Faculty of Cognitive Sciences and Human Development

THE RELATIONSHIP BETWEEN SELF-EFFICACY AND ANXIETY TOWARDS ENTREPRENEUR QUALITY OF LIFE

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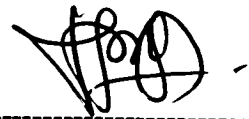# THE RELATIONSHIP BETWEEN SELF-EFFICACY AND ANXIETY TOWARDS ENTREPRENEUR QUALITY OF LIFE

SEAN CHRIS ANAK NANANG

This project is submitted in partial fulfilment of the requirements for a

Bachelor of Counselling with Honours

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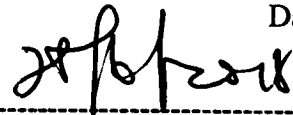
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Received for examination by:

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ABSTRACT

THE RELATIONSHIP BETWEEN SELF-EFFICACY AND ANXIETY TOWARDS ENTREPRENEUR QUALITY OF LIFE

Sean Chris Anak Nanang

This study aims to identify does self-efficacy and anxiety affect an entrepreneur quality of life. This research is revolving around entrepreneur in Sarawak. Everyday we as a consumer encounter entrepreneur to get our daily supplies, no matter what it is. The interaction between us and the entrepreneur such that how they greet us, how they set the price, how good they are with discount and so on. The Quality of Life (QOL) of an entrepreneur is one way to determine how they will treat their customer as so themselves. The QOL covers four part of domain which is physical, psychological, social, and environment. Each has its own importance to determine the level of their QOL. The element of Anxiety and Self-Efficacy is implemented to determine and correlatereacte between their judgements of their coping capabilities which, in large part, determine the subjective perilousness of environmental events. Thus this two have an effector value. Self-efficacy is "organize and execute the courses of action required to produce given attainments" (Bandura, 1997). While anxiety is the experience of fear which has overtaken the sense of 'objective' in danger (Sanders & Wills, 2003). Why self-efficacy and anxiety? In social cognitive theory, Bandura (1986) stated that it is to understand people's appraisals of external threats and their affective reactions to them it is necessary to analyse their judgements of their coping capabilities which, in large part, determine the subjective perilousness of environmental events.

ABSTRAK

HUBUNGAN ANTARA TAHAP KEBERKESANAN DIRI DAN TAHAP KERISAUAN TERHADAP KUALITI KEHIDUPAN USAHAWAN

Sean Chris Anak Nanang

Kajian ini bertujuan untuk mengenal pasti adakah tahap keberkesanan diri dan tahap kerisauan mempengaruhi kualiti kehidupan seorang usahawan. Penyelidikan ini adalah dikhaskan kepada usahawan di sekitar Sarawak. Setiap hari kita sebagai pengguna atau pembeli akan berinteraksi dengan usahawan untuk mendapatkan bekalan harian, sama ada secara langsung atau tidak langsung. Interaksi antara kita dan usahawan seperti bagaimana mereka menyambut kita, bagaimana mereka menetapkan harga, adakah mereka hendak memberikan diskaun dan sebagainya. Kualiti kehidupan seorang usahawan adalah satu cara untuk menentukan bagaimana mereka akan berinteraksi pelanggan mereka dan juga diri mereka sendiri. Kualiti kehidupan merangkumi empat bahagian domain iaitu fizikal, psikologi, sosial, dan kawasan persekitaran. Setiap mempunyai kepentingan sendiri untuk menentukan tahap kualiti kehidupan mereka. Unsur kerisauan dan keberkesanan diri diterapkan adalah untuk menentukan dan menghubungkaitkan antara bagaimana mereka mampu mempertimbangi situasi harian mereka, yang sebahagian besarnya menentukan kecenderungan kawasan persekitanran mereka yang bersifat subjektif. Oleh itu, kedua-dua ini mempunyai nilai effector. Keberkesanan diri adalah "mengatur dan melaksanakan kursus tindakan yang diperlukan untuk menghasilkan pencapaian yang diberikan" (Bandura, 1997). Tahap kerisauan adalah rasa ketakutan yang dapat mengatasi rasa 'objektif' dalam bahaya (Sanders & Wills, 2003). Mengapa keberkesanan dan kerisauan diri? Dalam teori kognitif sosial, Bandura (1986) menyatakan bahawa ia adalah untuk memahami penilaian orang terhadap ancaman luaran dan reaksi afektif mereka kepada diri mereka sendiri, adalah perlu untuk menganalisis pertimbangan mereka terhadap keupayaan menghadapi apa yang sebahagian besarnya menentukan kebiasan subjektif peristiwa kawasan persekitaran.

