

# Self-Efficacy, Covid-19 Anxiety, And Achievement Motivation for Employees Who Cannot Work from Home in Pandemic Times

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## Abstract

Covid-19 has caused nationwide anxiety, many initiatives have been created to suppress the spread of covid-19, but the anxiety of contracting the virus is certainly undeniable, especially for employees who cannot leave their jobs and do not have the luxury to do work from home. However, the anxiety that arises can be overcome by the presence of efficacy and motivation of each individual. Individuals with high self-efficacy beliefs will be more persistent and adaptable to new obstacles (Bandura, 1994). Furthermore, Wood & Bandura (in Staples et al) stated that individuals' self-efficacy beliefs also influence their level of motivation, which is reflected in how much effort they will put in and how long it will last. Individuals who have high achievement motivation, when faced with complex tasks and challenges tend to do well (McClelland, 1975). Therefore, achievement motivation is a crucial factor, especially during this pandemic.

This study aims to empirically measure the role of self-efficacy, anxiety about COVID-19, and achievement motivation for employees who cannot work from home during the pandemic. This study uses 3 scales, self-efficacy is measured by the general self-efficacy scale which has a reliability of 0.86. Anxiety about COVID-19 is measured by the Fear of COVID-19 Scale, the reliability of this scale is 0.88. While achievement motivation uses a revised version of the Achievement Motivation Scale which consists of 2 dimensions, hope of success (HS) and fear of failure (FF), with the reliability of HS 0.71 and FF 0.79. The sampling technique used is purposive sampling. This research involves 290 workers from the various industrial sectors, the majority were workers from the retail trade and health sector that were not possible to do their jobs from home. The results show that self-efficacy and anxiety about COVID-19 together have a very significant effect on achievement motivation. Individuals who have high self-efficacy will have high achievement motivation. Then if individuals were not too anxious about COVID-19, there will also be an increase in achievement motivation

Keywords: Self-Efficacy, Achievement Motivation, Anxiety, Covid.

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## 1. Introduction

Since early 2020, the global community has been facing ambiguity and uncertainty in dealing with COVID-19 (Coronavirus Disease-2019). COVID-19 is a respiratory tract infection, with general symptoms of fever 38°C dry cough, and shortness of breath (Ministry of Health of the Republic of Indonesia, 2020). According to the International Labor Organization (ILO), the COVID-19 pandemic is an immediate health emergency. Various initiatives have been sought to suppress the spread of COVID-19, including working, studying, and worshipping from home. However, research by Maria and Nurwati (2020) shows that 27.3% of workers feel that they lose their motivation to work due to irregular sleeping hours and a divided focus on taking care of children while working from home during the pandemic. Work from home, as the government's appeal, turned out to have an impact by decreasing or even disappearing individual motivation to work. This is certainly concerning. According to Robbins & Judge (2007), low work motivation can cause various negative impacts such as absenteeism, job changes, low productivity, decreased body health, and work accidents. Every organization and worker, of course, does not want this risk to occur. Therefore, the role of motivation is crucial, especially during the current pandemic. In this research, we will examine more about achievement motivation. According to Chaplin (2002), achievement motivation is an individual's tendency to achieve success or to achieve the desired end goal, as well as individual commitment to a task. With greater challenges during the pandemic, of course, achievement motivation is needed to be able to survive and struggle even better.

As is well known, the COVID-19 pandemic provides various psychological effects on the community (WHO, 2020), one of which is anxiety after individuals receive various information about the COVID-19 pandemic on social media (Ahorsu et al., 2020). In the last situation where 7.6% of people in Indonesia have high anxiety, and 28% have moderate anxiety (Rinaldi and Yuniasanti, 2020). This is also evident from the results of research by Zulva (2020) that information about COVID-19 causes individuals to become psychosomatic because of the tension, anxiety, and panic they feel. The anxiety itself according to Nevid, Rathus, & Greene (2018) is a general condition of fear or feeling uncomfortable.

In the study of Andri and Dewi (2007), Freud mentioned reality anxiety, which is anxiety that stems from the fear of dangers that threaten the real world. For example, in this case, fear of contracting COVID-19, so this anxiety leads individuals to behave in carrying out the health protocols recommended by the government, such as wearing masks, diligently washing hands, and maintaining social distance. Not infrequently the fear that stems from this reality can be extreme. For example, in this case, a person becomes very afraid to leave the house for fear of contracting COVID-19.

