

## Impact of Psychological Well-Being on Work Identification of Retail Business Employees

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### Abstract

*The sole aim of the proposed study is to investigate the Impact of Psychological Well-Being on Work Identification of Retail Business Employees. For this purpose, the sample consisted of N=150 retail business owners and their staff that were randomly taken from the main market of Aligarh. All they gave prior verbal consent to join the investigation and they assured to retain their result confidentially. The psychological tools like, Work identification Scale: Shrivastava and Dolke (1978), and Psychological well-being Scale were used to collect the desired data.*

*It is to mention that 'Interpersonal relation' was found to be positively and significantly related to Work Identification. Whereas, 'Health related perception' was found to be negatively but significantly related to Work Identification. Such finding emerged because of the reason that 'Interpersonal relation' at work plays a very significant role in determining Work Identification. Whereas, 'Health related perception' if it is negatively high then work identification is likely to improve.*

**Key words:** *Psychological well being, work identification, retail employees*

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### Introduction

Psychological well-being is the common phenomenon which exists since the time immemorial but formally it came into being in late 1980s. Certainly, it is true that wellbeing is the phenomenon which is most likely to have its greater influence on work related behaviour in organization, business and industries as well as help in the determination of work identification. This is the reason why, the present study was undertaken to ascertain our contentions.

With regard to well-being Ryff, (1989); Ryff & Keyes (1995) contended that psychological well-being consists of six elements. The six elements of these are as follows:

1. **Self-acceptance** or positive attitudes toward oneself;
2. **Positive relations with others** or the ability to achieve close union with others;

3. **Autonomy**, which includes the qualities of self-determination, independence, and the regulation of behavior from within;

4. **Environmental mastery** or the ability to engage in, and manage activities in one's surrounding world;

5. **Purpose in life** or having a sense of directedness and intentionality; and

6. **Personal growth**, which represents one's continual development and striving to realize one's potential to grow and expand as a person.

Joseph and Lewis (1998), they defined psychological well-being as, it is opposite pole of depression.

According to Argyle (1992) who suggested that, when people are asked to describe happiness, they answered in one of two ways, some people define happiness in the form of positive emotion, like joy, whereas others described it in the form of gratification and satisfaction with life.

### Work identification

Work plays a very necessary role in each and every individual. Without work, individuals cannot be able to fulfil their desires, needs and satisfaction. Work refers to as a potential source through which purposes are developed in life, not only in one's life but work plays a major role in an organizational effectiveness and its feedback in return to its employees too. Work identification has been defined in general way as 'a match between individuals' personality characteristics and its organization', most of the time we find out that if there is a mismatch between persons' personality characteristics with its organization or work then not only the person who faces losses in the form of lack of interest, lack of motivation, low work efficiency, laziness, dizziness, chances of accidents etc, and on the other hand, organization also faces loss of profits in the form of money, distortion of machinery, waste of time, delay in achieving its target goals. In contrast, if there is a perfect or good match between persons' personality with its work or organization the person as well as organization get effective achievements, success and satisfaction. That is why, a number of organizational psychologists give more emphasis on the work identification in order to find out an effective human performance at work place.

Srivastava and Dolke (1978) found that work identification comprised of (1) Importance attached to work and (2) Satisfaction of needs through work. Those employees who give importance to their work play a very important role in performing the work activities in the more effective manner which shows that work conditions are more conducive, satisfying and positive for employees for achieving goals of the organizations. Whereas, those employees who find out that their working conditions are irritable and frustrated and they feel uncomfortable while making adjustment with

this organizational environment, then organizations face the loss phase, and they are not able to fulfil the requirements of the organizations.

The concept of identification was basically witnessed in Psychoanalytic theory. Freud (1949) described identification as "the endeavor to mould a person's own ego after the fashion of one that has been taken as a model", according to the Freudian view, children identify with their parents because of the influence that parents exert over the child's environment (Freud, 1949 and Kagan, 1958). A number of personality theories emphasize identification as a process to internalize social values during the process of socialization in childhood period (Sanford, 1955; Kagan, 1958 and Kelman, 1958). Whereas, according to Pakadi and Gandhi (1981), "the initial positive feelings for the job, amount of effort, and early experiences on the job lay foundation for work identification'. In the same contention, Padaki (1984) reviewing the literature on job attitude has pointed out that the relationship of an individual with his organization is based on two components of his work life, i.e. the nature of work he performs, and the condition under which he works. Work identification is definitely important for effective performance but to our view the aspects *viz.*, religiosity and risk taking behavior. Both religiosity and risk taking behaviour seem to be highly interrelated and their combined effects generate effective work identification. Therefore, these two variables were taken to study in relation to work identification which is never studied.

**Objective of the study:** The objective of the present deliberation is to see the impact of psychological well-being and its various dimensions on work identification and its numerous dimensions.

On the basis of the above mentioned objective, following null hypothesis was formulated to

examine the relationship of psychological well-being on work identification.

**Hypothesis:** psychological well-being and its various dimensions will significantly influence work identification and its two dimensions.

