



Quality of Work Life and Employee Work Passion of Electricity Distribution Companies in South-South, Nigeria

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Abstract

This study establishes the relationship between quality of work life and employee work passion of electricity distribution companies in South-South, Nigeria. Two hypotheses were established and tested for the study with a population size of 758 employees of electricity distribution companies in South-South, Nigeria which were selected based on convenience sampling method. Sample size of 262 was determined from the total population of 758 using Taro Yamane's formula. Therefore, 262 questionnaires were distributed to employees of electrical distribution companies but only 187 questionnaires were retrieved and tested with the Pearson Moment Correlation Coefficient. The result of the analysis showed a positive and significant relationship between all the dimensions of quality of work life (job satisfaction and work environment) and the measure of employee work passion (obsessive passion) of electricity distribution companies in South-South, Nigeria. Based on the result, the study therefore concluded that there is a significant relationship between quality of work life and employee work passion of electricity distribution companies in South-South, Nigeria.

Keywords:

Quality of Work Life; Employee Work Passion; Job Satisfaction; Work Environment; Obsessive Passion



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Introduction

Passion, according to Ho et al. (2018), is the driving force behind a company's desired outcomes. When workers care deeply about their work, they have a greater capacity to apply what they have learned and expertise to do assignments accurately and efficiently (Guthrie, 2010). Eketu (2019) argues that a favorable work environment and unqualified job satisfaction feed an emotional interest in one's work, which in turn motivates individuals to thrive in their professions. Furthermore, a dedicated staff may improve morale and overall company performance (Stoia, 2018), making it a key indicator of a successful firm.

According to Perrewe et al. (2014), when workers experience positive emotions and think critically about their work, it motivates them to perform a good job. For a business to succeed in the long run, it needs committed workers who are continuously looking for ways to improve the company's position. Enthusiastic professionals make an effort and go the extra mile to make sure their colleagues share their enthusiasm (Ho et al., 2018).

According to Vallerand and Houliard (2003), a person's level of passion at work is determined by how much time and energy they devote to an activity that they enjoy, how much it defines them, and how much it is an intrinsic part of their identity. The power distribution firm's operations function more smoothly when employees are excited about their employment. According to Breevaart et al. (2019), employees are passionate about their work when they enjoy it, they feel their needs are being met, they get along with coworkers, they can climb the corporate ladder, they are treated fairly, their efforts are valued, they are loyal to the company, and they have a strong bond with their boss and colleagues.

Workers are more likely to have a positive outlook on the company when they are satisfied with their work life. This is because workers are rational and creative individuals. More and more businesses are putting an emphasis on helping employees achieve a better work-life balance because they recognize that employees are more than simply machines; they are sentient individuals whose thoughts, feelings, and emotional health impact their performance on the job. Workplace satisfaction is defined as the degree to which an individual enjoys or dislikes their work environment (Sahni, 2019). The author posits that factors including pay, benefits, working conditions, promotion opportunities, weekly hours, job satisfaction, and work-life balance are what ultimately decide an individual's quality of life on the job. According to Fatmasari et al. (2018), quality of work life is defined as how well workers feel mentally and physically while working. Employees who say they have a healthy work-life balance are more likely to be confident, which boosts their mood (Nayak et al., 2018).

When employees are happy in their jobs, it shows in the company's productivity and health (Kaighobadi et al., 2020; Mothukur & Ramesh, 2021). According to Saira et al. (2021), a good work-life balance is quickly becoming an important metric for companies and individuals. A better work life is the result of several things, and those things assist people and businesses achieve remarkable success (Duyan, et al., 2019). According to Singh and Maini (2021), when work-life programs are of high quality, they help individuals improve both personally and professionally.