CHAPTER 1

INTRODUCTION

1.0 Introduction

In this chapter researcher explained regarding the background of study, the problem statement, the research objective, research hypothesis(es), terms definitions; conceptual definition and operational definition, the significant of study and the conceptual framework.

1.1 Background of Study

Entrepreneur is a self-employed individual or a group of people that take risks, to be their own boss, and receive the return. Entrepreneur turns their dreams and ideas into profitable businesses and the force that drive the world economy today. Famous entrepreneur in Malaysia such as Tony Fernandes, Robert Kuok, Loh Boon Siew, Syed Mokhtar al-Bukhary had taken all the risked and giving high commitment to reach the top. Self-employment is one of the fastest growing platforms of employment in the world. Regardless of the gender, race, culture, religion, socio-economic background, age or even educational background, an individual can become an entrepreneur. There is a vast field of business that can be invest in such as, in food and beverages, agriculture, services and many more.

In Malaysia the statistic of fresh entrepreneur is growing rapidly. From this year alone, until November 2017, a total of 39,519 local company is registered (Companies Commission of Malaysia, 2017). This shows that a relatively positive increase of fresh entrepreneur in Malaysia. According to the Department of Statistic Malaysia, until August 2017, there is a stable percentage

of unemployment rate among Malaysian, which is 3.4%, due to the slow growth in hiring. Youth unemployment has become a mass phenomenon which is potentially menacing for the stability of democratic societies in the medium and long run. It leads to social erosion and undermines the prospects of individual careers (The Star Online, 2017). This shows the importance of entrepreneurship in combating such issues.

In entrepreneur world, there is a lot of obstacle, issues, stresses they face in day to day basis. This thus leads to direct and indirect effects to their quality of life (QOL) of the person and the people surrounding such as their customers. Thus, a *domino effects* created. From this comes the role of identifying their self-efficacy and their anxiety.

Self-efficacy beliefs are concerned with people's perceptions about their ability to "organize and execute the courses of action required to produce given attainments" (Bandura, 1997). In other words, people's ability to engage in certain situations and their competencies such as what they know about the world and what to do in the world. The competencies include "the quality and range of the cognitive constructions and behavioural enactments of which the individual is capable" and the ability to "construct (generate) diverse behaviours under appropriate conditions" (Mischel, 1973). In additions, self-efficacy beliefs about what we can do with our skills and abilities in certain contexts and conditions. People develop self-efficacy is beliefs by integrating information from five sources which is *performance experience*, vicarious experience, imaginal experience, verbal persuasion, and affective and physiological states. According to Bandura (1977), performance experience is the most influencing of them all. For instance, when our attempt at control are successful, self-efficacy for that behaviour or domain is strengthened but if fail self-efficacy will be diminished. What others say to us about our abilities and probability of success also can influence our self-efficacy beliefs.

From the important of performance experience effecting one's self-efficacy, it can be closely related to work performance and work relationships in environmental features in anxiety cycle. Anxiety to begin with is the experience of fear which has overtaken the sense of 'objective' in danger. It's a theme of danger. Whereby the individual appraises a range of situations or symptoms as dangerous, setting up a maintenance cycle of anxiety. Anxiety is a complex, multifaceted experience, a feeling which comes flooding into our whole selves, affecting many different aspects of our being. Anxiety is a combination of different elements that is cognition, emotion, biology, behaviour and environment which is linked together and trigger one another off.

Going back to the anxiety cycle, it is consisting of the central appraisal of danger and anxious thoughts, anxious feelings and the physiological response of anxiety, and behaviour to try to cope with danger. The cycle of anxiety is located within an environment where certain events may relate to provoking anxiety. Thus, these elements are feeding the vicious cycle of anxiety. In contrast, people can feel many physical and emotional symptoms of anxiety, but also be acutely aware of, and more distressed by, the never-ending cognitive component, in the form of relentless worries. Anxiety characterised very much by the physical component of fear, the fight or flight adrenaline response going into override in the apparent nascence of appropriate triggers. For many anxiety problems, a person initially describes their difficulties in terms of a range of physical symptoms.

