants that they should indicate neither name nor staff number, not even the name of the company that employed them.

A questionnaire form was given to them each to fill at their convenience. Some took the form home, filled and submitted to the researchers during the follow-up visitation while others filled it in the office immediately and equally submitted. The process of administration and retrieval of questionnaire lasted for five working days. Among two hundred and thirteen (213) questionnaire forms that were retrieved, thirteen were discarded on the account of missing data or information and remaining two hundred forms were retained. Hence, a total of two hundred (200) completely filled questionnaire forms were subjected to data analysis.

Research Measures

A 57-item scale of personal meaning developed by Wong (1998) was adopted and used in measuring personal meaning. The response format of the scale consists of a 5-point Likert-type scale ranging from strongly disagree (1) to strongly agree (5) to which respondents expressed their degree of agreement or disagreement. High scores indicate high perception of personal meaning. Author reported alpha-coefficient value of 0.93 for the scale while this paper obtained 0.97.

A 25-item scale of well-being developed by Masse et al. (1998) was adopted and used in measuring well-being. The response format of the scale consists of a 5-point Likert-type scale ranging from strongly disagree (1) to strongly agree (5) to which respondents expressed their degree of agreement or disagreement. High scores indicate high perception of well-being. Authors reported alpha-coefficient value of 0.93 for the scale while this paper obtained 0.94.

A 10-item scale of life orientation developed by Scheier and Carver (1985) was adopted and used in measuring life orientation. The response format of the scale consists of a 5-point Likert-type scale ranging from strongly disagree (1) to strongly agree (5) to which respondents expressed their degree of agreement or disagreement. High scores indicate high perception of

life orientation. Authors reported alpha-coefficient value of 0.56 for the scale while this paper obtained 0.71.

A 6-item scale of hope developed by Snyder et al. (1996) was adopted and used in measuring hope. The response format of the scale consists of a 5-point Likert-type scale ranging from strongly disagree (1) to strongly agree (5) to which respondents expressed their degree of agreement or disagreement. High scores indicate high perception of hope. The author reported alpha-coefficient value of 0.64 while this paper obtained 0.82.

Statistics

Lastly, two hundred (200) screened questionnaire forms were analyzed using the Statistical Package for Social Sciences (SPSS) software. Each of the three hypotheses stated were analysed using t-test for independent groups. For the researchers to test for the main or independent effect of each of the three independent variables on the dependent variable, they employed t-test for independent groups to compare the mean differences between the two levels of hope, life orientation and personal meaning on well-being.

RESULTS

The results in the Table 1 show that participants with high level of personal meaning scored significantly higher on well-being than those with low level of personal meaning ($t = 9.12$, $df (198) p < .05$). This implies that personal meaning is one of the significant factors in ensuring individual's well-being. Based on this result, hypothesis one, which states that participants with high level of personal meaning will score significantly higher on well-being than those with low level of personal meaning was confirmed.

The results in the Table 2 shows that participants with high level of hope scored significantly higher on well-being than those with low level of hope ($t = 8.23$, $df (198) p < .05$). This im-

Table 1: Summary table of t-test statistics of independent samples showing the mean (x) difference between the two levels of personal meaning on well-being

DV	Personal meaning	N	(X)	SD	df	T	Sig.
Well-being	High	115	103.33	11.48	198	9.12	.000
	Low	85	86.48	14.62			

Table 2: Summary table of t-test statistics of independent samples showing the mean (x) difference between two levels of hope on well-being

<i>DV</i>	<i>Hope</i>	<i>N</i>	<i>(X)</i>	<i>SD</i>	<i>df</i>	<i>t</i>	<i>Sig.</i>
<i>Well-being</i>	High	128	101.96	11.42	198	8.23	.000
	Low	72	85.86	16.06			

Table 3: Summary table of t-test statistics of independent samples showing the mean (x) difference between two levels of life orientation on well-being

<i>DV</i>	<i>Life orientation</i>	<i>N</i>	<i>(X)</i>	<i>SD</i>	<i>df</i>	<i>t</i>	<i>Sig.</i>
<i>Well-being</i>	High	99	101.47	13.21	198	5.13	.000
	Low	101	90.97	15.56			

plies that hope is one of the significant factors in ensuring individual's well-being. Based on this result, hypothesis two, which states that participants with high level of hope will score significantly higher on well-being than those with low level of hope was confirmed.