Numerous studies have investigated different constructs in an effort to determine whether they could increase employees' passion for their job. Spehar et al. (2016) sought to find out how a sense of belonging may increase employee enthusiasm. According to the results, it's crucial to have a sense of belonging and a harmonious passion for one's career in influencing overall job happiness. Salessi et al. (2017) used five research to show that having the support of those in control (managers, supervisors,

etc.) serves double duty: it promotes the growth of harmonic passion and helps keep it alive. Astakhova and Ho (2018) set out to investigate the connection between employee enthusiasm and performance on the job. Organisational identity mediates the effect as a consequence of a harmonious work devotion, show.

The Electricity Distribution Company of South-South Nigeria employs a lot of people who are passionate about their profession, but there has been little study on the link between quality of work life and employee work passion. To address these knowledge gaps, this study provides information on how workers' quality of life affects their work passion on the workplace.

Statement of Problem

It appears like a lot of people at the power distribution company aren't passionate about what they do, and many quit in the first few months (Ozigi, 2022). A lack of passion on the part of workers has dampened morale in the office and stunted the success of the business. Furthermore, when employees lack excitement for their work, it leads to a rise in employee deviant behavior, which can negatively impact the organization's health. Any investment in an employee's professional growth that ends in their resignation owing to a lack of interest is a waste of money.

Along similar lines, Eketu (2019) stated that the company's inability to achieve its objectives was due in part to the employees' poor morale, high absenteeism rate, and lack of passion. The problem of disinterested workers at the power distribution firm has also become more worrisome, according to Ozigi (2022). This is because many workers are unenthusiastic and so do not give a hoot about the security of the business's assets. Furthermore, the author stated that the staff's lack of passion has negatively impacted the company's bottom line due to the issue of lack of enthusiasm. Poor working conditions, poor pay, payment delays, unpaid overtime, and overall job insecurity are some of the individuals employed by Nigeria's government and commercial companies aren't very enthusiastic about their jobs (Stoia, 2018). Failure to address the issue of low passion might have a negative impact on the firm's long-term profitability.

Workers' mental health may be enhanced by several organizational activities, such as fostering cooperation and efficient communication, providing a support system for both coworkers and supervisors, increasing worker remuneration, and enhancing staff training and development (David, 2001). Additionally, QWL boosts employee well-being and productivity, which is important information for companies to have (Ishfaq, et al., 2022).

Workers who have a good QWL tend to be more productive overall, according to a large body of research (Armstrong, 2006; Mirkamali and Narenji, 2008). A better incentive system, employee benefits, employee engagement, employment stability, job satisfaction, training and development, and a more attractive work environment are all important parts of a good work life, according to the literature (Havlovic, 1991). Furthermore, staff morale plummeted, with just 29% of American workers expressing genuine joy for their work (Tucker, 2002). Apathy, complacency, absenteeism, dangerous working conditions, and low production are just a few issues that have arisen as a result of employees' lack of excitement for the organization. No one can deny the critical need of finding a solution to this problem.

Since improving organizational fortune is a possible outcome, many believe that the power distribution corporation may handle the performance problem by taking the issue of quality of work life seriously. The power distribution business has been largely overlooked in the current discussion on job passion. On the basis of these assumptions, this study explores the possibility of resolving a

power distribution company's passion problem in South-South Nigeria by improving the quality of life at work for employees in relation to aspects like organizational climate, training and development, job satisfaction, compensation, and work environment.

Aim and Objectives

The purpose of this research is to look at how electrical distribution firms in South-South Nigeria rate their quality of work life and employees' work passion. Here are the specific goals;

- i. Investigate the impact of job satisfaction on obsessive passion of electricity distribution companies in South-South, Nigeria.
- ii. Investigate the effect of work environment on obsessive passion of electricity distribution companies in South-South, Nigeria.

Research Hypothesis

HO₁: There is no significant impact of job satisfaction on obsessive passion of electricity distribution companies in South-South, Nigeria.

HO₂: There is no significant effect of work environment on obsessive passion of electricity distribution companies in South-South, Nigeria.

