Self-Efficacy, Self-Knowledge, Empathy and Psychological Well-Being as Predictors of Workers' Job Performance in Food and Beverage Industries in the South-West, Nigeria

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Abstract : Studies have shown that workers' job performance is very low in Nigeria, especially in the food and beverage industry. This trend had been partially attributed to low workers' self-efficacy, poor self-knowledge, lack of empathy and poor psychological well-being. The descriptive survey design was adopted. Four factories were purposively selected from three states in Southwestern, Nigeria (Lagos, Ogun and Oyo States). Proportionate random sampling techniques were used in selecting 1,820 junior and supervisory cadre workers in Nestle Plc (369), Coca-Cola Plc (392), Cadbury Plc (443) and Nigeria Breweries (616). The five research instruments used were: Workers' self-efficacy (r=0.81), Workers' self-knowledge (r=0.78), Workers' empathy (r=0.74), Workers' psychological well-being (r=0.70) and Workers' performance rating (r=0.72) scales. Quantitative data were analysed using Pearson product moment correlation, Multiple regression at 0.05 level of significance. Findings show that there were significant relationships between Workers' job performance and self-efficacy (r=.56), self-knowledge (r=.54), Empathy (r=.55) and Psychological Well-being (r=.69) respectively. Self-efficacy, self-knowledge, empathy and psychological well-being jointly predict workers' job performance (F (4,1815) = 491.05) accounting for 52.0% of its variance. Psychological well-being (B=.52). Self-efficacy (B=.10), self-knowledge (B=.11), empathy (B=. 09) had predictive relative weights on workers' job performance. Inadequate knowledge and training of the supervisors led to a mismatch of workers thereby reducing workers' job performance. High self-efficacy, empathy, psychological well-being and good self-knowledge influence workers job performance in the food and beverage industry. Based on the finding employers of labour should provide work environment that would enhance and promote the development of these factors among the workers.
Keywords : self-efficacy, self-knowledge, empathy, psychological well-being, job performance
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