Thus, the path to anxiety depends on the interpretation. The theme of danger pervades all levels of cognition, thinking and belief. The theme of danger in anxiety contrasts markedly with themes of loss, hopelessness, self-deprecation and worthlessness which characterise depression, or themes of emptiness, pointlessness and sorrow that characterise loss and grief. Once one's perceived danger, by deeming a situation, event, bodily change, thought or image as evidence of threat, it makes sense that we will take evasive action to protect ourselves. Many of our responses to threat, in terms of our thought processes and behaviour, are active strategies and plans to protect ourselves from danger (Beck et al., 1985; Wells and Matthews, 1994). The problem in anxiety is that our appraisals are often out of proportion to the true danger of the event, and therefore the evasive actions may be unnecessary and unhelpful. When anxious, people will avoid situations, get out of the situation at the first sign of anxiety, breathe heavily to calm down, sit down or clutch on something to avoid passing out, gain reassurance from another person, focus entirely on the self to keep in control and avoid being seen in negative light. The individual may always perform task in a certain way to cope and avoid change. The specific behaviour varies according to the specific anxiety. While avoiding things that scare us or make us feel uncomfortable, inadequate or ill, makes perfect sense on one level, such behaviours are very helpful and can serve to maintain anxiety.

As explained, those are the basic concept of self-efficacy and anxiety respectively. Relating it back to the QOL of an entrepreneur, self-efficacy can be shown as the abilities and skills of one self to perform a task in any given situation in other words their competencies and if the attempt tried out by the entrepreneur is successful then the self-efficacy will be strengthened and if not, it'll be diminished. Anxiety in entrepreneur is when he or she experience fear which overtaken the

objective of danger. An individual will tend to avoid the triggering situation and presenting an uneasy behaviour. From this, by identifying the relationship between self-efficacy and anxiety, the awareness of the QOL among entrepreneur can be achieve.

1.2   Problem Statement

The awareness of how important the QOL among entrepreneur is still at the freezing point in Malaysia. According to New Straits Time (2017), 73% of Malaysian die of hypertension, diabetes, heart disease. This is closely related to unhealthy lifestyle such as being inactive, smoking, taking drugs. From this, relating it back to the awareness of QOL among entrepreneur, without the awareness of the importance of QOL, they will to be one of the victims. Not only that, according to Bandura Social Learning Theory (1977), where a person is observing, imitating, learning what others behave around him or her. This is an example if the entrepreneurs as such living a bad lifestyle in relation to not aware of the importance of their QOL, the others will also indirectly follow them, worse the young generation. As most young generation, the millennial, seeing the successful entrepreneurs as their idol, the Social Learning Theory can be applied. No matter the negative or the positive one. This shows that, it doesn't only impact the entrepreneur themselves, but also the people surrounding them. To top it off, is the mental health in Malaysia. According to The Star Online (2017), 4 out of every 10 Malaysians will fall victim to some form of mental health issue during their lives and psychologists believe that the numbers will continue to rise. Consisting of a serious mental health issues such as depression and bipolar. QOL is closely related to this issue. By closely examining and pin point the importance to grow the QOL will thus directly resulting to quality of mental health. Thus, self-efficacy and anxiety is one of the keys to achieve it.

Therefore, to identify the relationship between the QOL among the entrepreneurs and their self-efficacy and anxiety, this research is conducted.

1.3   Research Objective

The main objectives of the study are:

a) To identify the relationship between self-efficacy and anxiety towards the QOL of entrepreneurs in Sarawak.

Specific objectives of the study are:

b) To identify level of self-efficacy of entrepreneurs in Sarawak area generally;

c) To identify the level of anxiety of entrepreneurs in Sarawak area generally; and

d) To identify the QOL among entrepreneurs in Sarawak.

