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INFLUENCE OF ENTITLEMENT MENTALITY AND JOB STRESS ON LIFE SATISFACTION OF NIGERIAN POLICE OFFICERS.

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ABSTRACT

Nigerian police officers face a demanding and stressful work environment, potentially impacting their life satisfaction. This study investigated the influence of entitlement mentality and job stress on life satisfaction among Nigerian police officers. A cross-sectional survey design was adopted for the study. Data was collected from a representative sample of Nigerian police officers using questionnaire comprising of three instrument: The Workplace Stress Scale (TWSS, The Marlin Company and The American Institute of Stress, 1978); The Satisfaction With Life Scale (SWLS, Diener et al., 1985); The Psychological Entitlement Scale (PES, Campbell, 2004). Findings showed that police officers with high entitlement and high job stress t experience lowest life satisfaction. This study contributes to understanding factors influencing the well-being of Nigerian police officers. The findings highlight importance of addressing job stress and entitlement mentalities among Nigerian police improved life satisfaction of officers and a more effective Nigerian police force.

Keywords: Entitlement mentality, Job stress, Life satisfaction

Introduction

The Nigerian Police Force (NPF) plays a crucial role in maintaining law and order, protecting life and property, and upholding citizens' fundamental rights. However, Nigeria's complex socio-economic situation, coupled with systemic issues in policing, may contribute to the development

of entitlement attitudes among police officers. This study aims to identify the influence of entitlement mentality and job stress on life satisfaction of Nigerian police officers. Life satisfaction is assessed in terms of mood, relationship satisfaction, achieved goals, self-concepts, and self-perceived capability to cope with one's life. It is characterized by a high feeling of having meaning in life. There are many factors that can influence life satisfaction, and two of those factors are: Entitlement mentality, which is a sense of deservingness or feeling of being owed, even when little or nothing has been done to warrant, merit or deserve special treatment, and Job stress, which refers to external stimuli, events or factors that can affect an individual's mood, perception, attitude and zeal, whether at work or toward work and work-related actions.

Researchers have considered "entitlement" an important human characteristic (Solomon & Leven, 1975). Some even termed recent decades "The Age of Entitlement," emphasizing its contribution to behavior (Twenge & Campbell, 2009). Initially viewed negatively, entitlement gained recognition in organizational, developmental, and behavioral psychology. Psychoanalytically, it is described as "rights one feels justified in bestowing upon oneself" (Meyer, 1991), with Freud noting its presence during therapy sessions, where individuals expected preferential treatment due to the perceived difficulty of their lives (Freud, 1916). Entitlement is often associated with narcissistic personalities, characterized by a lack of empathy, overt entitlement, arrogance, and exploitative behavior (Morf & Rhodewalt, 2001). Narcissism, varying in severity, is a trait found in many individuals, representing a higher level of pathology. Some theories propose two types of entitlement: normal entitlement, where individuals claim based on realistic self-worth, and narcissistic entitlement, characterized by unrealistic and unsatisfying demands, seeking privileges at the expense of others (Moses & Hrushovski, 1990).

Job stress is a significant factor that intertwines with entitlement mentality and likely influences the life satisfaction of officers within the Nigerian Police Force (NPF). Internal organizational problems within the police force and external pressures from Nigeria's socio-economic environment combine with the demanding nature of the police force to contribute to high levels of stress among police officers. This chronic stress can worsen the formation of employee welfare attitudes, further impacting executives' overall well-being and job satisfaction. Job stress can directly impact police officers' life satisfaction, which can impact their mental and emotional health. Chronic stress lead so many bad things, like burnout, depression, anxiety, and also makes life less good. When agents have lots of stress often, it can make them feel mad and unhappy in job and at home.

Wakil and Ajibola (2015) did study about job stress for police officers in Nigeria. They wanted check out what things make policing stressful in Nigeria, how officers deal with it, and what happens after. Study saw that stressed police do drinking, smoking and joining religious events to cope. Also found they don't like getting professional help for stress. Talk about this study looked at how these ways of coping affect officer's health and work, giving tips to fix problems mentioned. Study looks at job stress for Nigerian cops, showing big causes like bad pay and hard work conditions. It shows officers turn to alcohol, smoking, religion for dealing with stress but don't want seek professional help. Those coping mechanisms can have a negative impact on the well-being and job performance of officers. The research further stresses the need to manage job-related stress among officers in Nigeria Police Force, so that it will enhance their general satisfaction with life and performance.

The compound of entitlement and work stress sits at the point on or high degree satisfaction with life that exists in the NPF. If needs are to be adequately met, a more nuanced approach is needed

that includes structural changes in the police service and widespread interventions aiming at promoting mental health amongst officers. Understanding the role work stress and entitlement mentality have on life satisfaction may assist policy makers in enhancing working conditions, providing sufficient support systems, fostering equity amongst its officers as well having tailored approaches for fostering a sense of responsibility within the Nigeria Police Force.

Hypotheses

1. Entitlement Mentality will negatively influence Life Satisfaction of Nigerian Police Officers.
2. Job Stress will negatively impact Life Satisfaction of Nigerian Police Officers.

