

PSYCHOSOCIAL PREDICTORS OF QUALITY OF LIFE AMONG MEDIA ORGANIZATIONS EMPLOYEES IN LAGOS STATE

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Abstract

This present study was concerned with looking at the variables that can help to understand media professionals' quality of life. Psychosocial factors of work environment, personality factors, competence, health status, social relationship and family environment were considered predictors of the quality of life of media organizations' employees in Lagos State, Nigeria. An ex-post facto design was adopted. One hundred and eighty-three media organizations' employees were purposively selected from five different media organizations in Lagos. Data were collected using measures of socio-demographic profile, work environment, personality, competence, health status, social relationship, family environment, and quality of life. These were analyzed using descriptive statistics, t-test and regression analysis. In all, four hypotheses were tested. The results revealed that work environment, personality factors, competence, health status, social relationship, and family environment jointly predicted quality of life, accounting

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for 25% of the variance observed. Also, there was an independent prediction of work environment, personality factors, health status, social relationship, and family environment on quality of life. It was recommended that employers of media professionals should consider the involvement of psychologists and relevant experts in the management of their staff members' mental health to ensure optimum quality of life for maximum productivity.

Keywords: Work environment, Personality, Competence, Health status, Social relationship, Family environment, Quality of life.

INTRODUCTION

Quality of life (QoL) is a wide and multi-dimensional concept which has attracted the attention of many researchers and healthcare providers in recent times. Despite the series of studies on quality of life, researchers and practitioners are yet to come up with an acceptable definition of the concept. Quality of life is measured along six domains which are physical health, psychological, level of independence, social relationships, environment, as well as spirituality/religion/personal beliefs. According to the World Health Organization (2012), these domains measure the quality of life on the basis of facets incorporated within them. Facets incorporated in physical health are energy and fatigue, pain and discomfort, as well as sleep and rest. In Nigeria, QoL has been found to be determined by education, work status, income, family support, health status and age (Odili, Ikhuronian, Usifoh, & Oparah, 2011). The present study is interested in investigating the variables that can help increase media professionals' quality of life. Hence, this study considered the impact of work environment, personality factors, competence, social relationship, health status and family environment on quality of life.

Work environment is the place where individuals perform their job activities, including the physical setting, job profile, culture and marketing condition. Work environment has been associated with an individual's quality of life in many settings. For instance, Ajala (2012) studied the influence of the workplace environment on workers' welfare and productivity in three

organizations: the Ondo State Electricity Board, Ondo State Waste Disposal Board, and the Ondo State Hospitals Management Board in Ondo State, Nigeria. The study examined six workplace features (close office floor plan, clean and decorative office, lightning, absence of noise in the office, moderate room temperature/ventilation, and open office space). Findings showed that there was a correlation between these workplace environment variables and both job performance and quality of life. While good lightning promoted employees' health and reduction of accidents, it also enhanced quality of life.

Personality is defined as a set of *behaviours*, *cognitions*, and *emotional* patterns that evolve from biological and environmental factors. Operationally, personality has been statistically divided into five, which have been traditionally known as the "big five", thus, *openness to experience*, *conscientiousness*, *extraversion*, *agreeableness* and *neuroticism* (or emotional stability). Pocnet, et al (2017) studied the relationship between personality and quality of life with emotion regulation and self-efficacy beliefs as mediating factors. Participants were drawn from the French-speaking regions of Switzerland and from France. Findings revealed that high neuroticism correlated with poor quality of life, while high extraversion and conscientiousness related positively with quality of life. Neuroticism and conscientiousness were also found to be associated with emotion regulation. Conscientiousness was also linked to emotion regulation and tenacity in the pursuit of goals. This in turn promotes quality of life. However, a paucity of data in this area exists among media employees, especially in Nigeria.

Competence is a set of demonstrable characteristics and skills that enable and improve the efficiency of performance on a task. In a study that investigated the quality of life and its influence on self-reported clinical competence among nurses, using a convenience sampling size of 163 staff Nurses, it was reported that improved quality of life may possibly affect the level of competence of staff nurses (Cruz, 2017). This has been flipped in another Korean study among Nurses (Kim et.al, 2015). The study's goal was to define different types of professional quality of life experienced by Korean nurses and investigate the link between demographic and profes-

sional factors and clinical competence among those who experienced each type. They reported that professional quality of life enhanced competency among nurses. Looking at the workings of these variables among media employees is essential to be able to make a meaningful contribution to their overall quality of life

Social relationship refers to close, supportive and intimate family connections between friends, co-workers, romantic lovers and family members. It is often coloured by the need to belong, express mutual love and increase social acceptance and inclusion with other members of the society. Datta, Datta and Majumdar (2015) examined the role of social interactions on quality of life among the elderly in India using the Quality of Life Questionnaire developed by the World Health Organization (WHO-BREF) for eight weeks. Their findings showed that in physical, psychological, social relationships and environmental domains covered in the questionnaire, the differences in the score of elderly people's quality of life were significantly higher. This means that social interactions help the elderly to overcome loneliness or boredom and thus improved their mental health.