1.4   Research Hypotheses

The research hypothesis(es) are:

1. H_o: There is no significant relationship between anxiety towards QOL among entrepreneurs in Sarawak.

2. H_o: There is no significant relationship between self-efficacy towards QOL among entrepreneurs in Sarawak.

1.5 Conceptual Framework

In this study a conceptual framework had been constructed to show the flow of the relationship between the three-domain selected which is: self-efficacy, anxiety and QOL among entrepreneurs. The figure 1.1 below shows the flow:

Independent Variables   **Dependent Variable**

Self-efficacy

➕

Anxiety

Entrepreneur Quality of Life
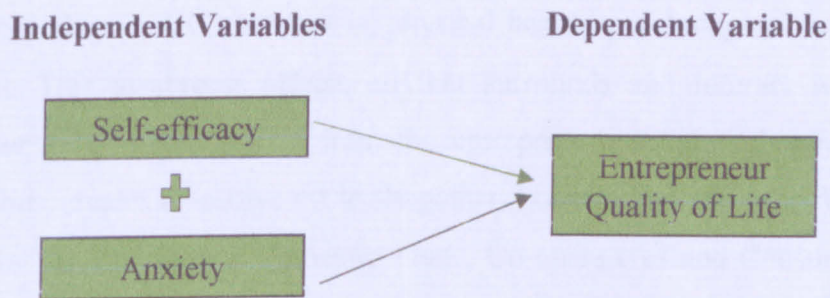
Figure 1.1. Relationship Between Independent Variables with Dependent Variable

Figure 1.1 above showed the relationship between independent variables with dependent variables of the study. As shown in the figure 1 above, the self-efficacy and anxiety directly influence the QOL of an entrepreneur. This means that, this study helps to identify, does certain level of self-efficacy and certain level of anxiety determine the QOL of an entrepreneur. By knowing the level of each independent variables, an exact linking to the independent variable can be done. Furthermore, a comparison also can be executed, such that, if the level of self-efficacy is

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high and the level of anxiety is low and what results towards the QOL, or, if the level of self-efficacy is low and the level of anxiety is high and what results towards the QOL, or, if the level of self-efficacy is high and the level of anxiety is high and what results towards the QOL, or, if the level of self-efficacy is low and the level of anxiety is low and what results towards the QOL. This comparison further brings to the more precise results of the QOL of an entrepreneur.

1.6 Significant of study

This research is mainly proposing for a better future in Malaysia. Although it is one of the small steps, eventually it'll grow to better the QOL among Malaysian.

One main components of the study are to identify the level of self-efficacy among entrepreneur. Self-efficacy is one of the importance components in this study because it gives the overview of one's competencies in relation to his or her work area. Incompetence in working areas can leads to a disruption in other area. Thus, leads to anxiety. The fear of their work performance and environment. From day to day work, one's facing a lot of challenges internal and externally. By identifying their level of anxiety, proper intervention can be applied.

The general idea here is creating awareness among people especially among entrepreneur on how important the QOL is. Some may be considered it as one-way definitions such as eating healthy, but quality involves all that is, physical health, psychological, social relationship, and environment. This awareness affects all that surrounds and interact with the entrepreneur. Customer *per se*. A good service from the entrepreneur means a happy feeling towards the customer. Thus, creates a positive cycle altogether. Looking further in the future, this information can be use by the Ministry of Domestic Trade, Co-operatives and Consumerism as a licensing mechanism.

From this study, it can contribute to how counsellor and any other associate sector in assisting entrepreneur coping with their QOL for a better Malaysia.

1.7 Terms Definitions

1.7.1 Entrepreneur

Conceptual definition

According to Van Praag (1999), Richard Cantillon who is the first economist who acknowledge entrepreneur stated that, entrepreneur is responsible for all exchange and circulation in the

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economy. She also added that entrepreneur is an arbitrageur, an individual that equilibrates supply and demand in the economy, and in this function bears risk of uncertainty. Hebert and Link (1988), stated that as oppose to wage workers and land owners who both receive a certain or fixed income or rent, the entrepreneur earns an uncertain selling price.

Operational definition

Entrepreneur as we can see in today's world is a new platform for all people to try out their creativity to gain extra income. Entrepreneur such as, hawkers at wet market, young couple opening a bakery shop, an elderly investing in real estate. Entrepreneurship is a risky business, where the income is not always a stable one.

