

Psychological Factors Associated with Job Satisfaction Among Counsellors in Rivers State, Nigeria

Dr. Opara, Ijeoma Margaret Peter, Esther Ayeoweke
Department of Educational Psychology, Guidance and Counselling
Faculty of Education, University of Port Harcourt, Port Harcourt, Nigeria

Abstract

The study investigated psychological factors associated with job satisfaction among counsellors in Rivers State, Nigeria. Three research questions and three null hypotheses guided the study. The design of the study is correlational. A sample size of 520 guidance counsellors which was drawn from both private and public secondary schools through purposive sampling technique was used for the study. The instruments used for the study were Counsellors Job Satisfaction Scale (CJSC) and Psychological Factors Scale (PFS) which were developed by the researchers. The instruments CJSC and PFS were validated by experts in educational psychology, guidance and counselling; measurement and evaluation. The reliability coefficients of CJSC and PTS sub sections were 0.64, 0.70 0.62 and 0.70 respectively which were determined through Cronbach alpha technique for internal consistency of the instruments. Data collected were analyzed using simple regression analysis to answer the research questions while Analysis of variance (ANOVA) and t-test associated with the regression were used to test the null hypotheses at 0.05 alpha level. The result revealed that self-concept and motivation significantly associate with counsellors' job satisfaction while locus of control did not significantly associate with counsellors' job satisfaction. Based on these results, it was recommended among others that guidance counsellors should always be motivated to do their counselling job through regular payment, seminars and workshops.

Keywords: Job Satisfaction, Locus of Control, Motivation, Counsellors.

Introduction

Job satisfaction is a household concept used by workers everywhere especially in Rivers State. It is the attitude employees have towards their jobs. It can also be described as the level of feeling of contentment of workers. Colman (2003) defined job satisfaction as the degree of which employees are contented with their job. Job satisfaction is the level of psychological disposition which a worker derives from his or her job. Mozumder (2012) defined it as a pleasurable or positive emotional state resulting from appraisal of one's job or job experience. In the same view, James as cited in Nwankwo (2013), defines job satisfaction as a satisfactory feelings derived from the job someone is doing. It also denotes the level of contentment of a worker for his or her job.

To the researchers' best knowledge, job satisfaction can simply be defined as the feelings people have about their jobs. It has been specifically defined as a pleasurable (or unpleasurable) emotional state resulting from the appraisal of one's job, an effective reaction to one's job and attitude reaction towards one's job. The definition suggested that job satisfaction takes into account feelings, beliefs and behavior. From the foregoing definitions, all job stimulate certain level of feeling in the worker based on the extent they satisfy or fail to satisfy the values and expectation of the worker.

Meeting the expectations and happiness of the workers result in job satisfaction while depriving them of their happiness and expectations leads to dissatisfaction for the job. Job satisfaction is usually associated with good and attractive working conditions such as salary and non salary conditions. Job satisfaction tends to be low when experience in a job fails to live up to expectation, although the same work might produce high level of job satisfaction among employees with more realistic expectation. Low job satisfaction leads to high absenteeism and labour turnover, but the relationship between job satisfaction and productivity is not straight forward. Job descriptive index is a scale used widely in "personnel psychology" to measure five major factors associated with job satisfaction. These are the nature of the work itself, wages and salaries, attitude towards supervision, relations with co-workers, and opportunities to promotion.

First, it is important to know that there are different kinds of job satisfaction. The surveys just described above investigated overall job satisfaction. This is when a person considers, the whole job and everything about it, Overall job satisfaction is usually a combination of intrinsic and extrinsic job satisfaction. Intrinsic job satisfaction is when workers consider only the kind of work they do, the task that make up job, while extrinsic job satisfaction is when worker consider the conditions of work such as the pay, co-workers and supervisors. These two types of job satisfaction are different and they help to look at jobs from both point of view.