Family environment basically refers to settings that involve loved ones. This environment is usually called home. It is one in which the roles of all the members are specified, and everyone is made to participate, contribute and cooperate on an equal basis. The characteristics of family environment include resource sharing, caring and supportive relationships, commitment or identification with other members, as well as bringing up children to become responsible adult members of the community. Cho et al (2016) examined the impact of ego-resilience and family function on the quality of life of survivors of childhood leukemia in South Korea. Findings showed that ego-resilience had a positive relationship with quality of life in all its subcategories.

The present study investigates the joint and independent predictions of work environment, personality factors, competence, health status, social relationship and family environment on quality of life among media employees of *Vanguard*, *The Nation*, Radio Nigeria, Voice of Nigeria, and Africa Independent Television/Ray Power Radio. Four hypotheses were tested in this study. They are:

1. Psychosocial factors (work environment, personality factors, competence, health status, social relationship, and family environment) will independently and jointly predict the quality of life among media organizations' employees in Lagos State
2. Employees in privately-owned media organizations will significantly report a higher quality of life than those in government media organizations.
3. Media employees with low educational qualifications (below tertiary education) will report a significantly higher quality of life than those with high educational qualifications (above secondary education)

Method

Design and Sampling

The study utilized the ex-post facto research design. The independent variables investigated were work environment, personality factor, competence, health status, social relationship and family environment, while the dependent variable was quality of life. Purposive sampling was adopted to select participants for the study. The participants in this study included only journalists employed by selected print and electronic media organizations. Employees in the administrative, engineering, marketing and other service-related sections of the selected media organizations were excluded from the study.

Participants and setting

The sample size of the study consists of a total number of 183 journalists selected from five different media organizations in Lagos State. Three of them (*Vanguard*, *The Nation* and Voice of Nigeria) were print media, while two (The Federal Radio Corporation of Nigeria, FRCN and The African Independent Television, AIT/Raypower Radio) were electronic media organizations. The age of the participants ranged between 20 and 59 years with a mean age of 37.3 and a standard deviation of 8.7. For gender, 107 (58.9%) of the participants were males; 76(41.1%) were

females. For religion, 152 (82.2%) were Christians; 29 (15.7%) were Muslims, and 4 (2.2%) belonged to other religions. For educational qualification, 7(3.8%) were SSCE holders; 17(9.2%) were ND/NCE certificate holders; 119(64.3%) were B.Sc/HND certificate holders and 42 (22.7%) were M.Sc/M.A certificate holders. For marital status, 49(26.5%) were single; 130(70.3%) were married, and 6(3.2%) were divorced/separated. For job category, 52(28.1%) belonged to the news reporting unit; 16(8.6%) belonged to the features/columns unit; 26(14.1%) belonged to the editing unit; 16(8.6%) belonged to the news/current affairs editing unit; 28(15.1%) belonged to news/current affairs presenting unit, and 47(25.4%) belonged to programmes production/directing unit. For media organizations, 42(22.7%) worked at *Vanguard newspaper*; 38(20.5%) worked at Radio Nigeria; 34(18.4%) worked at Voice of Nigeria; 36(19.5%) worked at AIT/Ray power Radio; 35(18.9%) worked at *The Nation Newspaper*.

Research Instrument

The main instrument for sourcing information for this research was a structured questionnaire which consists of seven sections: A to F. Section A consisted of the demographic variables. The demographic variables of interest in the study were age, gender, religion, educational qualifications and marital status, job category and media organization.

Section B was the World Health Organization Quality of Life Questionnaire-Short Version (WHOQoLBREF) (English version). It was authored by the WHOQOL group (1997) and was used to measure Quality of life (QoL) among the participants. The scale consists of 26 items measuring four domains of QoL which are the physical health domain ($\alpha=.82$), psychological health domain ($\alpha=.75$), social relationships domain ($\alpha=.66$), and environmental domain ($\alpha=.80$). Other measures used in this study include the work environment, the big five inventory, the generic competencies scale, the health status scale and the social support measurement questionnaire.

Procedure

Approvals were sought and obtained from Chapels of the Nigeria Union of Journalists (NUJ), Lagos State Council in the selected media organizations. The essence was to inform the Chapels of the intention of the study and to solicit the support and cooperation of their members. The participants (journalists) were then contacted in their offices, and the purpose of the study was explained to them. The instrument was then administered to those who indicated a willingness to participate, having obtained their consent. They were informed that the study was for purely academic purposes, and they were assured of the anonymity and confidentiality of their responses. A total of 250 copies of the questionnaire were administered, but 183 were completely and correctly completed and used for the study. Their responses were subjected to statistical analysis, using Statistical Package for the Social Sciences (SPSS) Version 22.

