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**A PSYCHOLOGICAL PROFILING OF ARTISANS (MECHANICS, HAIR DRESSERS, PANEL BEATERS AND TAILORS) ON EMOTIONAL INTELLIGENCE, ATTITUDE TO WORK, SELF-EFFICACY AND LOCUS OF CONTROL**

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**ABSTRACT:** *This study is on psychological profiling of artisans (motor mechanic, hair dressers, panel beaters, and tailors) on emotional intelligence, attitude to work, self efficacy and locus of control. In this study eight hypotheses were tested, four were confirmed and four were rejected. The study used 220 participants who are artisans in the ikotun area of Lagos state. 50 were mechanics (males) 40 were hair dressers (females) 30 were panel beaters (males) and 100 tailors (50 males/50 females). Their age range is between 15 and 50 years. It was a survey in which cluster random sampling was used. T-Test for independent groups was used to analyze the data.*

**KEYWORDS:** Psychological, Profiling, Artisans.

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## **INTRODUCTION**

Psychological profiling of artisans which includes: Mechanics, hair dressers, panel beaters and tailors, these are all classified as artisan which is a person who does skilled work making things with his hand (craftsman). Mechanics, hair dressers, panel beaters and tailors which occupy a significant place in the society.

**Attitude** influences both professional and personal behaviour. (Emrich et al., 2003). Their attitude in their work place can be one of the most revealing aspect of how others and customers look at them. A first impression can be hard thing to shake especially it is a negative impression. In other words, once you have gotten a workplace reputation as being crazy, a slacker, a winer or other negative tag, it can be hard to get rid of. Perception is often reality and once people get an idea in their head about someone or some or something it can be difficult to get them to think differently. In artisans experience their attitude in the place can sometimes define you more than the work you actually produce if your customers and colleagues come to see you as some one who is reliable competent, intelligent and some one they can rely on.

**Self perception theory of attitude by Daryl Ben's (1965-972)** People often draw conclusion about their own attitudes after observing our own behaviour. **Cognitive dissonance of attitude by Leon Festinger (1957)** This is the unpleasant state of arousals that occurs when we discover inconsistencies in our beliefs or between our beliefs and our behaviour. **Leon Festinger and James Carlsmith (1959)** Carried out an experiment, subjects were required to do a dull task. After completing the task they were told that they would be given \$1 (one dollar) to tell other subjects that the task was enjoyable. After telling others that the task was

interesting, subjects actually rated the task more positively than the control subjects who sampling did the work and then rated it. **Stuart valins (1966)** carried out an experiment in which he showed males pictures of scantily clad women and had them Judge the women's attractive as they listened through earphones to a sound they thought was their own heartbeat. The heartbeat was not however actually been recorded from the subjects but was rather a pre – recorded tape. A normal heartbeat was played as the subjects viewed had of photographs, a speeded up heart beat as they viewed others, valin's subjects tended to rate women as more attractive of their pictures were accompanied by the faster heart beats. **Mathien Gaillard and Donatienne Desmette (2008)** carried out a study investigating the role of inter group processes in older workers attitudes towards work and early exit from the work place using a sample of 152, 45 to 59 years old Belgian workers. They found out that cognitive identification with older workers as a group was positively related to early exit intention, whereas permeability of younger worker's group boundaries had a positive relationship to affective organisation commitment and a negative relationship to psychological disengagement and to competition with younger workers.

**Self efficacy** beliefs determine how people feel, think, motivate themselves and behave. Such beliefs produce these diverse effects through four major processes. They include cognitive, motivational, affective and selection processes. A strong sense of efficacy enhances human accomplishment and personal well being in many ways. People with high assurance in their capabilities approach difficult tasks as challenges to be mastered rather than as threats to be avoided. (Bandura, 1977). **Kevin R. Kelly (2009)** carried out a study on gender and academic achievement in relation to career self efficacy for female, male and sex balanced occupations. The result shows that girls had higher efficacy expectations for some female careers and lower efficacy expectations for some male careers than boys. Girls and boys did not differ in their efficacy expectations for sex balanced occupations. The overall influence of gender on career self efficacy was quite modest. Achievement was found top be a more powerful predictor of career self efficacy than gender.