A primary influence on job satisfaction is the application of job design, which aims to enhance job satisfaction and performance using methods such as job rotation, job enlargement, job enrichment and job re-engineering. Other influences on job satisfaction include management styles and culture, employee involvement,

employment, and autonomous work positions. Job satisfaction is a very important attribute and is frequently measured by organizations.

Enang (2013) defined counselling as the act of advising a person, whether challenge or not to face challenges, problems and travails of life with the aim of coming out victorious or where he is not yet challenged, to make such steps and actions as may lead to an expected successful end. It is a process of confidence building or rebuilding, raising the man in the man to accept that he was created superior to other objects or problems and that any challenges are subject to him, the problem within the society affecting them from their work to their family environment and often requiring some degree of reconstruction.

A counsellor is a trained person who can assist someone in solving his or her problems, Adegoke (2013) explain a counsellor to be one whose work ranges from the development and prevention of severe mental health problems through education and short term treatment with emphasis on growth as well as the remediation. In every organization, workers must be satisfied in which to put in their best. Counselling like any other profession requires high level of motivation in order to be productive as required by the school. It is full time regrettable that even in the schools where full time guidance counsellors are, the basic facilities are not provided. The researchers hold the conviction that apart from personality traits, and other factors relating to job satisfaction, the psychological factors such as self-concept, motivation and locus of control may play a key role in relation to counsellors' job satisfaction.

Nwankwo (2010) states that self-concept is the understanding you have about yourself, or the way you see yourself or what you believe about yourself. For example, a counsellor may believe about himself or herself that he/she is a brilliant fellow, skillful, etc. Self-concept is the way one perceives himself, a person's understanding of himself, what he can do, his total image in relation to job satisfaction. Judge, Erez and Bono (1998) in investigating the relationship between positive self-concept and job satisfaction performance see self-concept to be potentially important personality trait in the production of job performance. Self-concept serves as guidance of one's security. The counsellor's self-concept either positively or negatively and their perception towards job satisfaction will determine to an extent their level of involvement in job satisfaction. Based on the characteristics of self-concept job satisfaction among counsellors may be associated with it.

Motivation is another psychological factor involved in this study. Ikenyiri and Maduenyi (2011), state that motivation is an internal arousal which directs and maintains achieving set goal. Motivation has to do with the forces that maintains after the directions, quality and intensity or behaviour. The definition above did not only state the meaning of motivation but made inputs on the role of motivation to the workers. A motivated counsellor is easy to identify by his or her ability. Oparanma (2011) investigated whether any relationship existed between motivation and job satisfaction among retail business managers in Nigeria. In conclusion, the findings of the study revealed that there was a positive correlation between motivation and job satisfaction. Motivation is a term that refers to a process that elicits controls and sometimes certain behaviours. It is a group of phenomena which affect the strength of the behaviour and has persistence of the behaviour. Motivation is a psychological feature that arouses an organism to action towards a desired goal and elicits controls and sustains certain goal directed behaviour. For instance an individual has not eaten, he or she feels hungry and as a response, he or she eats and diminishes feelings of hunger.

Conceptually, motivation is related to, but distinct from emotion. Motivation could be intrinsic or extrinsic. Intrinsic motivation is one within the work itself like the recognition of a task completed. Conversely, hygiene tends to include extrinsic entities such as relatives with co-workers, which do not pertain to the worker's actual job. Optimum increases job motivation for counsellors, helping them become satisfied workers. Counsellors in any public and private secondary schools in Rivers State need something to keep them working. Most of the time the salary of the employee is enough to keep him/her working for an organization. Many talented counsellors who have high motivation may have become dis-spirited and disillusioned because of neglect from principals. Being motivated keeps individuals productive and gives self respect. Based on the characteristics nature of motivation, job satisfaction among counsellors may be associated with it.