Method

Design and Statistics

The study applied cross-sectional survey design. Cross-sectional study design enables the researcher to measure outcomes and exposures in the study participants at the same time (Setia, 2016). Hierarchical Multiple Regression was adopted for the study due to its predictive generalization functions.

Participants

The participants in this study of 140 Nigerian Police officers comprise of 89 males and 51 females. The participants were drawn from seven (7) various police stations around Enugu metropolis of Enugu State. A simple random sampling technique was adopted to ascertain the seven (7) out of twenty-five (25) police stations in the state, while availability sampling

technique was used to select the participants. The police officers were of different gender, age and from diverse cultural and religious backgrounds. Hence, information on participants' demographics was equal obtained.

Instruments

A questionnaire comprising of demographic information such as participant's age, gender and religion, and three scales were also used for collection of data for this research. The scales include The Workplace Stress Scale (TWSS, The Marlin Company and The American Institute of Stress, 1978); The Satisfaction With Life Scale (SWLS, Diener et al., 1985); The Psychological Entitlement Scale (PES, Campbell, 2004).

Procedure

This study involved a multistage sampling technique for data collection and entry. At the first stage, convenience was used to select Enugu metropolis as the zone for collection. At stage two, active police stations were mapped as clusters (Police Command Headquarters, Nigerian Police Force Enugu State Command, Enugu State Police Command, Ikiriki Police Station, The Nigerian Police State Headquarters, Area Command Headquarters, Railway Police Station, Uwani Police Station, Nigerian Divisional Police Station, Ogui Police Station, Nigerian Police Station (independence layout), Nigerian Police Station (IMT polo), Nigerian Police Station (New Haven). Police stations were selected using simple random sampling technique (balloting). This gave rise to five police stations which were; Nigerian Police Station (Independence Layout), Ogui Police Station, Enugu State Crime Investigation Department Station, Area Command Headquarters, Nigerian Police Station (IMT Polo).

At the third stage, availability sampling technique was utilized in recruiting participants. Only police officers who accepted to be part of the study participated. They indicated their consent by ticking each appropriate box in the questionnaire. Participants were assured that their responses will be treated with respect and the utmost confidentiality. They were also informed that participation in the study is voluntary, and that they are at liberty to be part or to withdraw from participation. They were also informed on the need to fill all the details of the questionnaire correctly.

Administration of copies of questionnaire was carried out with the assistance of one police officer at each of the selected police stations. A total of a hundred and fifty (125) copies of questionnaire were given out (25) copies at each police station) and one hundred and ten (110) copies were retrieved. The retrieved copies were sorted to discard anyone that was not properly filled and ten (10) were found to be not properly filled and thus were discarded. A hundred (100) valid copies were coded and analyzed.

RESULTS

The results of the findings of this study are presented in this chapter. Before analysis, data was cross checked for abnormalities and none was found. The descriptive statistics and correlations of the variables are shown in Table 1. The regression results for work place stress, and psychological entitlement predicting satisfaction with life is shown in Table 2, while the summary of the findings followed.

Table 1: Means, standard deviations, and correlations among the study variables

S/N	Variable	M	SD	1	2	3	4
1	Gender	1.49	.50	-			
2	Age	4.06	.92	-.24**	-		
3	Work Place Stress	25.07	6.82	-.12	.02	-	
4	Psychological Entitlement	37.31	13.20	.01	-.05	-.03	-

5	Satisfaction with Life	23.14	6.91	.07	-.01	-.02	-.09
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Note: *** $P < .001$; ** $P < .01$; * $P < .05$

Mean and standard deviation were computed for the data collected from the participants. Result of correlation indicated that gender ($r = .07$, $p > .05$), age ($r = -.01$, $p > .05$), work place stress ($r = -.02$, $p > .05$), and psychological entitlement ($r = -.09$, $p > .05$) were not significantly related to satisfaction with life. Gender was significantly related to age ($r = -.24$, $p < .01$). Workplace stress was not significantly related to psychological entitlement ($r = -.03$, $p > .05$).

Table 2: Hierarchical multiple regression predicting satisfaction with life from workplace stress, and psychological entitlement.

	R	R ²	R ² Δ	B	Beta(β)	T
Step 1	.07	.01	.01			
Gender				1.057	.077	.737
Age				.116	.015	.148
Step 2						
Work Place Stress	.08	.01	.01	-.01	.01	.11
Step 3						
Psychological Entitlement	.12	.01	.01	-.05	-.09	-.89

Note: *** $P < .001$; ** $P < .01$; * $P < .05$

Result of Hierarchical multiple regression analysis showed that gender ($\beta = .077$, $p > .05$), and age ($\beta = .015$, $p > .05$) did not significantly predict satisfaction with life among workers. Work place stress was included in step 2 of the equation; and it did not significantly predict satisfaction with life among workers ($\beta = .01$, $p > .05$). Psychological entitlement added in step 3 of the equation did not significantly predict satisfaction with life among workers ($\beta = .09$, $p > .05$).