### Methodology

**Sample:** the sample consisted of N=150 retail business owners and their staff that were randomly taken from the main market of Aligarh.

**Tool used:**

**Work identification Scale:** Work identification was measured by using the questionnaire developed by Shrivastava and Dolke (1978). The scale contains 12 items that covers two important aspects of work namely, (1) Importance attached to work, and (2) Satisfaction of need through work. Both the aspects of works have 6 items each which had to be responded on a 5-point scale ranging from “1” (highly disagree) to “5” (highly agree).

To record the Biographies of the respondents, Biographical Information Blank (BIB) was used that contained the information pertaining respondents' biographies.

**Psychological well-being Scale:** For measuring psychological well-being a scale was developed by the authors for the purpose of using it in

pursuance of Ph.D. work. This scale consists of 16 items covering 8 dimensions and each item was measured on 5-point scale viz., Highly Disagree '1'; Disagree '2'; Neutral '3'; Agree '4'; Highly Agree '5'. In the scale 5 items were negatively phrased hence, their scoring were simply reversed. This scale is highly standardized as for the purpose of ascertaining the relevance of items as well as the validity of the scale judges opinions (N=15) for each items and dimensions were obtained and highly agreed items were retained in the scale. The split-half reliability of the scale was found to be  $r=.89$  which is quite high conforming the reliability of the scale.

**Statistical Analysis:** Multiple Stepwise Regression (MSR) was applied to see the impact of psychological well-being on work identification.

### Result

**Table-1:** showing summary of significant predictors of work identification. In the 1<sup>st</sup> step, it is found that two dimensions of psychological well-being namely, 'interpersonal relation' and 'health related perception' contributes 05.9% ( $R^2= .059$ ) and 08.6% ( $R^2= .086$ ) to work identification.

**Table-1: Model Summary showing predictors influence on Work Identification as a whole.**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.243 <sup>a</sup>	.059	.052	7.26198
2	.293 <sup>b</sup>	.086	.074	7.18037

a. Predictors: (Constant), INTER-PERSONAL RELATION

b. Predictors: (Constant), INTER-PERSONAL RELATION, HEALTH RELATED PERCEPTION

It is witnessed from the **Table-1 (a)** that F values ranging from maximum  $F=9.255$  to minimum  $F= 6.925$  are all found significant far beyond .01 level of confidence.

**Table-1 (a) : ANOVA**

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	488.068	1	488.068	9.255	.003 <sup>a</sup>
Residual	7804.972	148	52.736		
Total	8293.040	149			
2 Regression	714.065	2	357.032	6.925	.001 <sup>b</sup>
Residual	7578.975	147	51.558		
Total	8293.040	149			

a. Predictors: (Constant), INTER-PERSONAL RELATION

b. Predictors: (Constant), INTER-PERSONAL RELATION, HEALTH RELATED PERCEPTION

c. Dependent Variable: WORK IDENTIFICATION AS A WHOLE

In the **Table-1 (b)** beta value, the greater the impact of the predictor variable on the criterion variable. Table show The Beta value of 'interpersonal relation' is  $\text{Beta} = .243$ , which is found significant at beyond .01 level of confidence. It indicates that 'interpersonal relation' of business owners play very important and significant role in determining business outcome. In the 2<sup>nd</sup> step, it has been found that 'interpersonal relation' and 'Health related perception'—dimension of 'Psychological well-being' contribute 08.6% ( $R^2 = .086$ ) to work identification.

**Table-1 (b): Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	46.553	2.813		16.547	.000
INTER-PERSONAL RELATION	1.034	.340	.243	3.042	.003
2 (Constant)	49.815	3.188		15.624	.000
INTER-PERSONAL RELATION	1.047	.336	.246	3.117	.002
HEALTH RELATED PERCEPTION	-.509	.243	-.165	-2.094	.038

a. Dependent Variable: WORK IDENTIFICATION AS A WHOLE

The Beta values of 'interpersonal relation' and 'Health related perception'— dimension of 'Psychological well-being' are Beta= .246 and Beta= -.165 respectively that are significant and have positive relationship with work identification and are found significant at .01 and .05 levels respectively. It has been found that one predictor namely, 'interpersonal relation' has its positive significant relationship to work identification, whereas, 'Health related perception'—a dimension of 'psychological well-being' has significant negative influence on work identification. These predictors are found significant beyond .05 level of confidence.

**Table-2.** In the 1<sup>st</sup> step, it is found that two dimensions of psychological well-being namely, 'interpersonal relation' and 'health related perception' contributes 06.6% ( $R^2 = .066$ ) and 09.8% ( $R^2 = .098$ ) to 'satisfaction of need through work'—a dimension of 'work identification'.