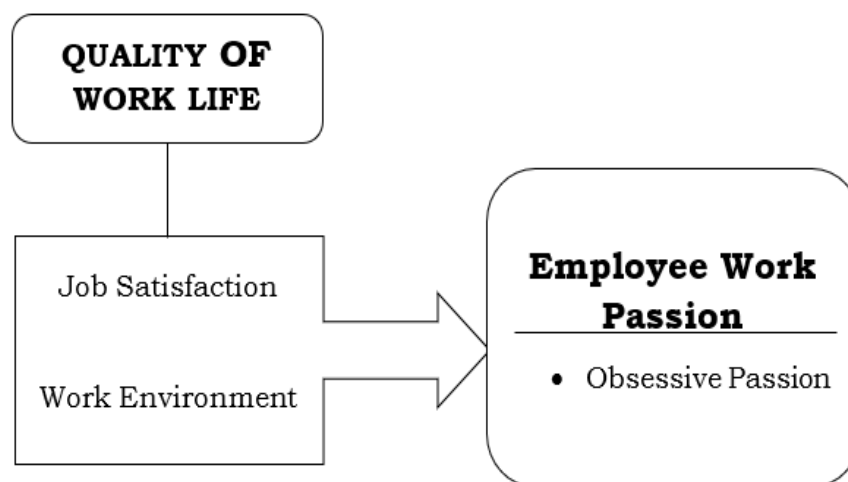


Figure 1: A conceptual framework of quality of work life and employee work passion

Source: The dimensions of quality of work life were adapted from Swamy et al. (2015); Adioeswanto et al. (2020). The measures of employee work passion were adapted from Li et al. (2017).

Literature Review

Concept of Quality of Work Life (QWL)

There are four main components that make up a good work life: a safe workplace, access to occupational health care, sufficient working hours, and a fair wage. According to Panday and Tripathi (2018), it has connections to factors including contentment in one's work, drive to succeed, health, safety on the job, and overall happiness. According to Sirgy et al. (2001), this concept includes how one's employment affects their happiness in one's personal life, one's degree of job fulfillment, total life satisfaction, personal happiness, and subjective well-being. Sattar et al. (2018) found that when companies invest in their workers' well-being on the job, it positively affects their productivity, which in turn boosts their quality of life at work.

According to Bakhshi et al. (2019), QWL is a multi-dimensional construct that is always evolving. According to Tripathy (2017), QWL refers to the favorable conditions and atmosphere at work that foster contentment among workers. It is critical for businesses to do all in their power to make sure their employees enjoy their time at work since satisfied employees are more invested in the success of their firm. Making workers happy and productive is essential for any company (Nayak & Lenka, 2021). Workers will be less satisfied with their jobs when their employers fail to create a good work life and present them with an unappreciated experience (Tripathy, 2017).

Job Satisfaction

Satisfaction with one's job is the "end stage of feeling," to use Saiyadain's term (2009). In order to experience certain feelings, one must first have their desires met (Saiyadain, 2009). Workers report "a favorable feeling about a job" when their degree of contentment with their employment is concerned, as shown in studies conducted by Robbins and Judge (2013). Robbins and Judge (2013) found that workers who are happy in their positions report higher levels of job satisfaction than those who are dissatisfied. According to Armstrong et al. (2014), "job satisfaction" refers to how individuals feel and think about their jobs. He insisted that a person's attitude toward their work is a good indicator of their degree of job satisfaction, so if you feel good about what you do for a living, you're definitely satisfied, and if you feel bad about it, you're probably unhappy.

A contented worker is more likely to go above and beyond in their job and personal lives, say Abuhashesh et al. (2019). Numerous writers have provided explanations of what constitutes a satisfying job. According to Cucina and Bowling (2015), Robert Hoppock had a pivotal role in the early stages of the study of work pleasure. He made substantial contributions to the concept of job satisfaction and provided vital professional guidance. An early proponent of "job happiness" was Hoppock, says Aziri (2011). Job satisfaction, according to him, is the result of a person's sincere expression of happiness at work, which is influenced by a number of factors including their mood, physical health, and the surrounding environment. You may find fulfillment and direction in life when you're good at what you do for a job.

