

INFLUENCE OF AGE AND EDUCATIONAL QUALIFICATION ON WORKPLACE STRESS AMONG CIVIL SERVANTS IN ILORIN, NIGERIA

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Abstract

This study was carried out to investigate whether age and educational qualification has any influence on workplace stress among civil servants or not. The researcher sampled 200 civil servants in Ilorin metropolis in order to gather their sources of work place stress. A researcher designed instrument tagged "Influence of Age and Educational Qualifications on Workplace Stress Questionnaire" (IAEQWS) was used to elicit civil servants influence of age and educational qualification on workplace stress. Two hundred (200) respondents were randomly selected, purposive sampling techniques was used to select the respondents for the study. The findings indicated that age did not have any influence on workplace stress among civil servants but educational qualification was found to influence workplace stress among civil servants. Some salient recommendations related to the findings have been made, including the fact that the stakeholders in the education industry at federal and state levels should make the kind of remedies which will adequately ameliorate the sources of stress and provide solutions to stress problem.

Keywords: Age, Educational Qualification, Workplace, Stress.

Introduction

Work plays a major role in people's lives and wields an important influence on their sense of well-being and identity (Barling, 1990; Feather, 1990). It provides a medium by which people identify themselves in the society (Szymanski, E.M., Ryan, C.; Merz, M.A.; Trevino, B. & Johnson-Rodriguez, S, 1996.) and be can influence by economic, societal, cultural and individual factors. According to Kielhofner (1995), a person's identity is a function of his or her validated social roles, particularly those associated with occupation. Consequently, the loss of such valued roles can lead to psychological distress and subsequently loss of function.

The most commonly cited reasons for wanting to work involved psychological and social gains. Clearly, people seek intrinsic rewards from their employment in addition to the traditional extrinsic outcomes (e.g., financial remuneration, promotion, security and status) (Henzberg, Mausner & Snyderman, 1959). Given the importance of work and the total number of hours spent in work be employed people, it is not surprising that it is a potential source and site of significant stress.

Concept of stress

According to Adeoye (1991) stress is described as a form of relative discomfort. In the same vein, Office of the Nigerian Army Transformation (ONAT) (2009) identified stress as unhealthy reaction to change and the body's response to any undesirable mental demand. It then implies that stress is a form of reaction of people to the demands placed on them resulting in worries and incapacitation in the ability of an individual to cope. It is a condition or state of coming under strain or pressure. Akinade (2007) defined stress as any stimulus that either raises one's excitement or anxiety level beyond what one regards as above usual or personal capabilities. He opined that if such stimulus is prolonged, it may either propel one into better activity or retard the ability to cope. It is a condition or state of coming under strain or pressure.

Stress is an interaction between a person and a situation or experience in his internal or external environment which produces discomfort in a person who has little of no resources to handle the damage (Adeoye, 1991).

Concept of Workplace Stress

Work place stress is a significant topic of interest for organizational researchers, managers, and society as a whole. It is a great importance, since job stress is one of the factors influencing individual work performance (Warr, 2002).

Rollison (2005) defined workplace stress as the conditions arising from the interaction of people and their jobs, which are characterized by changes within people that force them to deviate from their normal functioning. According to Bright (2009) workplace stress is becoming an ongoing issue affecting nearly every part of human life, it constitutes stumbling blocks and an impediment to the realization of work. Work place stress has been defined as negative environmental factors or stressors associated with a particular job (Marshall and Cooper, 1979).

Henry and Evans (2008) noted that workplace stress occurs when there is a discrepancy between the demands of the environment workplace and an individual's ability to carry out and complete these demands. Issues of workplace stress has become a global phenomenon. Some of the factors seen as workplace stressors are: factors intrinsic to the job, role in the organization, worker's relationship at work and home-work interface

Research Hypotheses

The following null hypotheses were formulated to serve as a guide for this research:

1. There is no significant difference in workplace stress by civil servants in Ilorin metropolis on the basis of age group.
2. There is no significant difference in workplace stress by civil servants in Ilorin metropolis on the basis of educational qualification.

Purpose of the Study

The main purpose of this study is to examine influence of age and educational qualifications on workplace stress among civil servants in Ilorin metropolis.