Locus of control is the last of the psychological factors involved in this study that associates with job satisfaction of counsellors in Rivers State. Locus of control is embedded within the Rotter's (1954) social learning theory of personality which postulates that behaviour is a function of expectancy and reinforcement value in a specified situation. In other words, a particular behaviour is more likely to occur if it is associated with high reinforcement value and expectancy. Kpolovie (2010:472) defined locus of control as the dichotomous classification of people's personality into internal, versus external in accordance with the way individuals express, ascribe or attribute their success and failure. Julian Rotter propounded the concept in the 1950s. the underlying question regarding the locus of control is this- do I control my life or does something else (like a God) control it? This simple idea has profound significance as it influences people's belief very strongly. Do you believe in God? are you an agnostic? Why? Do I just have good luck? If I make all the high decisions, does that mean I can make my life be exactly how I envision it? These are all questions that might arise from that simple premise.

Locus of controls can be divided into internal and external locus of control. Individuals with internal locus of control are called internals. They believe that they have control over their destinies. They tend to be convinced that their own skills, abilities and effects determine bulk of their life experiences. Individuals who have extrinsic locus control are called externals. They believe that their destinies are controlled by external forces such as luck, chance, fate or powerful other (Rotter, 1966). A person with internal locus of control attributes changes to himself and to his actions. Based on the characteristics of the nature of locus of control, probably, job satisfaction among counsellors may be associated with it.

Counsellors encounter a lot of problem just like workers in other professions. The problems no doubt could led to their having poor perceptions of the counselling profession. Furthermore, some counsellors are not committed in their counselling job, consequently client suffer the unpleasant outcome. It could be that the counsellors work according to their personality types, age, level of intelligence, etc, but having varying levels of job satisfaction in their counselling profession. Equally, psychological factors such as self-concept, motivation and locus of control, could be associated with counsellors' job satisfaction. To the best of the researchers' knowledge, no research work has been done in this area; hence the problem of the study is to find out psychological factors associated with job satisfaction among counsellors.

The following research questions guided the study:

1. To what extent does self-concept associate with counsellors' job satisfaction in Rivers State?
2. To what extent does motivation associate with counsellors' job satisfaction in Rivers State?
3. To what extent does locus of control associate with counsellors' job satisfaction in Rivers State?

The following null hypotheses tested at 0.05 level of significance guided this study.

1. Self-concept does not significantly associate with counsellors' job satisfaction in Rivers State.
2. Motivation does not significantly associate with counsellors' job satisfaction in Rivers State.
3. Locus of control does not significantly associate with counsellors' job satisfaction in Rivers State.

Methods

This study adopted correlational research design. The design is ideal because the researchers gathered two sets of data (scores) from respondents. The two sets of data came respectively from the psychological factors and job satisfaction of the sample. The study was carried out in public and private secondary schools in Rivers State comprising all the counsellors. The population of practicing guidance counsellors in public secondary schools is three hundred and twenty-two (322) while that of private school is one hundred and ninety-eight (198) totaled five hundred and twenty (520) as at the time of the study. A sample of five hundred and twenty (520) professional counsellors was drawn from the twenty-three (23) local government areas of Rivers State. Purposive sampling technique was used because only the professional counsellors in the local government areas were used for the study. The instruments used for the data collection in this study were named Counsellors' Job Satisfaction scale (CJSS) and Psychological Factors Scale (PFS). Both are non-cognitive assessment tools. The counsellors job satisfaction scale (CJSS) had twenty (20) items and response level of very dissatisfied (VD), dissatisfied (D), satisfied (S) and very satisfied (VS). They were quantified with four (4) points, three (3) points, two (2) points, and one (1) point Likert type scale respectively. The answer options that had (4) points is very satisfied (VS), satisfied has (3) points, dissatisfied (D) has (2) points while very dissatisfied (VD) has (1) point. The psychological factor scale (PFS) was composed of the following namely, self-concept, motivation and locus of control. Each had ten (10) relevant items negatively and positively keyed, response level of Strongly Agree (SA), Agree (A), Disagree (D), and Strongly Disagree (SD) and quantified four (4) points, three (3) points, two (2) points and one (1) point respectively for positive items while 1, 2, 3 and 4 respectively for negative items. The instruments were validated by experts in the field of psychology, guidance and counselling, measurement and evaluation based on face validity. The reliability of the instrument was established through Cronbach alpha technique and the reliability coefficients were as follows: Counsellors' Job Satisfaction Scale had 0.64 while Psychological Factors Scale (PFS) had as follows: self-concept = 0.70, motivation = 0.62 and locus of control = 0.70. The research questions were answered using simple regression analysis while analysis of variance (ANOVA) and t-test associated with the regression was used to test the null hypotheses at 0.05 alpha level.