Work Environment

According to Pavirosumarto et al. (2016), workers encounter both beneficial and bad influences in the workplace as a result of the tasks they do. For the sake of enhancing employee performance, a good work environment is one that fosters a suitable work environment (Eny, 2019). Everything around workers that could affect their performance on the job is considered part of the work environment (Dewi et al., 2017). Similar to what was said by Kamala (2018), the work environment consists of all the external factors around the workplace that have direct and indirect effects on employees.

An employee's work environment consists of his immediate physical surroundings that may influence his job performance. The workplace environment, as described by Yakubu and Wegwu (2023), can influence work ethic and result in tasks being finished fast. According to Sedarmayanti (2003), an ideal workplace allows workers to be safe, healthy, comfortable, and able to do their jobs to the best of their abilities. Thus, it is not uncommon for there to be toxic and beneficial workplace settings (Yusuf & Metiboba, 2012; Assaf & Alswalha, 2013).

Employee Work Passion

When people in a company have a strong sense of belonging via their job, they are more likely to work passionately (Fang et al., 2020). There are two kinds of work-related passion: harmonious and

obsessive (Fang et al., 2020). Passion that harmonizes with one's identity and one's job is called "obsessive passion," but passion that is driven by external constraints and duties is called "obsessive" (Gong et al., 2020). According to Ho et al. (2018), when people experience harmonious passion, it's because they've internalized the activities and seen them as an integral part of who they are. Unlike compulsive passion, which is less active and develops from a regulated internalization process for the purpose of obtaining social approval or self-esteem (Lee & Cho, 2021). Excessive fixation is the subject of this study.

Obsessive Passion

An individual's controlled urge to participate in a favorite activity is characterized by an obsessive work passion (Vallerand, 2010). People who have a strong obsession with their work will stay at it until they get what they want (recognition, reward, social acceptance, etc.) and when they do, it will boost their self-esteem. Astakhova and Ho (2018) and Jachimowicz et al. (2018) found that productivity is greatly affected by how personally invested one is in their job. Work passion, whether it's harmonic or obsessive, has a substantial effect on organizational commitment (normative, emotional, and continuous commitment), as shown in studies by Overbeek et al. (2007) and Permarupan et al. (2013). Gao (2001) found that in both the US and China, employees who are passionate about their work are more likely to be loyal to their employers and form long-term relationships with them.

Theoretical Framework

Anticipation is the foundation of this study. In 1964, Vroom put out the expectation hypothesis. According to Vroom (1964), there are four assumptions that support the theory of expectation. According to one view, people join groups depending on their assumptions about the group's needs, objectives, and history. This affects how people react to the company. What a person does is a direct result of the decisions they make. When it comes down to it, people are free to act in accordance with their own expectation estimates. Thirdly, workers have varying expectations of their employers, including a fair salary, job security, room for advancement, and interesting tasks. A fourth hypothesis states that people choose among options in order to optimize their results. The three primary elements of expectancy theory are expectation, valence, and instrumentation. Three things must be true for an individual to be motivated: (a) the effort must be acceptable, (b) the effort must be rewarded for success, and (c) the rewards must have a very positive valence. By referring to the theory of expectations, several organizational phenomena were described, including work satisfaction, motivation, and behavior (Mitchell, 1982). At the heart of the theory are the individuals' subjective assessments of the likelihood that their activities will generate the desired effects and the valence, or entire appeal, of those outcomes. Based on the assumption that a certain measure and valence will achieve a desired aim, Vroom defines expectations as emotional orientations toward specific outcomes. According to Vroom, first-level outcomes (such as performance) should be used to achieve or avoid second-level goals (such as job satisfaction or discontent) through the principle of instrumentality. In a model derived on Vroom's beliefs, Porter and Lawler (1973) postulated that two factors—individual autonomy and the value of loyalty—determine people's level of effort. Loyalty fulfills the demand for social esteem and security. If a succession of incentives has a high value and the probability that each reward depends on the labor put in grows, then individuals will invest greater effort, according to the theory. According to the notion of expectation, which is significant to this study, employees have high expectations, and when those expectations are fulfilled, their passion for their work may be enhanced.