Significance of the Study

This study was carried out in order to find solutions to workplace stress among civil servants in Ilorin metropolis. More also, it will expose civil servants, employers of labour and employee's to issues of welfare. Future researchers would benefit immensely from the findings of this study as it would spur up other evolving area of interest and researchers. The data collected may also be beneficial to them. The findings will be useful to career counsellors, psychologist, scholars and employers and employees.

Sample and Sampling Procedures

The target population for this study comprised all civil servants in Ilorin metropolis. Purposive sampling techniques was employed to select 200 respondents from Kwara state government ministries for the study. There are 17 ministries under the kwara state civil service commission, 10 ministries were randomly selected for this study. This was to maximize time and cost.

Instrumentation

The instrument used for collecting data for this study is a questionnaire tagged "Influence of Age, Educational qualifications on Workplace Stress among Civil Servants" (IAEQWS). The questionnaire was developed by the researcher and the items were derived from the reviewed literature. The instrument contains 20 items on workplace stress.

Procedure for Scoring the Instrument

The responses were scored using the four point scale of strongly agree – 4 points, Agree – 3 points, strongly disagree – 2 points and disagree – 1 point. This instrument contained 20 items , the scores obtained were summed up to give a measure of level of workplace stress among civil servants in Ilorin metropolis. The highest possible score for any item is 4 and the lowest is 1, the highest possible score obtained is 80(4x20) while the lowest is 20(1x20).The possible minimum score for any civil servant who

experienced high workplace stress was obtained by calculating the mid-point ($80-20 \div 2=30$), and by adding the mid-point and the lowest possible score together that scored 50 and above. Therefore civil servants that scored 50 on the scale experienced workplace stress.

Data Analysis

The data obtained were analyzed using frequency counts and percentage for section A (i.e. demographic data) Analysis of Variance (ANOVA) were used to test hypothesis 1 & 2 generated for the study. All these hypotheses were tested at 0.05 alpha level.

Demographic data

This section presents the results of data obtained from the respondents in frequency counts and percentages

Table 1: Distribution of Respondents Based on Age

Age	Frequency	Percentage (%)
18 – 30years	48	24.0
31 – 42years	131	65.5
43 – 59years	21	10.5
Total	200	100.0

Table 3 indicates that 48 (24.0%) respondents were between the ages of 18 – 40years, 131 (65.5%) were between the ages of 41 – 60years, while 21 (10.5%) of the respondents were 60years and above

Table 2: Distribution of Respondents Based on Educational Qualification

Educational Qualification	Frequency	Percentage %
SSCE/TC II	19	9.5
OND/NCE	71	35.5
B.Sc, B.Ed/HND	102	51.0
Postgraduate	8	4.0
Total	200	100.0

Table 4 indicates that 19 (9.5%) were SSCE/TC II holders, OND/NCE were 71 (35.5%), 102 (51.0%) were B.Sc, B.Ed/HND while 8 (4.0%) were postgraduate

Hypotheses Testing

Hypothesis one: **There is no significant difference in workplace stress of civil servants in Ilorin metropolis on the basis of age groups**

Table 4: Analysis of Variance (ANOVA) Showing Workplace Stress Among Civil Servants in Ilorin Metropolis on the Basis of Age

Source	Df	SS	MS	Cal. F-value	Crit. F-value
Between groups	2	24.44	12.22	1.43	2.60
Within groups	197	1683.24	8.54		
Total	199	1707.68			

Table 13 shows the calculate F-value of 1.43 and a critical F-value of 2.60. The calculated F-value is less than the critical F-value. The hypothesis is accepted, hence there is no significant difference in coping strategies of civil servants in Ilorin metropolis on the basis of age.

Hypothesis Two: There is no significant difference in workplace stress among civil servants in Ilorin metropolis on the basis educational qualification

Table 5: Analysis of Variance (ANOVA) Showing the Difference in Workplace Stress of Civil Servants in Ilorin Metropolis on the Basis of Age

Source	Df	SS	MS	Cal. F-value	Crit. Fvalue
Between groups	3	120.15	40.05	4.94*	3.00
Within groups	196	1587.52	8.10		
Total	199				

*significant, $p < 0.05$

Table 15 shows the calculate F-value of 4.94 and a critical F-value of 3.00. The calculated F-value is greater than the critical F-value. The hypothesis is rejected, hence there is a significant difference in workplace stress of civil servants in Ilorin metropolis on the basis of educational qualification.