Results

Research Question 1: To what extent does self-concept associated with counsellors' job satisfaction in Rivers State?

Hypothesis 1: Self-concept does not significantly associate with counsellors' job satisfaction in Rivers State.

In order to answer the research question, simple regression was used while analysis of variance (ANOVA) and t-test associated with the regression were used to test the hypothesis.

Table 1: Simple regression analysis of self-concept and job satisfaction among counsellors.

Model	R	R ²	Adjusted R ²	Standard Error of estimate	
1	.094	.009	.007	8.04294	
Analysis of Variance (ANOVA)					
Model	Sum of squares	Df	Mean square	F	Sig.
Regression	296.553	1	296.553	4.584	.033
Residual	33508.815	518	64.689		
Total	33508.367	519			
Coefficients					
Model	Unstandardized coefficients		Standardized coefficients	T	Sig.
	B	Std Error	Beta		
(Constant)	59.841	3.097		19.321	.000
Self-concept	.197	.197	.094	2.141	.033

Table 1 reveals that the simple regression yielded a coefficient of .094, R² of .009, adjusted R² of .007 and standard error of the estimate of 8.04294. Based on the coefficient of determination (R² value) of .009, it can be deduced that the association of self-concept only explains .9% of the variation on counsellors job satisfaction.

To determine if the association is significant or not, analysis of variance (ANOVA) associated with simple regression was employed. The F-calculated value of 4.584 was significant at .033 which is less than the chosen alpha level of 0.05 (P<0.05). Hence, the null hypothesis is rejected indicating that self-concept significantly associate with counsellors' job satisfaction. For further confirmation of the association of self-concept and counsellors' job satisfaction, the t-value associated with regression was also used. The table also shows that the beta value of .094 which was significant based on its t-value of 2.141 was significant at .033 level which is less than the chosen probability level of 0.05 (P<0.05). Therefore, the null hypothesis of no significant association of self-concept and counsellors' job satisfaction is rejected. That means that self-concept significantly associated with counsellors' job satisfaction in Rivers State. The regression equation for counsellors' job satisfaction is $Y = 59.841 + .197x$; where x is the raw score for each counsellors self-concept.

Research question 2: To what extent does motivation associate with counsellors job satisfaction in Rivers State?

Hypothesis 2: Motivation does not significantly associate with counsellors' job satisfaction in Rivers State.

In order to answer the research question, simple regression was used while testing the null hypothesis, ANOVA and t-test associated with the regression were employed.

Table 2: Simple regression analysis of motivation and job satisfaction among counsellors.

Model	R	R ²	Adjusted R ²	Standard Error of estimate	
1	.106	.011	.009	8.03317	
Analysis of Variance (ANOVA)					
Model	Sum of squares	Df	Mean square	F	Sig.
Regression	377.904	1	377.904	5.856	.016
Residual	33427.464	518	64.532		
Total	33805.367	519			
Coefficients					
Model	Unstandardized coefficients		Standardized coefficients	T	Sig.
	B	Std Error	Beta		
(Constant)	61.520	2.059		29.878	.000
Self-concept	.185	.077	.106	2.420	.016

Table 2 shows that the simple regression yielded a coefficient of .106, R² of .011, adjusted R² of .009 and standard error of the estimate of 8.03317. Based on the coefficient of determination (R² value) of .011, it can be deduced that the association of motivation only explains 1.1% of the variation on counsellors job satisfaction.