Empirical Review

Survey research conducted by Yakubu and Wegwu (2023) examined the effect of the workplace on employees' level of passion for their employment. Workers' levels of harmony and obsessive passion for their job were found to be favorably connected with the workplace environment. Out of 1,562 individuals employed by electricity distribution companies in south-south Nigeria, 318 were selected at random. The formula proposed by Yamane (1968) was employed to ascertain the sample size. Simple random sampling was used as the approach. Several main and secondary sources provided the data used in this study. In order to gather information for this study, structured questionnaires were used. We used Smart PLS 4 to run a PLS-SEM analysis on the bivariate data, with the goal of investigating if there is a correlation between workers' enthusiasm for their jobs and their happiness on the job. Findings indicate a robust relationship between variables in the workplace and indicators of employees' passion for their profession. According to the research, a positive work atmosphere significantly increases individuals' passion for their job.

In their study, Papadimitriou, Winand, and Anagnostopoulos (2017) utilized the dualistic model of passion created by Vallerand et al. (2003) to examine the impact of passion on work and career happiness among individuals employed in the sports business. Finding out if job security moderates the link between inner motivation and work happiness was the goal of this study, which was undertaken in light of recent budget cuts. Greek municipal sports clubs provided 140 employees with a self-administered survey. The purpose of the survey was to find out how content the workers are with their jobs and careers, what they believe about job security, and whether their passion for their work is balanced or excessive. The data was subjected to SPSS multiple regression and Amos 21.0 confirmatory factor analysis, respectively. The results show that employment stability mediates the positive correlation between harmonious passion and work and professional happiness. The study highlights the need of promoting or guaranteeing employment security and the advantages of a contented, united workforce in front of severe socioeconomic indicators.

In an industrial environment in Kuwait, Sanad and Jarrah (2019) set out to investigate how job engagement relates to workers' quality of life on the workplace. Out of 300 surveys sent to Kuwait's Public Authority for Industry, 231 were completed. The results show that work-life balance affects employee involvement in two ways: directly, via empowerment, and indirectly, through quality of life overall. The findings suggest that in order for companies to retain their employees, work-life balance should be a top priority.

At 2012, Majoreen and Aminu set out to investigate how employees at Ghanaian companies viewed measures of work-life balance. One hundred fifty individuals from a range of public and private institutions in the sectors of banking, education, healthcare, and communication participated in the study by completing self-administered surveys. The results suggest that Ghanaian businesses would do well to take into account workers' perspectives on functional and non-functional work life indicators, in addition to those that are accessible, while planning their internal structures. Both the employee-management dynamic and the development of strong corporate values would benefit from this. Organizational performance could be enhanced by fostering strong employee-management relationships, increasing commitment, job satisfaction, and productivity; and by integrating quality-of-work-life indicators discovered through employee insight and knowledge into the functional organization system.

Methodology

Researchers in this study surveyed businesses in Southern Nigeria that distribute electricity using a cross-sectional design. The research group consisted of 758 full-time employees from electric distribution businesses located in six different states. Based on the approach proposed by Taro Yamane (1968), the initial estimate for the sample size was 758; 262 employees were chosen from this larger pool. We referred to original sources of information in our endeavor to resolve this mystery. Li et al. (2017) updated a five-item scale that measured employee work enthusiasm, whereas Adikoeswanto et al. (2020) produced a five-item measure that measures quality of work life, including occupational happiness and working circumstances. An AVE greater than 0.5 was used to confirm convergent validity for each idea, while an AVE greater than 0.7 was applied to establish discriminant validity. As long as the dependability coefficient was at least 0.7, Cronbach's Alpha concluded that all of the buildings were reliable. Only 187 out of 262 surveys were actually utilized; the remaining 75 were either missing information or were filled out improperly. Using the Pearson Correlation Coefficient, we tested the validity of the null hypothesis.