**Table-2: Model Summary Showing predictors influence on Satisfaction of Need Through Work.**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.256 <sup>a</sup>	.066	.059	3.65996
2	.313 <sup>b</sup>	.098	.085	3.60899

a. Predictors: (Constant), INTER-PERSONAL RELATION

b. Predictors: (Constant), INTER-PERSONAL RELATION, HEALTH RELATED PERCEPTION

**Table-2 (a) showing that F values ranging from maximum F=10.414 to minimum F= 7.960 are all found significant far beyond .01 level of confidence.**

**Table-2 (a) : ANOVA**

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	139.494	1	139.494	10.414	.002 <sup>a</sup>
Residual	1982.506	148	13.395		
Total	2122.000	149			
2 Regression	207.350	2	103.675	7.960	.001 <sup>b</sup>
Residual	1914.650	147	13.025		
Total	2122.000	149			

a. Predictors: (Constant), INTER-PERSONAL RELATION

b. Predictors: (Constant), INTER-PERSONAL RELATION, HEALTH RELATED PERCEPTION

c. Dependent Variable: SATISFACTION OF NEED THROUGH WORK

In the **Table-2 (b)**: Table show The Beta value of 'interpersonal relation' is Beta= .256, which is found significant at .01 and .05 levels of confidence. It indicates that 'interpersonal relation' of business owners play very important and significant role in determining business outcome. In the 2<sup>nd</sup> step, it has been found that 'interpersonal relation' and 'Health related perception'—a dimension of 'Psychological well-being' contribute 09.8% ( $R^2 = .098$ ) to 'satisfaction of need through work'—a dimension of 'work identification'.

**Table-2 (b): Coefficients**

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	22.927	1.418		16.169	.000
	INTER-PERSONAL RELATION	.553	.171	.256	3.227	.002
2	(Constant)	24.714	1.603		15.422	.000
	INTER-PERSONAL RELATION	.560	.169	.260	3.316	.001
	HEALTH RELATED PERCEPTION	-.279	.122	-.179	-2.282	.024

a. Dependent Variable: SATISFACTION OF NEED THROUGH WORK

The Beta values of 'interpersonal relation' and 'Health related perception'— dimension of 'Psychological well-being' are Beta= .260 and Beta= -.179 respectively that are significant and have positive relationship with 'satisfaction of need through work'—a dimension of 'work identification' and are found significant at .05 level of confidence. It has been found that one predictor namely, 'interpersonal relation' has its positive significant relationship to work identification, whereas, 'Health related perception' —a dimension of 'psychological well-being' has significant negative influence on work identification. These predictors are found significant beyond .05 level of confidence.

**Table-3:** It is found that only one dimension of psychological well-being namely, 'interpersonal relation' contributes 06.6% ( $R^2 = .046$ ) to 'important attach to work' —a dimension of 'work identification'.

**Table-3 Model Summary Showing predictors influence on Importance Attach to Work.**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.215 <sup>a</sup>	.046	.040	3.83593

a. Predictors: (Constant), INTER-PERSONAL RELATION

**Table-3 (a)** showing the F value is 7.184 which is found significant far beyond .01 level of confidence.

**Table-3 (a) : ANOVA**

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	105.710	1	105.710	7.184	.008 <sup>a</sup>
Residual	2177.730	148	14.714		
Total	2283.440	149			

a. Predictors: (Constant), INTER-PERSONAL RELATION

b. Dependent Variable: IMPORTANT ATTACHED TO WORK



In the **Table-2 (b)**: Table show The Beta value of 'interpersonal relation' is Beta= 21.5, which is found significant at beyond .01 level of confidence. It indicates that 'interpersonal relation' of business owners play very important and significant role in determining business outcome. In the 2<sup>nd</sup> step, it has been found that 'interpersonal relation'—a dimension of 'Psychological well-being' contribute 04.6% ( $R^2 = .046$ ) to 'importance attach to work' —a dimension of 'work identification'.

psychological well-being emerged as significant predictors of 'Satisfaction of need through work' —a dimension of 'Work identification' in the same function. Therefore, the reason are remains the same.

Table-3 to table-3 (b), it is clear that only one dimension of 'Psychological well-being' viz., 'Interpersonal relation' emerged as significant predictor. It is again to say that 'Interpersonal relation' is also important for 'Importance attach to work' —a dimension of 'Work identification'.

**Table-3 (b): Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	23.626	1.486		15.898	.000
INTER-PERSONAL RELATION	.481	.179	.215	2.680	.008

a. Dependent Variable: IMPORTANCE ATTACHED TO WORK

## Discussion

In view of the findings given in Table-1 to Table-1(b), it is evident that two predictor variables viz., 'Interpersonal relation' and 'Health related perception' emerged as significant predictors of Work Identification as a whole. It is to mention that 'Interpersonal relation' was found to be positively and significantly related to Work Identification. Whereas, 'Health related perception' was found to be negatively but significantly related to Work Identification. Such finding emerged because of the reason that 'Interpersonal relation' at work plays a very significant role in determining Work Identification. Whereas, 'Health related perception' if it is negatively high then work identification is likely to improve.

Table-2 to table-2 (b), it is witnessed that again the same predictor variables of

In a nutshell, it is to say that two predictor variables namely, 'Interpersonal relation' and 'Health related perception' are important to give rise to work identification which seems to be the hall-mark of employees motivation and productive work efficiency in an organization or work place.

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