**Emotional intelligenceI** is the ability to recognize your emotions, understand what they're telling you, and realize how your emotions affect people around you. It also involves your perception of others: when you understand how they feel, this allows you to manage relationships more effectively. Emotional intelligenceI can be a key to success in your life – especially in your career. The ability to manage people and relationships is very important in all leaders, so developing and using your EI can be a good way to show others the leader inside of you.(management and training 2015) We all have different personalities, different wants and needs, and different ways of showing our emotions. Navigating through this all takes tact and cleverness – especially if we hope to succeed in life. This is where EI becomes important. **Implicit theory of intelligence.** Evidence of intellectual accomplishment, or job performance which readily makes people decide that one is smarter, brighter, or brainier than another.

**Benjamin Palmer, CATHERINE Donaldson and Constough (2001)** Carried out a study to examine the relationship between emotional intelligence and life satisfaction. They assessed 107 participants and found out that there is negative and positive affect.

**Suzy fox and Paul E. Spector (2009)** Studied the measures of three components of emotional intelligence (empathy, self regulation of mood and self presentation) as well as affective traits (positive and negative affectivity) and general and practical intelligence were related to a major facet of work success and job interview performance. A sample of 116

undergraduates participated in a simulated job selection experience, consisting of paper and pencil tests and a video taped structured interview. Results partially supported the proposed model. Some but not all of the affect and ability measures were related to interview out come, both directly mediated by the interviewer's affective response (perceived similarity and linking).

### Characteristics of Emotional Intelligence

1. **Self-Awareness** – People with high EI are usually very self-aware. They understand their emotions, and because of this, they don't let their feelings rule them. They're confident – because they trust their intuition and don't let their emotions get out of control.

They're also willing to take an honest look at themselves. They know their strengths and weaknesses, and they work on these areas so they can perform better. Many people believe that this self-awareness is the most important part of EI.

2. **Self-Regulation** – This is the ability to control emotions and impulses. People who self-regulate typically don't allow themselves to become too angry or jealous, and they don't make impulsive, careless decisions. They think before they act. Characteristics of self-regulation are thoughtfulness, comfort with change, integrity and the ability to say no.
3. **Motivation** – People with a high degree of EI are usually motivated. They're willing to defer immediate results for long-term success. They're highly productive, love a challenge, and are very effective in whatever they do.
4. **Empathy** – This is perhaps the second-most important element of EI. Empathy is the ability to identify with and understand the wants, needs, and viewpoints of those around you. People with empathy are good at recognizing the feelings of others, even when those feelings may not be obvious. As a result, empathetic people are usually excellent at managing relationships, listening, and relating to others. They avoid stereotyping and judging too quickly, and they live their lives in a very open, honest way.
5. **Social Skills** – It's usually easy to talk to and like people with good social skills, another sign of high EI. Those with strong social skills are typically team players. Rather than focus on their own success first, they help others develop and shine. They can manage disputes, are excellent communicators, and are masters at building and maintaining relationships.

**Locus of Control** is considered to be an important aspect of personality. Locus of Control refers to an individual's perception about the underlying main causes of events in his/her life. A locus of control orientation is a belief about whether the outcomes of our actions are contingent on what we do (internal control orientation) or on events outside our personal control (external control orientation)." (Zimbardo, 1985)

Thus, locus of control is conceptualised as referring to a unidimensional continuum, ranging from *external* to *internal*:

<p><b>External Locus of Control</b> Individual believes that his/her behaviour is guided by fate, luck, or other external circumstances</p>	<p><b>Internal Locus of Control</b> Individual believes that his/her behaviour is guided by his/her personal decisions and efforts.</p>
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**Maria T Ponto (1999)** conducted a study to examine the influence of locus of control on perceived satisfaction of nursing students. Three groups of 50 students in first, second and third years of the nursing diploma were used. It was anticipated that the students would become more, internal on the locus of control orientation overtime and would therefore perceive greater-satisfaction with on the course. The result showed that students with internal mention on locus of control perceived greater satisfaction than students with an external mutational how ever no significance differences in locus of control were found between the groups.