Test of Hypotheses

This part is all about testing the theories laid out in the first chapter. This will be accomplished by utilizing Pearson's correlation coefficient and making decisions based on the p-values that are generated. The null hypothesis will be rejected if the p-value is smaller than the alpha value of 0.05. To accept the null hypothesis, we need a p-value larger than the alpha value.

Table 1: Job Satisfaction on Obsessive Passion (Test for Hypothesis 1)

		Correlations	
		Job Satisfaction	Obsessive Passion
Job Satisfaction	Pearson Correlation	1	.753**
	Sig. (2-tailed)		.000
	N	80	80
Obsessive Passion	Pearson Correlation	.753**	1
	Sig. (2-tailed)	.000	
	N	80	80

** . Correlation is significant at the 0.05 level (2-tailed).

According to Table 1, among electrical distribution firms in South-South, Nigeria, there is a strong correlation between obsessive enthusiasm and work happiness. Nevertheless, we declare that the correlation between job satisfaction and obsessive passion is significant and reject this hypothesis based on the decision criteria of $p < 0.05$ for null rejection.

Table 2: Work Environment on Obsessive Passion (Test for Hypothesis 2)

		Correlations	
		Work Environment	Obsessive Passion
Work Environment	Pearson Correlation	1	.874**
	Sig. (2-tailed)		.000
	N	80	80
Obsessive Passion	Pearson Correlation	.874**	1
	Sig. (2-tailed)	.000	
	N	80	80

** . Correlation is significant at the 0.05 level (2-tailed).

According to table 2's statistics, power distribution firms in South-South, Nigeria are more likely to exhibit obsessive passion when their work environment is stressful. We affirm once again that the link is significant and reject the null hypothesis after using the decision threshold of $p < 0.05$ for null rejection.

Discussion of Findings

Ho₁: Hypothesis one demonstrated a favorable and statistically significant correlation with the outcome ($\rho = .753^{**}$, $p = .000$) according to the results. Therefore, we accept the alternative hypotheses and reject the null hypothesis based on the findings. Majoreen and Aminu (2012), Astakhova and Porter (2015), and Ishfaq et al. (2022) all reach similar conclusions.

Ho₂: According to the results of the second hypothesis's analysis, there is a positive and statistically significant correlation between one's working conditions and their preoccupation with details. This is what the study revealed ($\rho = .874^{**}$, $p = .000$). These research' findings are consistent with those of Jolly (2019), Yakubu and Wegwu (2023), and Pitaloka and Sofia (2014).

Conclusion

This study sought to investigate the relationship between quality of work life and employee work passion, more specifically obsessive passion, in electricity distribution companies in South-South Nigeria. The quality of work life was analyzed through the lenses of job satisfaction and work environment, with a primary focus on their effects on obsessive passion. The study's significant relationships between job satisfaction and work environment and obsessive passion highlight the need to improve quality of work life in order to cultivate a passionate and committed workforce. By investing in strategies that improve job satisfaction and the work environment, electricity distribution companies in South-South Nigeria can achieve higher levels of employee dedication and passion, albeit at the expense of other factors.

Recommendations

The findings informed the following suggestions;

1. South-South Nigerian power distribution businesses should adopt focused programs to boost employee happiness on the work because of the strong correlation between job satisfaction and obsessive-compulsive disorder. A competitive salary, chances for professional growth, clear channels of communication and feedback, and public acknowledgement of employees' efforts may all contribute to this goal. In order to proactively address particular areas of concern, it is helpful to conduct employee satisfaction surveys on a regular basis. Businesses may encourage a healthier and more engaged workforce by creating a welcoming workplace that helps employees feel appreciated and valued.
2. It's important for power distribution firms to prioritize providing a welcoming and stimulating work atmosphere, since it greatly influences obsessive zeal. This involves making sure workers have access to the resources they need to do their jobs well, encouraging a healthy work-life balance, and maintaining physically safe working environments. A more positive work atmosphere can be achieved by encouraging a spirit of cooperation and inclusion.

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