To determine if the association is significant or not, analysis of variance (ANOVA) associated with simple regression was employed. The F-calculated value of 5.856 was significant at .016 which is less than the chosen alpha level of 0.05 (P<0.05). Hence, the null hypothesis is rejected indicating that motivation significantly associate with counsellors job satisfaction. For further confirmation of the association of motivation and counsellors' job satisfaction, the t-value associated with regression was also used. The table also reveals that the beta value of .106 which was significant based on its t-value of 2.420 was significant at .016 level which is less than the chosen probability level of 0.05 (P<0.05). Therefore, the null hypothesis of no significant association of motivation and counsellors' job satisfaction is rejected. That means that motivation significantly associated with counsellors' job satisfaction in Rivers State. The regression equation for counsellors' job satisfaction is $Y = 61.520 + .185x$; where x is the raw score for each counsellors motivation.

Research Question 3: To what extent does locus of control associate with counsellors' job satisfaction in Rivers

State?

Hypothesis 3: Locus of control does not significantly associate with counsellors' job satisfaction in Rivers State. In order to answer the research question, simple regression was used while analysis of variance (ANOVA) and t-test associated with the regression was used to test the hypothesis.

Table 3: Simple regression analysis of locus of control and job satisfaction among counsellors.

Model	R	R ²	Adjusted R ²	Standard Error of estimate	
1	.028	.001	-.001	8.07538	
Analysis of Variance (ANOVA)					
Model	Sum of squares	Df	Mean square	F	Sig.
Regression	25.642	1	25.642	.393	.531
Residual	33779.725	518	65.212		
Total	33805.367	519			
Coefficients					
Model	Unstandardized coefficients		Standardized coefficients	T	Sig.
	B	Std Error	Beta		
(Constant)	67.899	2.372		28.630	.000
Self-concept	-.048	.077	-.028	-.627	.531

Table 3 reveals that the simple regression yielded a coefficient of .028, R² of .001, adjusted R² of -.001 and standard error of the estimate of 8.07538. Based on the coefficient of determination (R² value) of .001, it can be deduced that the association of locus of control only explains .1% of the variation on counsellors job satisfaction.

To determine if the association is significant or not analysis of variance (ANOVA) associated with simple regression was employed. The F-calculated value of .393 was significant at .531 which is greater than the chosen alpha level of 0.05 (P > 0.05). Hence, the null hypothesis is retained indicating that locus of control does not significantly associate with counsellors' job satisfaction. For further confirmation of the association of locus of control and counsellors' job satisfaction, the t-value associated with regression was also used. The table also shows that the beta value of -.028 which was not significant based on its t-value of -.627 was significant at .531 level which is greater than the chosen probability level of 0.05 (P > 0.05). Therefore, the null hypothesis of no significant association of locus of control and counsellors' job satisfaction is retained. That means that locus of control does not significantly associate with counsellors' job satisfaction in Rivers State. The regression equation for counsellors' job satisfaction is $Y = 67.899 + -.048x$; where x is the raw score for each counsellors locus of control.