### **Purpose of the study**

An attempt on psychological profiling of artisans which includes mechanics, Hair dressers, panel beaters, Tailors in Ikotun Egbe of Lagos state on emotional intelligence, attitude to work, locus of control and self efficacy.

### **Hypotheses**

1. Young artisans will perform significantly better than old artisans on emotional intelligence
2. Young artisans will significantly perform better than old artisan on attitude to work
3. There will be a significant difference between male and female artisans on emotional intelligence
4. There will be a significant difference between male and female artisans on attitude to work
5. Female tailors will significantly perform well on self efficacy the male tailors
6. Female tailors will significantly perform well on locus of control then male tailors
7. Unmarried artisans will perform better on emotional intelligence than married artisans.
8. Unmarried artisans will perform better on emotional intelligence than married artisans

## **METHOD**

### **Design**

The study is a survey it is a social scientific investigation that studies small and large population (Universe) by selecting and studying samples from the population to determine

the relative incidence, distribution and interrelations between sociological and psychological variables.

### **Participants**

The participants were 220 artisans in the Ikotun area of Lagos state. 50 were mechanics males, 40 were hair dressers females, 30 were panel beaters males, 50 tailors males and 50 tailors females. Their age ranges between 15 and 50 years old.

### **Instruments**

The instrument was in a questionnaire format, divided into sections A, B, C, D and E.

**Section A:** Tapped the demographic variables of the participants which includes, age, sex, religion, marital status, educational qualification, Years of working experience and type of work.

**Section B:** Measured emotional intelligence. It contains 25 items with a 5-point Likert scoring format having responses ranging from strongly Agree to Strongly Disagree. The scale was developed by Afolabi (2002). The authors repeated a retest co-efficient of 0.77. High score in the scale is indicative of high emotional intelligence.

**Section C:** Measured a self efficacy. This is a 20 items scale developed by Pinich and Degroot (1990) the response format was the 5 point Likert type. With options ranging from strongly agree to strongly disagree. The reliability co-efficient of the scale as reported by the author was 0.8. High scores on the scale indicates high self efficacy.

**Section D:** Measured attitude to work. It is a 17 items scale developed by the researcher. Idoko (2009) the reliability method, Cronbach alpha reliability method and Spearman rank reliability method. The instrument was administered to the respondents at once and separate scores assigned to every respondent on two selected halves of the scale. Each respondent was given one score on the odd numbered items and a second score on the even numbered items, since there was no statistical difference between the means and variances of the means of the two halves, the reliability of the scale was estimated by the Cronbach alpha which yielded the co-efficient of 0.77. It has Yes or No response. High a score on the scale indicates positive attitude to work.

**Section E:** Locus of control. This scale was jointly developed by Craig Franklin and Andrew (1984) it is a 17 item scale with Likert response format. The authors reported a co-efficient of 0.75. High score on the scale indicates external locus of control.

### **Procedure**

Questionnaires were used to collect data from the participants. The researcher used Cluster Random sampling. Ikotun egbe axis of Lagos – state was used. Direction on how to fill the questionnaire was – adequately stated in the questionnaire and verbal instruction emphasizing confidentiality and honesty in completing the questionnaire was given as the – participants collect the questionnaire.

### **Statistical analysis**

The statistical tool used is T. Test for independent groups.

## RESULTS

This chapter presents the results of the analysis carried out to verify the studied hypotheses. The data obtained from the field were analyzed using computer software application of Statistical Package for the Social Science (SPSS)

**Hypothesis I:** State that young artisans will perform better than old artisans on emotional intelligence.

**Table 1:** A summary of T. Test for independent groups showing comparison between young and old artisans on emotional intelligence.

Variable	N	X	SD	SE	t	df	P
Young	91	68.84	9.40		1.92	29	.056
Old	129	66.09	11.07				

The result in table 1 shows that there is significant difference between young and old artisans on emotional intelligence.  $t = 1.92, df = 29, p = .056$ . The hypothesis is accepted.

**Hypothesis 2:** States that young artisans will perform significantly better than old artisans on attitude to work.

**Table 2:** Shows the statistical summary on attitude to work

Variable	N	X	SD	SE	t	Df	P
Young	91	24.93	2.75		-1.67	29	.097
Old	129	25.64	3.29				

The result in table 2 shows that there is a significant difference between the young and old artisans on attitude to work.  $t = -1.67, df = 29, p = 0.97$  The hypothesis is accepted.