Summary of Findings

- 1). Gender, age, work place stress and psychological entitlement were not significantly related to satisfaction with life among workers.
- 2). Gender and age did significantly predict satisfaction with life among workers.
- 3). Work place stress did not significantly predict satisfaction with life among workers.

4). Psychological entitlement did not significantly predict satisfaction with life among workers.

Discussion

The main objective of this study was to determine the influence of entitlement mentality and job stress on life satisfaction of Nigerian police officers. The first hypothesis of the study states that entitlement mentality will negatively influence life satisfaction of police officers. The result of the hierarchical regression shows that indeed, psychological entitlement will negatively influence the life satisfaction of police officers. This suggests that the higher an individual's entitlement mentality, which is an exaggerated sense of deservingness, and belief that one is entitled to certain rights and benefits without necessarily earning them, the lower their satisfaction with life. This is in line with findings of a previous study, (Reysen, et al., 2017) which demonstrated the influence of psychological entitlement and life satisfaction. Findings of this present study is consistent with Sivan, et. al. (2021) which shows that individuals' with a higher sense of entitlement report lower life satisfaction due to existing challenges and unmet expectations. Hence, individuals with lower entitlement mentality can enjoy life with immense satisfaction despite existing challenges or unmet expectations. Perhaps police officers with a higher sense of entitlement experience even lower life satisfaction when faced with job stress compared to those with lower entitlement.

The second hypothesis states that high levels of job stress will negatively affect the life satisfaction of police officers. Its result shows that job stress significantly influences life

satisfaction negatively. This was supported by earlier studies (e.g Pasupuleti, et al., 2009 & Bano, et al., 2014) against studies that show job stress as a contributor to high life satisfaction (Shirali, et al., 2021). Results of the present study suggest that the higher the job stressors, the more likely are officers to have lower satisfaction in their lives. This indicates that individuals who experience excessive stress in their workplace or due to their jobs will likely have low satisfactions with their lives.

Implications of the Findings

Findings of this study have good implications for practice. A practical implication is that police officers who develop high entitlement mentality, and experience high job stress are most likely to have lower satisfaction with their lives. Studies indicate that people with a reduced sense of entitlement are more likely to be satisfied with their lives because they have a more realistic attitude, prioritize personal progress, and may have healthier connections. It is crucial to maintain a healthy level of self-confidence while yet having a decreased sense of entitlement. This could be achieved by the inclusion of educational programs to help boost self-motivation, extrinsic rewards like higher pay, and longevity pay could also be made available to these police officers.

The study equally provides understanding that officers experiences higher job stress will significantly have lower life satisfaction. The Nigerian Police Force must strive to recognize and reduce stress associated with the profession to maximize motivation and life satisfaction. Although the inherent dangers (e.g., apprehending suspects and facing assaults) of the law enforcement profession create a certain amount of stress, leaders can implement organizational changes that affect supervisory style, field training programs, critical incident counseling, shift work, and job assignments. Officers on the verge of burnout can benefit from strategies that

include internal alterations in assignments to break the routine of crime combat in challenging communities. Rotating cops in and out of high-crime districts, as well as patrolling more affluent ones, can result in a favorable shift.

Limitations of the Study

The study being cross-sectional, meaning it collects data at a single point in time. This makes it difficult to determine a causal link between entitlement, job stress, and life fulfillment. It merely shows correlations. Confounding factors, such as personality qualities, financial status, or personal life events, may also affect job stress and life satisfaction. This may make it difficult to identify the exact implications of entitlement mentality on life satisfaction.

Furthermore, the study's sample is not typical of all Nigerian police officers. It is limited by characteristics such as geographical location, rank, or gender of the participants. This may limit the applicability of the findings to the entire force. The study design may induce selection bias. Officers who are more or less stressed, or who hold high entitlement beliefs, may be less inclined to volunteer or be picked for involvement.

Directions for Future Research

The initial study could be a good place to start. Longitudinal studies that follow officers over time may give more compelling evidence about how entitlement and job stress affect life happiness and overall well-being. Future research should look into elements that may alter the relationship between entitlement, job stress, and life satisfaction. These could include psychological attributes, social support networks, or force leadership methods.

Again, future study can develop or modify current measures of entitlement mentality, job stress, and life satisfaction to better reflect Nigerian cultural contexts. Qualitative research could also be

used to better understand how Nigerian police officers view and experience these topics. Using culturally relevant metrics would yield more accurate results. Integrate quantitative and qualitative research approaches. In-depth interviews or focus groups can be used to supplement quantitative data collected through surveys and questionnaires. This can help create a more complete picture of the officers' experiences, understand the causes for their sense of entitlement, and investigate coping techniques for job stress.

Conclusion

The contribution of this study to knowledge cannot be overestimated. The study considered the influence of entitlement mentality and job stress on life satisfaction among Nigerian police officers. It was found that entitlement mentality and job stress negatively influences the life satisfaction of police officers. Considering its negative influence, it is therefore submitted that policy makers and officials of the Nigerian Police Force should provide sufficient education on entitlement and its effect, and implement organizational changes to reduce burnout, thereby improving officers' quality of life and overall well-being.

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