The results in the Table 3 shows that participants with high level of life orientation scored significantly higher on well-being than those with low level of life orientation ($t= 5.13$, df (198) $p<.05$). This implies that life orientation is one of the significant factors in ensuring individual's well-being. Based on this result, hypothesis three, which states that participants with high level of life orientation will score significantly higher on well-being than those with low level of life orientation was confirmed.

DISCUSSION

The results of hypothesis one revealed that participants with high level of personal meaning scored significantly higher on well-being than those with low level of personal meaning. This implies that, personal meaning is one of the significant determinants of perceived well-being of employees. The result further shows that majority of the respondents had a high level of personal meaning, which accounted for their well-being. The present paper's finding is supported with the finding of an empirical related research that was conducted by Santos et al. (2012), which investigated the relationship between meaning in life and subjective well-being. The results of the research of Santos et al. (2012) show that there is a positive significant relationship between meaning in life and subjective well-being.

Moreover, the results of hypothesis two revealed that participants with high level of hope scored significantly higher on well-being than those with low level of hope. This implies that, hope is also one of the significant determinants of perceived well-being of employees. The result further showed that majority of the participants demonstrated a high level of hope hence contributed highly to their well-being. The present finding is supported with the findings of Ciarrochi et al. (2015) which show that hope significantly predicted future well-being. Furthermore, Hasnain et al. (2014) applied t-test of independent measures on the data that was collected from the participants, to investigate if hope will significantly affect psychological well-being. The results of the research show that hope has a significant effect of psychological well-being that is, there is a significant mean difference in the high and low levels of hope concerning participants' psychological well-being.

Results of hypothesis three revealed that participants with high level of life orientation scored significantly higher on well-being than those with low level of life orientation. This implies that, life orientation is another significant determinant of perceived well-being of employees. The present finding is supported with the findings of Kiyanzad et al. (2016) research, which reports that there is a significant positive relationship between happiness and life orientation. Similarly, Rathore et al. (2015) studied life orientation and satisfaction as predictors of psychological well-being among doctors. The results of the investigation revealed that life orientation was the significant predictor of psychological well-being.

CONCLUSION

In conclusion, evidence from the findings and discussion above showed that perceived well-being of employees is greatly dependent on the psychological states of hope, life orientation and personal meaning. In other words, this paper concludes that employees are now left with their covert psychological assets and potentials such as the possession of higher level of hope, a positive life orientation and meaning to life especially, during the contemporary period of global economic recession that has forced many companies and organisations to adopt the human resources management policies, which are tailored towards cost minimization and profit maximization.

RECOMMENDATIONS

In view of the above, the paper recommends that government executives, directors and private managers in every sector should encourage employees to develop a good attitude to life situations and attach positive meaning to events in life such that ensure a healthy living and good psychosocial well-being during and after work life. Moreover, employees' hope should be developed through training. Employees' life orientation should be improved through seminars so that they can life challenges with a positive thought, believing that a pleasant result is lying ahead. This will definitely improve employees' health and well-being.

Similarly, employees should be trained to be optimistic with their targets and goals in life and view life as full of opportunities for all to succeed and live happily. Managers and Directors in all sectors should incorporate in their organizational budget adequate training fund to sponsor employees on manpower development and training programmes where they can learn more about necessary managerial behaviors that are important for their well-being. Finally, researchers should be encouraged to investigate further and discover other significant and effective psychological variables apart from life orientation, hope and personal meaning that could also be considered in the strategic plans of their organizations.

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