

# Effects of Self-efficacy and Wisdom on Job Competence of Care Workers in Korea

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## Abstract

**Purpose:** The purpose of this study was to analyze the effect that self-efficacy and wisdom on job competence in care worker in Korea.

**Method:** The subjects of this study were 123 care workers. The data were analyzed using descriptive statistics, t-test, ANOVA, Pearson's correlation coefficient and stepwise multiple regression using the SPSS Window 23.0 program.

**Results:** The care workers' self-efficacy scored 3.80 points out of 5 points, and wisdom scored 3.63 points out of 5 points, and job competence scored 3.66 points out of 5 points. The job competence of care workers was a high positive correlation with self-efficacy ( $r=.53$ ,  $p<.001$ ), wisdom ( $r=.72$ ,  $p<.001$ ). The wisdom ( $\beta=.715$ ,  $p<.001$ ) of care workers had a significant influence on job competence, showing a 51.1 percent explanation power.

**Conclusion:** The self-efficacy and wisdom of care workers showed a positive correlation with job competence, the higher the degree of self-efficacy and wisdom was found to be, the higher the job competence. Wisdom is the most influential variable on the job competence of care workers. Therefore, in order to improve the health and quality of life of the elderly who living at home by increasing the job competence of the care workers, it is necessary to provide the intervention program so that self-efficacy and wisdom can be developed. Especially, wisdom has the attribute that can be acquired through experience while living, so it is also necessary to train them to make a successful resolution in response to various problems. This study is aimed at the care workers who provide home care, so it is suggested that the study is repeated targeting the care workers who work in the hospital by expanding the institution.

**Keywords:** Care workers, Self-efficacy, Wisdom, Job competence

## Introduction

The medical expenses of the elderly aged 65 or older are 34.5% of the total medical expenses according to the statistics of 2013, and the medical expenses of the elderly will account for 45.6% of the total medical expenses in 2020, which is caregiving and health management for the elderly is emerged as an important national issue.

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<sup>1</sup>According to the statistical data of the elderly in 2018, The elderly aged 65 tend to increase their medical and caregiving services to 38.6% among the social concerns for their aging, and In 2017, the number of welfare facilities for the elderly is 76,371, which is increasing every year, and the number of elderly care facilities and day and night protection services is continuously increasing. <sup>2</sup>Among the health workforce who care for the elderly, the care workers are the primary workforce who care for the health of the elderly such as nursing and bathing in the geriatric hospitals, the care facilities, and the home, their professional ability play significant role in managing the health of the elderly. Also, only those who have completed a specific education at an

educational institution recognized by the Ministry of Health and Welfare and obtained a certificate through a qualification test may work as a care worker.

On the other hand, competence is an internal characteristic of an individual who causes effective and excellent performance by the criteria in a specific situation or job, it is defined as the total aggregate of the features, actions, and characteristics necessary to achieve successful job performance. Competence means the individual's performance as a result of applying what the learner has learned to work, and measuring competency means measuring an individual's performance. Jang<sup>5</sup> stated that the competence of the care worker who directly provides the service is a critical factor that governs the quality of service and that the environment should be developed so that he or she can acquire nursing skills with a sense of occupation. Shin<sup>6</sup> defined Job competence as a whole of a given role within the organization, such as the mission and strategy that an individual seeks to perform a successful job in the enterprise or organization, and such as skills, attitudes, and knowledge necessary to perform. Therefore, this job competence of care workers plays an essential role in the service targeting the elderly, and it is considered to be an essential factor in improving the quality of life and health preservation of the elderly. In particular, since the care workers who belong to the visiting care center visits the elderly's home and takes care of the elderly almost alone, it is thought that the level of individual competence plays a significant role in the health and quality of life of the elderly.

Once we analyze the factors that are relevant to Job competence so far, we can take into account the variable of self-efficacy and wisdom. When care workers perform caring, they need assurance and judgment of their actions in dealing with complex situations. Self-efficacy is the primary source of action and is caused by subjective judgments in repeated tasks that are truly self-assured of their ability, and this can be enhanced by the development of active ability to react and expertise, and if this process is repeated, subjective judgment is likely to lead to objective judgments<sup>7</sup>, so the self-efficacy is judged to have a positive effect on the job competence of care workers who take care of the elderly in vulnerable situations and also contributes to the improvement of job competence volume.