1.7.2 Quality of Life (QOL)

Conceptual definition

QOL is an individual's perception of their position in life in the context of the culture and value systems in which they live and in relation to their goals, expectations, values and concerns incorporating physical health, psychological state, level of independence, social relations, personal beliefs and their relationship to salient features of the environment. QOL refers to a subjective evaluation which is embedded in a cultural, social and environment context (WHOQOL, 1995).

Operational definition

QOL is a definition of level of health one's experience in their current states. How they cope with environment and themselves also contributes on how their level of QOL. QOL is an important benchmark to monitor one's respect to themselves. Inadequacy in this area can bring towards a lot of major issues. Such as mental illness, diseases, effects longevity, behavior and attitude and many more. Thus, the perceptions and awareness of one's QOL should not be taken lightly of.

1.7.3 Self-efficacy

Conceptual definition

According to Bandura (1977), the initiation of and persistence at behaviors and courses of action are determined primarily by judgements and expectations concerning behavioral skills and capabilities and the likelihood of being able to successfully cope with environmental demands and

challenges. These same factors play an important role in psychological adjustment and dysfunction and in effective therapeutic interventions for emotional and behavioral problems. Bandura also believe that beliefs are concerned with people's perceptions about their ability to "organize and execute the courses of action required to produce given attainments". The competencies include "the quality and range of the cognitive constructions and behavioural enactments of which the individual is capable" and the ability to "construct (generate) diverse behaviours under appropriate conditions" (Mischel, 1973).

Operational definition

Self-efficacy is the level of one's competencies in executing any kind of task within one's capabilities, skills, and knowledge level.

1.7.4   Anxiety

Conceptual definition

Anxiety disorders include disorders that shares features of excessive fear and anxiety and related behavioral disturbances. Fear is the emotional response to real or perceived imminent threat, whereas anxiety is anticipation of future threat. Obviously, there two states overlap, but they also differ, with fear more often associated with surges of autonomic arousal necessary for fight or flight, thoughts of immediate danger. And escape behaviors, and anxiety more often associated with muscle tension and vigilance in preparation for future danger and cautious or avoidant behaviors. Sometimes the level of fear or anxiety is reduced by pervasive avoidance behaviors. Panic attacks features prominently within the anxiety disorders as a particular type of fear response (Diagnostic and Statistical Manual of Mental Disorders 5th Edition, 2013).

Operational definitions

Anxiety is closely related to fear. Fear of the future of the choices made, fear of the environment, fear to face the situations, fear of feedback from others and many more. This leads to block behaviors and thus impacting one's life is inevitable.

1.8   Summary

In this chapter, researcher explain regarding the overview of the main components of the study that is relation of self-efficacy and anxiety in determining the QOL among entrepreneur. Also explained is the objectives and hypotheses of the study mainly to see the relation of the three-main component stated. In this chapter also, the researcher stated that the importance of the awareness of one's QOL, because without the knowledge, it'll not affect that one person only, but the whole picture itself, indirectly. Plus, the definition of each main components is explained, and the problem statement is included to further support the study.

CHAPTER 2
LITERATURE REVIEW

2.0   Introduction

In this chapter, researcher presenting and relating the related literature, article or journal for this research that is, entrepreneur QOL in relation to their self-efficacy and anxiety. In this chapter also, researcher will explain regarding methodological literature, theoretical methodology and conceptual framework that is related.

2.1   Self-efficacy and Malaysian Entrepreneur

Dynamic process of evaluation and choice that surrounds the development of entrepreneurial and the subsequent decision to engage in an entrepreneurial behaviour can be explain by self-efficacy. But first, the term of self-efficacy itself need to be understand. Bandura (1977), stated that self-efficacy is person's belief in his or her capabilities to perform a given task. Acquiring complex cognitive, social, linguistic, and/or physical skills that are obtain through gradual experience that contributes to development of self-efficacy. From this, according to Bird (1988, 1992) that intention as a state of mind that focuses a person's attention, experience, and behaviour toward a specific object or method behaviour. Bird further suggests that entrepreneurial intention directs critical strategic thinking and decisions and operates as a perceptual screen for viewing relationship, resources, and exchanges. Individuals are predisposed to entrepreneurial intentions based upon a combination of both personal and contextual factors. Personal factors such as prior

experience as entrepreneur, personality characteristics, and abilities. Meanwhile contextual factors are social, political, and economic.