**Hypothesis 3:** States that there will be a significant difference between male and female artisans on emotional intelligence.

**Table 3:** Statistical summary of hypothesis 3

Variable	N	X	SD	SE	t	df	P
Male	195	67.51	10.80		1.13	29	.260
Female	25	56	7.31				

The result in table 3 shows that there is no significant difference between male and female artisans on emotional intelligence.  $t = 1.13, df = 29, p = .260$ . The hypothesis is rejected.

**Hypothesis 4:** States that there will be a significance difference between male and female artisans on attitude to work.

**Table 4:** statistical summary of the result

Variable	N	X	SD	SE	t	df	P
Male	195	25.30	3.17		-.575	29	.566
Female	25	25.68	2.322				

The result in table 4 shows that there is no significant difference between male and female artisans on attitude to work.  $t = -.575$ ,  $df = 29$ ,  $p = .566$ . The hypothesis is rejected.

**Hypothesis 5:** States that female tailors will perform significantly well on self efficacy then male tailors

**Table 5:** Statistical summary

Variable	N	X	SD	SE	T	df	P
Male tailor	50	70.42	7.09		2.1	98	.040
Female tailor	50	66.46	11.42				

The result in table 5 shows that female tailors will significantly perform well on self efficacy then male tailors.  $t = 2.1$ ,  $df = 98$ ,  $p = .040$ . The hypothesis is accepted.

**Hypothesis 6:** States that female tailors will perform significantly well then male tailors on locus of control

**Table 6:** The statistical presentation

Variable	N	X	SD	SE	t	df	P
Male tailors	50	26.18	1.66		1.96	98	.053
Female tailors	50	25.08	3.60				

The result in table 6 shows that female tailors will perform significantly between on locus of control male tailors.  $t = 1.96$ ,  $df = 98$ ,  $p = .053$ . the hypothesis is accepted.

**Hypothesis 7:** States that unmarried artisans will perform better on attitude to work than married artisans

**Table 7:** Shows the statistical table

Variable	N	X	SD	SE	t	df	P
Single	103	25.21	3.49		-.593	22	.553
Married	117	25.46	2.70				

The result in table 7 shows that unmarried artisans will not perform better on attitude to work than married artisans.  $t = -.593$ ,  $df = 22$ ,  $p = .553$  The hypothesis is rejected.

**Hypothesis 8:** States that Unmarried artisans will perform better on emotional intelligence than married artisans.

**Table 8:** Shows the statistical presentation

Variable	N	X	SD	SE	t	df	P
Single	103	66.89	9.83		-.443	22	.658
Married	117	67.52	11.05				

The result in table 8 shows that unmarried artisans will not perform better on emotional intelligence than married artisans.  $t = -.443$ ,  $df = 22$ ,  $p = .658$ . Therefore the hypothesis is rejected.

## DISCUSSION AND CONCLUSION

The study was a psychological profiling of artisans (mechanics, hair dressers, panel beaters and tailors) on emotional intelligence, attitude to work, self efficacy and locus of control. Above mentioned artisans in Ikotun Egbe area of Lagos was used. Eight hypotheses were tested, four were significant and four were not significant. To this end the following conclusions were reached:

- Young artisans will perform better than old artisans on emotional intelligence
- Young artisans will perform better on attitude to work than old artisans
- There will be no significant difference between male and female artisans.
- There will be no significant difference between male and female artisans on emotional intelligence.
- There will be no significant difference between male and female artisans on attitude to work
- Female tailors will significantly perform well on self efficacy than male tailors.
- Female tailors will significantly perform well on locus of control than male tailors
- Unmarried artisans will not perform better on attitude to work than married artisans
- Unmarried artisans will not perform better on emotional intelligence than married artisans.

### Limitation

Local research on psychological profiling of artisans was elusive.

## Recommendation

This is a very good fertile ground for research fund will be made available so that an in-depth study will be carried out on artisans. The result of this study will be made available to the Nigerian directive of employment to guide them in their policy of unemployment eradication.

Artisans will be counseled on the best way to be productive in this chosen field.

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