Also, Wisdom is the core of human development<sup>8</sup> because it is the work of the mind to discern the reason or

good or evil of things, and positive qualities such as self-integration and maturity, judgment and interpersonal skills, and understanding of life. Wisdom can be said as a mature mental activity that solves various problems in life through a balanced integration of cognitive, emotional, mental, moral, and relational factors. In the case of a wise care workers, it is thought that they will be able to perform the job well if they take care of the elderly with such as a positive attitude, a sympathetic interpersonal and a perspective.

Therefore, in this study, we intend to use that targeted on care workers to identify the extent of their job competence and analyze the extent to which their effectiveness and wisdom affect the job competence of the care workers as a baseline data for developing an arbitration program to increase the amount of job competence of care workers.

## Method

**Subjects:** The subjects of this study were 123 care workers in charge of visiting care centers located in Dong-gu, Jung-gu, and Seo-gu, D city. They are adult men and women who understood the purpose of the study and voluntarily expressed their willingness to participate and provided written consent. The study subjects were those with at least six months of experience as care workers. The number of samples was calculated using the G-power 3.1.9.4 program. The number of samples required to maintain the effect size .15, significance level .05, power .90, and four predictors was 108 people, and the subjects were 130, considering a 20% dropout rate.

## Instruments

**Self-efficacy:** The tool that the general Self-efficacy scale developed by Chen, Gully, & Eden<sup>9</sup> then adapted by Noh<sup>10</sup> was used. It is a 5-point Likert scale with 8 questions in total and is from 'Strongly disagree' of 1point to 'Strongly agree' of 5points, which means that the higher the score is, the higher the degree of self-efficacy. The reliability in the study of Noh<sup>10</sup> was Cronbach's  $\alpha=.83$  and this study was .85

**Wisdom:** KMWS developed by Kim<sup>11</sup> was used. In total, 43 questions consist of 4 sub-regions as 16 questions for cognitive competence, 11 questions for purify and balance, 10 questions for positive attitudes of life, and 6 questions for empathetic interpersonal relations. By the scale of from 'Strongly disagree' of 1point to 'Strongly agree' of 5points, we could see that

the higher the score, the higher the degree of wisdom is. The reliability at the time of development was Chronbach's  $\alpha=.93$  and this study was .95.

**Job competence:** We use the tools from National Occupational Capacity Standards with (NCS) adapted by Lee to suit for care workers. In total, 24 questions consisted of sub-regions as 4 questions for communication competence, 3 questions for problem-solving competence, 4 questions for self-development competence, 4 questions for interpersonal competence, three questions for technical competence, and 6 questions for vocational ethics competence. By the scale of from 'Strongly disagree' of 1 point to 'Strongly agree' of 5 points, we could see that the higher the score, the higher the degree of job competence is. The reliability at the time of development was Chronbach's  $\alpha=.85$ , and this study was .93.

**Data collection:** Researchers were visited four visiting care centers located in Dong-gu, Jung-gu, and Seo-gu in D city in person to explain the purpose and method of research to the Director of the Center and got permission, then explain the purpose of the study to the care workers, and complete the questionnaire after obtaining written consent. Use time to complete the questionnaire was about 15 to 20 minutes.

**Ethical consideration:** Approval was acquired by the ethics committee of K University on the objective, methodology and protection of rights of study participants (KNU\_IRB\_2019\_66). During the study period the guidelines on ethical studies were observed.

**Data analysis:** Using the SPSS/WIN 23.0 program, the general characteristics and variables were analyzed for frequency, percentage, mean and standard deviation. The difference in job competence across different general characteristics was analyzed using a t-test, ANOVA and Scheffe test. The correlation between the subjects' variables was analyzed using Pearson's correlation coefficients. Multiple regression analysis was conducted to analyze the factors affecting the subjects' job competence.

## Results

**General Characteristics of Care Workers:** The average age of 123 nursing care providers was 56.13, and 39.8 % (49 people) of them was over 60 years old as the most significant number, and most of them 83.7% (103 people) was female, and for the graduation level

was mostly high school graduates as 64.2 % (79 people). The average working experience of care workers was 41 months, with 70.6% (72 people) groups of less than three years as the most significant number. The group that said they had no experience in receiving remuneration or professional education within the past year as the most significant number 44.7 percent (55 people), and in total income accounted, 510,000 won ~ 1 million won was more than the majority as 61.8 % (76 persons). Service institutions were mostly cases of visiting care performing as 87.8 % (108 people).