Discussion of Findings

The result reveals that there is a positive significant association between self-concept and counsellors job satisfaction in Rivers State. The positive association means that as counsellors self-concept increases, there is a corresponding increase in their job satisfaction and vice-versa. This means that most counsellors who had high self-concept had high job satisfaction while most counsellors who had low self-concept had low job satisfaction. The summary of ANOVA for regression showed that the calculated F-value of 4.584 was statistically significant at 0.05 alpha level. The result was further confirmed by the beta value of .094 and associated t-value of 2.141 which was also statistically significant at 0.05 alpha level. The result therefore implies that there is a positive low significant association between self-concept and counsellors job satisfaction. The findings of this study are in agreement with those of Judge, Erez, and Bono (1998) who investigated on the relationship between positive self-concept and job satisfaction and found that positive self-concept relate to job satisfaction among workers. However, a finding discordant with the present one was found by Cowin, Johnson, Craven and March (2008) whose results showed no significant association between self-concept and job satisfaction. The divergent in results may be attributed to the variance in the statistical tools and the area of the study. The present study was analyzed using simple regression while the past was analyzed with conformatory factor analysis, correlational matrices and path analysis. Furthermore, the present study was conducted in Rivers State Nigeria while the past was conducted in Australia.

Also, the findings showed that there is a significant positive association between motivation and job satisfaction among counsellors in Rivers State. The positive association means that as counsellors motivation increases, there is a corresponding increase in their job satisfaction and vice versa. This means that most counsellors who had high motivation had high job satisfaction and vice versa. The summary of ANOVA for regression revealed that the calculated F-value of 5.856 was statistically significant at 0.05 alpha level. The result was further confirmed by the beta value of .106 and associated t-value of 2.420 which was also statistically significant at 0.05 alpha level. The result therefore implied that there is a positive low significant association between motivation and counsellors job satisfaction. The findings of this study are in agreement with those of Ogunnaike, Akinbola and Ojo (2014) who investigated on effect of motivation on job satisfaction of selected

sales representatives and found out that motivation (both intrinsic and extrinsic) are critical to enriching the job satisfaction of sales representatives. Another finding similar to this study is that of Oparanma (2011) who also found out that motivation has strong impact on job satisfaction of retail business managers as it improves their quality of output. There is similarity of the two findings irrespective of the respondents.

Finally, the results indicates that there is a negative low association between locus of control and job satisfaction. The negative association means that as counsellors locus of control increases, there is a corresponding decrease in their job satisfaction. The summary of ANOVA for regression showed that the calculated F-value of .393 was not statistically significant at 0.05 alpha level. The result was further confirmed by the beta value of -.028 which was also not statistically significant at 0.05 alpha level. The result therefore implies that there is no significant association between locus of control and job satisfaction. The findings of this study are in agreement with those of Dhole & Tipnis (2013) who investigated on role of stress and locus of control on job satisfaction among employees and found out that there was a negative correlation between locus of control and job satisfaction. However, a finding discordant with the present one was found by Dayo (2012) and Lakshman & Mali (2011) whose results showed significant positive correlation between locus of control and job satisfaction. The divergent in results may be attributed to the variance in the statistical tools and the area of the study. The present study was analyzed using simple regression while the pasts were analyzed with Pearson Product Moment Correlation. Furthermore, the present study was conducted in Rivers State Nigeria while the pasts were conducted in Ogun State, Nigeria and India respectively.

Conclusion

The findings of the study revealed that self-concept and motivation significantly associated with counsellors job satisfaction while locus of control does not significantly associate with counsellors job satisfaction. Interestingly, it is worthy to note that the magnitude of the association and percentage of prediction of one variable from another were low between self-concept, motivation, locus of control and counsellors job satisfaction.

Implications of the Findings

The findings of the study revealed that self-concept and motivation significantly associated with counsellors' job satisfaction. This implies that self-concept and motivation are good indices for enhancing counsellors' job satisfactions. In case of locus of control, it not a good index for enhancing counsellors' job satisfaction because it does not associate with their job satisfaction.

Recommendations

Based on the findings of the study, the following recommendations were made.

1. That guidance counsellors should continue to perceive themselves to be worthy of the job they are doing. They should not see themselves as inferiors.
2. That guidance counsellors should always be motivated to do their counselling jobs through regular payment, sending to seminars and workshops etc.
3. That before a guidance counsellor is employed, good orientation of the work should be given to reduce their feelings that every misfortune is caused by something else rather than nature.

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