Table 6: Duncan Multiple Range Test (DMRT) showing workplace stress among civil servants in Ilorin metropolis on the basis of educational qualification

Duncan Groupings	N	Mean	Group	Educational qualification
A	71	66.54	1	OND/NCE
B	19	65.57	2	SSEC/TC11
C	102	64.89	3	B.SC/B.ED/HND
C	8	64.75	4	Postgraduate

Table 16 shows the Duncan Multiple Range Test result indicating the significant difference noted in the ANOVA on table 15. Group 1 with a mean score of 66.54 differed significantly from group 2,3 and 4 with mean score of 65.57,64.89 and 64.75 respectively. All the groups differed from one another but the significance noted in the ANOVA was a result of the mean of group 1.

Discussion of finding

The main focus of this study was to find out workplace stress among civil servants .Hypothesis one which state that there is no significance difference in workplace stress by civil servants in Ilorin metropolis on the basis of age was accepted because the calculated f-value of 1.43 is less than the critical f-value of 3.00.This result indicates that age does not have effect on workplace stress. Furthermore, no significant difference was found among various age of civil servants in workplace stress .This findings corroborate the findings of Omotosho and Famolu(2010),Aftab and Khatoon,(2012); Chaudhry,(2012) and Raveeswaren,(2011).The result of this study showed that there was no significant difference in workplace stress between the age groups which is consistent with previous study that reported that there is no significance difference in workplace stress among civil servants based on age.

Hypothesis two which state that there is a significant difference in workplace stress by civil servants in Ilorin metropolis on the basis of educational qualification was rejected because the calculated F-value is 4.49 and the critical F-value is 3.00. Based on this, the result was subjected to Duncan multiple range test to substantiate the rejection of the hypothesis. The mean difference was used to confirm the significance of the hypothesis i.e Group 1 with a mean score of 66.54 differed significantly from Group 2,3 and 4 with mean score of 65.57,64.89 and 64.75 respectively. This result reveals that educational qualification affects workplace stress among civil servants in Ilorin metropolis

Conclusion

On the basis of the findings, the following conclusions were drawn:

- Age does not have any significant influence on workplace stress among civil servants;
- Educational Qualification has a significant influence on workplace stress among civil servants.

Implication for counseling

Counselling as a helping profession is aimed at helping clients to deal with issues they cannot solve by themselves .According to Makinde,(1980) counseling is based on the assumptions that people has had, having and will have problems which they cannot solve by themselves unless with the help of a counsellor. In view of this assertion workplace stress has become a very disturbing phenomenon to civil servants due to various reasons mentioned in the body in the work. It is therefore recommended that counsellors should;

- Encourage civil servants to recognize and differentiate between internal and external aspects of stress that conflicts at workplace and their families.
- Seminars, workshop and symposium to be organized by the management through professionals and resource persons with all the where wither to help in teaching and re-orientation of workers mindset towards workplace among civil servants.
- Civil servants should be encouraged to see workplace stress as a thing that can be managed and overcome through the help of self awareness that work is necessary and the ability to adhere to the working rules and ethics at time the better and necessary.
- The counselor should infuse this right attitude and positive thinking orientation into civil servants in course of counseling sessions.
- There are different forms of stressors that affects civil servants. Identifying them on time will help to guard against them through the help of the counsellor.

Recommendation

- A career counselor should be placed or employed in every government parastatal, agency and ministry to help in resolving workplace related issues.
- Employer of labour or head of ministries should ensure work and duties are assigned in line with the rules and regulations of employment.
- Workers roles, duties and responsibilities should be clearly stated to avoid one worker doing another person's job.
- There should also be extra curriculum activities i.e extra-office activities that will help to create in the mind of the workers positive thinking and promotion of positive relationship in workplace.
- Government should generate policies that will be of positive help to employee, and not policies that will be counter-productive.
- Remuneration of staff and welfare packages should be made robust as this will encourage workers devote all their time in their duties, incentives should be given to staff either quarterly or yearly as a form of motivation.

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