Statistics

The statistical tools employed in this study were descriptive statistics, multiple linear regression, and t-test for independent samples.

Ethical approval and consent

Written approvals were obtained from the selected Chapels of the Lagos State Council of the Nigeria Union of Journalists, NUJ. Both verbal and written consents were obtained from the participants and the instruments were administered only to those who were willing to participate in the study

Results

The first hypothesis which stated that psychological factors (work environment, personality factors, competence, health status, social relationship and family environment) will independently and jointly predict the quality of life among media employees was tested using multiple linear regression analysis and the results (as shown in Table 1) indicate that the six predictors (work environment, personality factors, competence, health status, social relationship and family environment) jointly accounted for a 25% variance in the total change observed in the dependent variable

[$F(6,178)=9.989$, $R=.502$, $R^2=.252$, $P<.05$)]. Moreover, there was independent prediction of Work environment ($\hat{a}=.20$, $t=3.04$, $p<.05$); Personality factors ($\hat{a}=.17$, $t=2.28$, $p<.05$); Health status ($\hat{a}=-.20$, $t=-3.03$, $p<.05$); Social relationship ($\hat{a}=.14$, $t=2.13$, $p<.05$), and Family environment ($\hat{a}=.15$, $t=2.18$, $p<.05$) on Quality of life. Conversely, Competence ($\hat{a}=-.09$, $t=-1.24$, $p>.05$) was not an independent predictor of quality of life among the employees of the media organization sampled.

The second hypothesis stated that employees in privately-owned media organizations will significantly report a higher quality of life than those in government media organizations. This was tested using t-test for independent samples. The results as presented in Table 2 showed that there was a significant difference in the quality of life between employees in private media organizations and employees in government-owned media organizations and ($t(183)=3.350$; $p<.05$). Further observation of mean scores revealed that employees in private media organizations ($\bar{x}=86.96$; $SD=12.58$) reported a higher quality of life than employees in government-owned media organizations ($\bar{x}=80.82$; $SD=11.86$). Consequently, the alternate hypothesis was accepted.

Hypothesis three stated that media employees with low educational qualifications will report a significantly higher quality of life than those with high educational qualifications. Results showed that there was a significant difference between employees with lower educational qualifications and those with higher educational qualifications on quality of life ($t(183)=1.122$; $p<.05$). Further observation of means revealed that employees with lower educational qualifications ($\bar{x}=87.38$; $SD=13.23$) scored higher on quality of life than employees' with higher educational qualifications ($\bar{x}=84.15$; $SD=12.53$). Consequently, the alternate hypothesis was accepted.

Discussion

The findings of this study from the first hypothesis indicated that work environments, personality factors, competence, health status, social relationships and family environments jointly predicted the quality of life of employees in media organizations in Lagos State. Quality of life does not exist all by itself; it is affected or predicted by different factors among

different individuals. From this study, it is obvious that all the variables of interest, except employees' competence level, predicted QoL independently. In specific terms, a combination of work environment, personality factors, social relationships and family environment contributes to improving the quality of life of media organization employees. Conducive work environment and a stimulating support system from the home front will, to a large extent, impact positively on the QoL of media employees. This is important, considering the risk and nature of the media occupation. If media output will be non-biased and serve the purpose of accurate information, then employees saddled with such responsibilities should have conducive work and family environments, including stimulating social relationships that would culminate in a better quality of life. With such a state of health and mindset, any individual would give his best at the workplace, and this would also translate into a more professional reportage and time dissemination of information to the society at large.

The finding was in line with the findings from the study by Glavic et al (2014) which investigated the quality of life and personality traits in patients with colorectal cancer at the Pozega county hospital in Croatia and found significant correlations between different aspects of quality of life and facets of personality traits. Further, the results corroborate the findings of Ajala (2012) that there was a correlation between these workplace environment variables and the duo of job performance and quality of life. However, unlike the studies by Cruz (2017) and Kim et.al (2015), where both studies reported that competence levels among nurses correlated positively with quality of life, the current study reported otherwise. In specific terms, competency did not predict the quality of life among media employees. This may not be implied that media employees are not competent; rather it could be a case of what is of utmost priority to them with respect to the quality of life. What they perceive as important predictors of their quality of life may significantly differ from other professions.