In Malaysian context, from the past research by Rohani Mohd., Badrul Hisham Kamaruddin, Salwana Hassan, Mazzini Muda, and Khulida Kirana Yahya of the important role of self-efficacy in determining entrepreneurial orientations of Malay small scale entrepreneurs, the researchers conclude that, there was a significant positive relationship between self-efficacy and entrepreneurial; orientations, which means, the higher the level of self-efficacy the more entrepreneurial the person would be. This is because self-efficacy level is the confidence that an owner manager has on his or her ability to perform tasks related to business. If the level of self-efficacy is high, it means he or she is confident to perform difficult tasks.

Relating it back to Bandura self-efficacy theory (1989), before an individual initiate and pursues goal-directed tasks, he or she invokes personal cognitive capabilities to weigh, evaluate, and integrate information about personal skills relative to specific challenges and to form beliefs about probabilities of attaining success. The strength of these beliefs and certainty with which they are held are personal self-efficacy beliefs relative to that set of challenges. Thus, self-efficacy reflects the strength of the belief and certainty of ability relative to the set of challenges. Thus, reflects to this past research which is, only respondents with high level of self-efficacy showed high level of innovation and had proactive orientations because those with high level of self-efficacy had strong beliefs about their capabilities to cope with challenges.

A study about Self-Efficacy and Entrepreneurial Intention: The Mediation Effect of Self-Regulation founded which sample was composed of 722 public and private Malaysian university students by Zaidatol Akmaliah Lope Pihie and Afsaneh Bagheri, founded that self-efficacy turns up as the most significant contributor to students' entrepreneurial intention because of its strong direct and indirect relationships with the construct. This thus showed that self-efficacy as the strongest factor influencing students' selection as an entrepreneur and necessitates providing opportunities for them to improve their entrepreneurial self-efficacy (Bandura 2012; Culbertson et al. 2011; Wilson et al. 2007; Souitaris et al. 2007; Fayolle et al. 2006; Zhao etal. 2005; Chen et al. 1998). From this study, it can be identified that the self-efficacy plays a major in attention to choosing the entrepreneurial at the first place. And without it, the person choosing the path as an entrepreneur is either by pressure of the surrounding or for the sake of trying.

2.2   Self-Efficacy Conception of Anxiety

In social cognitive theory (Bandura, 1986), perceived self-efficacy control over potentially threatening events plays a central role in anxiety arousal. Threat is not a fixed property of situational events. Nor does appraisal of the likelihood of aversive happenings rely solely on reading external signs of danger or safety. Rather, threat is a relational property concerning the match between the perceived coping capabilities and potentially hurtful aspects of the environment. Therefore, to understand people's appraisals of external threats and their affective reactions to them it is necessary to analyse their judgements of their coping capabilities which, in large part, determine the subjective perilousness of environmental events. People who believe they can exercise control over potential threats do not conjure up apprehensive cognitions and, hence, are not perturbed by them. But those who believe they cannot manage potential threats experience high levels of anxiety arousal. They tend to dwell on their coping deficiencies and view many aspects of their environment as fraught with danger.

A sense of personal control can be achieved either behaviourally or cognitively. In behavioural control, individuals do things that forestall or attenuate aversive events. In cognitive control, individuals operate under belief that they can manage threatening situations should they arise. Although actual and perceived control are clearly distinguishable at the operational level. There is often substantial variance between perception actuality, and perceived self-efficacy operates anticipatorily in regulating anxiety arousal in both forms and controls. So thus, from Bandura study regarding self-efficacy and anxiety, he showed that there is an affecter phenomenon in which self-efficacy is regulating anxiety.

2.3   Anxiety and Malaysian

Anxiety is a tense unsettling anticipation of a threatening but formless event; a feeling of uneasy suspense. It is a negative affect (feeling) so closely related to fear that in many circumstances the two terms are used interchangeably. Fear also is a combination of tension and unpleasant anticipation, but distinctions can be made between the causes, duration and maintenance of fear and of anxiety. Strictly, the term fear is used to describe an emotional reaction to a perceived danger, to a threat that is identifiable, such as poisonous spider. Mist fear reactions are intense and have the quality of an emergency. The person's level of arousal; is sharply elevated. However, feelings of anxiety persist for lengthy periods and can nag away 'at the back of mid' for days,