**Degree of Self-efficacy, Wisdom and Job Competence in Care Workers:** The care workers' self-efficacy scored 3.80 points out of 5 points, and wisdom scored 3.63 points out of 5 points, and job competence scored 3.66 points out of 5 points (Table 1)

**Table 1. Degree of Self-efficacy, Wisdom and Job Competence in Care Workers**

Item	M $\pm$ SD	Range
Self-efficacy	3.80 $\pm$ 0.52	1~5
Wisdom	3.63 $\pm$ 0.44	1~5
Job competence	3.66 $\pm$ 0.47	1~5

**Difference in Job Competence across General Characteristics:** Looking at the difference in job competence according to general characteristics of care workers was, it has shown that there was no difference in the degree of the job competence in all characteristics of age, gender, education, work experience, In-service education or professional education, total income, and the type of service institution.

**Correlation between Self-efficacy, Wisdom and Job Competence in Care Workers:** The self-efficacy and wisdom ( $r=.70$ ,  $p<.001$ ) of the care workers showed a high positive correlation, and the self-efficacy and job competence ( $r=.53$ ,  $p<.001$ ) and the wisdom and job competence ( $r=.72$ ,  $p<.001$ ) also showed a high positive correlation. In other words, the higher the degree of self-efficacy of care workers, the higher the degree of wisdom and the higher the degree of self-efficacy or the higher the degree of wisdom was found to be, the higher the degree of job competence (Table 2).

**Table 2. Correlation between Self-efficacy, Wisdom and Job Competence in Care Workers**

Variables	Self-efficacy r(p)	Wisdom r(p)	Job competence r(p)
Self-efficacy	1		
Wisdom	.70(<.001)	1	
Job competence	.53(<.001)	.72(<.001)	1

**Factors affecting Job Competence in Care Workers:** To find out the factors affecting the job competence of care workers was conducted multiple regression analysis by the stepwise method with self-efficacy and wisdom as independent variables. The problem of multicollinearity expected in the multiple regression analysis was 0.1 or higher with the tolerance limit of 1.000, and the variance inflation factors (VIF) was 1.000 that did not exceed the standard of 10 or higher, so there was no problem of multicollinearity. Also, the Durbin-Watson value was 1.341, with no problem of autocorrelation. The analysis showed that wisdom( $\beta=.715$ ,  $p<.001$ ) had a high influence on the job competence of the care workers and As it shows explanation power of 51.1%, showed that the higher the degree of wisdom, the higher the job competence is, and wisdom was the only variable affecting the job competence of the care workers.

**Table 3. Factors affecting Job Competence in Care Workers**

Variables	B	SE	$\beta$	t	p
Constant	.878	.249		3.526	.001
Wisdom	.765	.068	.715	11.243	<.001
$R^2=.511$ Adj. $R^2=.507$ $F=126.408$ $p<.001$					

## Discussion

This study analyzes the relationship between self-efficacy and wisdom and to identify the influential factors of job competency in order to provide high-quality care services on visiting the elderly's home by using their job competency targeted to care workers belonging to the visiting care center.

According to the study, Most of the care workers were middle-aged women. That is similar to Lee13's study result. Middle-Aged women cover most of the care worker jobs. As their level of job competency is moderate, they need continued and planned training for enhanced job competency. The care workers who are visiting the home must use their competence to provide care services without the supervision of the medical practitioner, so they should seek to improve job competence through training. Since the job training with

inappropriate timing and duration act as an obstructive factor to care workers, it should be considered and provided the job training.

As self-efficacy can increase performance by making efforts, challenges, and actions as the primary source of behavior, so it is necessary to consider for job competence. Also, care workers should be able to demonstrate their job competence through efforts to increase wisdom, as wisdom, which is the result of the study targeting the counselors, was an important factor affecting the counseling process and performance. Wisdom people are enhanced in their ability to accept life and build relationships with others from a high problem-solving ability and insight, so it becomes a positively necessary factor for care workers.

Therefore, it is necessary to provide job education programs considering the variables of self-efficacy and

wisdom of care workers.

### Conclusions

Self-efficacy and wisdom of care workers had a positive correlation with job competence, the factor affecting the job competence of care workers was wisdom, which had a significant effect. Therefore, should be developed and applied to the caring arbitration programs that encourage caregivers to increase their self-efficacy, which is the confidence that they can do, and to exercise their wisdom to pay more attention to their duties and solve various problems.

Thereby it can bring about the effect of the quality of life and health recovery of the elderly who are provided with care at home by improving the competencies of care workers. In the future, it proposes that the study is repeated targeting the care workers working in hospitals.

**Ethical Clearance:** Not required

**Source of Funding:** Self

**Conflict of Interest:** Nil

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