The second hypothesis which stated that employees in privately-owned media organizations will score significantly higher on quality of life than those in government media organizations was supported. Results revealed that media employees in private organizations score significantly higher on

QoL than their counterparts in government own organizations. The explanation for this may not be too far-fetched. It may be attributable to the conditions of service, level of discipline and several other features that may not be well known. Typically, Government-owned media facilities may not get all the needed attention from their principal due to several responsibilities and competition from other government-owned organizations. This has necessitated the need for privatization of some government-owned facilities in the recent past. Media workers in public firms may require more attention from the government in terms of funding and improved condition of service if they will match their counterparts in the private sector. This finding supported the results from Rashid et.al's (2012) study which revealed that the motivation by a supportive environment in the public sector is statistically lower than the score for private-sector employees. They found that private-sector employees were not only motivated by their salaries and fringe benefits, but they were also more satisfied than their public sector or government employees.

Analyzing the third hypothesis, it was confirmed that media employees with low educational qualifications significantly reported a higher quality of life than those with high educational qualifications. The rationale for the hypothesis was that higher education may not necessarily reflect a higher quality of life. Again, this may be argued in some quarters as to the veracity of this claim. Another study (Powdthavee, et al, 2015) associated higher educational levels with increased quality of life, which contradicts the finding of this study. Several reasons may be attributable to this kind of outcome. One, there is the possibility that media employees with low education do not engage in top management decisions, which do not bring about work-related stress and burnout. Two, the simplistic and "straight to the point" approach kind of jobs that persons with low education engage in may not require their being engrossed or overwhelmed with work. Lastly, it is also a possibility that people in this cadre tend to have more time to socialize, spend time with family members and engage in recreational activities that may not be cost-intensive in comparison to their "highly educated" counterparts.

In conclusion, this study found that there was a significant joint prediction of work environment, personality factors, competence, health status, so-

cial relationships and family environments on the quality of life of the employees in mass media organizations. Meanwhile work environment, personality factors, health status, social relationships and family environment independently predicted quality of life. The study also found significant differences in the type of media organization on quality of life. Furthermore, the study showed a significant difference in levels of education and quality of life such that media employees with low education performed better than their counterparts with high education. It was also reported that employees who work in privately-owned media firms showed a higher quality of life than those in government-owned media facilities.

Implication and Recommendations

The findings of this study emphasized the importance of having a good working environment, social relationships, the right personality, a positive family environment, and balance health status when studying the quality of life with particular reference to media employees. In other words, the result implies that employees with a good health status, the positive family environment, right personality, positive social relationships and conducive work environment are likely to have a better quality of life. It is hoped that the result will help psychologists and other professionals who are involved in the management of the human workforce to improve their quality of life by improving the said variables.

It is therefore recommended that individuals, policymakers and management of private and public organizations should ensure that measures are taken to improve the working environment of their employees to enhance their quality of life for greater productivity. Consistent efforts should be made to educate employers and create adequate awareness of the adverse effect of poor quality of life on the mental health of their employees.

However, a major limitation associated with this study was that of getting the participants to respond to the instrument. Although there was about a 53 per cent response rate across the selected media organizations, considerable apathy was observed among media organization employees. While some complained that they had no time for such issues, many others said the number of items was on the high side. Future research may consider a cross-sectional study to include other public and private media

organizations at a larger scale for adequate representation, as well as wider scope in generalization of the result. Quality of life may also be compared between media organization employees and employees in other organizations.

Table 1.1. Summary table of linear regression showing the independent and joint predictive strengths of work environment, personality factors, competence, health status, social relationship and family environment on quality of life.

| Predictors | β | t | Sig | R | R ² | F | p |
|---------------------|---------|--------|------|------|----------------|-------|------|
| Work environment | .204 | 3.035 | <.05 | | | | |
| Personality factors | .173 | 2.279 | <.05 | | | | |
| Competence | -.094 | -1.239 | >.05 | .502 | .252 | 9.989 | <.05 |
| Health status | -.202 | -3.030 | <.05 | | | | |
| Social relationship | .142 | 2.127 | <.05 | | | | |
| Family environment | .146 | 2.184 | <.05 | | | | |

Table 1.2 Summary of t-test of independence showing the difference between types of media organization on quality of life.

| Media organization | N | \bar{x} | SD | t | df | p |
|--------------------|-----|-----------|-------|-------|-----|------|
| Private | 113 | 86.96 | 12.38 | | | |
| Government | 72 | 80.82 | 11.86 | 3.350 | 183 | <.05 |

Table 1.3 Summary of t-test of independence showing the difference between levels of educational qualification on quality of life.

| Educational qualification | N | \bar{x} | SD | t | df | p |
|---------------------------|-----|-----------|-------|-------|-----|------|
| Lower | 24 | 87.38 | 13.23 | | | |
| Higher | 161 | 84.13 | 12.53 | 1.122 | 183 | <.05 |

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