Furthermore, the concept of anxiety from Nevid and Rathus (2016) is an emotional state that is also accompanied by subjective, behavioral, and physical characteristics. Subjective traits include worry, fear of the worst happening, fear of losing control, nervousness, and inability to relax. While the physical characteristics include trembling and heart palpitations. Then the behavioral traits of anxiety are dominated by avoidance of situations. This is similar to the opinion of Gail W. Stuart (2006) that anxiety is an unclear and diffuse worry, which is related to feelings of uncertainty and helplessness.

Nasrullah, et al (2020) stated that 65.8% of health worker respondents in Indonesia experienced anxiety due to the COVID-19 outbreak, 3.3% experienced very severe anxiety, and 33.9% experienced mild anxiety. According to Bandura (1997), self-efficacy and outcome expectancy can reduce anxiety. Self-efficacy is an individual's belief in his ability to cope with situations and Outcome expectancy is an individual's estimate of the possibility of certain consequences that may affect anxiety. High perceived self-efficacy allows individuals to face stressful demands with confidence, feel motivated, and assess events as positive (Bandura, 1995). According to Nevid (2016), Self-efficacy is the belief we have in our ability to succeed in the task we

want to complete. Supported by the statement of Schönfeld, et al (in Nevid 2016) that self-efficacy acts as a stress buffer, helping us withstand the stressful demands we face in life.

In dealing with the COVID-19 situation, having good self-efficacy will certainly be very useful and help individuals reduce their anxiety so they can focus more at work. According to Nevid, Rathus, & Greene (2006), anxiety can be useful if it encourages individuals to do medical examinations or motivates them to do positive things. This can also be in the form of individuals who are more focused and motivated at work.

According to Robbins (1994) motivation is a willingness to expend a high level of effort towards organizational goals, which is conditioned by ability. McClelland (1985) states that achievement motivation is the motivation that encourages individuals to achieve success, which aims to succeed in competing with a certain standard of success.

Nevid (2018) mentions achievement motivation as a motive or desire to achieve success. The need for achievement is driven by extrinsic motivation, intrinsic motivation, or both (Ryan & Deci, Story et al, in Nevid 2018). According to McClelland (1961), individuals are motivated to achieve (achieve) when they are challenged and are aware that the results will be a reflection of their success or failure. McClelland examines the achievement behavior of entrepreneurs, and findings related to economic development. According to McClelland, the level of achievement motivation shown by leaders in business will have a direct effect on the economic growth of a nation. Nevid (2018) again emphasizes that achievement motivation leads us to undertake challenges that risk failure, but also leads to success. This is in line with David McClelland (in Nevid 2018), according to which individuals with a high need for achievement will set challenging but realistic goals for themselves.

Then the results of the study of Mohamadi et al (in Mahmoudi et al, 2017) state that achievement motivation is showing individual interest in working better, managing the workplace effectively, solving work-related problems, increasing the number of jobs and quality of work, and competing for better choices. In short, the individual manifests himself in the interest to do the job better and more effectively than before. McClelland found that in adults, the need for achievement can be developed. People with achievement orientation will have certain characteristics that can be developed, namely: (1) Likes risk-taking as a function of skills, like challenges, and wants personal responsibility for the results achieved, (2) Tend to set appropriate achievement goals and face calculated risks. (3) Has a strong need to get feedback on what he has done. (4) Have skills in long-term planning and organizational abilities.

According to Lang & Fries (2006) individuals not only differ in their propensity to pursue success but can also be distinguished from their tendency to avoid the possibility of failure. Furthermore, Lang and Fries (2006) mention that individuals who have hope of success can perform better, tend to be more persistent, enjoy work that is more related to tasks and achievements, evaluate themselves to be more positive, enjoy work, and tend to be more like realistic and challenging tasks. Then individuals who have fear of failure are more worried when doing tasks related to achievement, evaluate themselves more negatively, and have higher anxiety.

In this case, if the individual has high achievement motivation, COVID-19 will not be a barrier for the individual to work. Individuals who have achievement motivation will have the courage to keep going to work and comply with various health protocols and do their best to stay healthy and achieve the success they want.

At the time of this research, it is not known for certain how long COVID-19 can survive on the surface of an object, although preliminary studies suggest that COVID-19 can last up to several hours, depending on the type of surface, temperature, or humidity of the environment (Ministry of Health of the Republic of Indonesia, 2020). This will certainly be very challenging for workers who still have to go to work locations because they cannot know for sure what objects around them have been contaminated by COVID-19.

Uncertainty can harm the welfare and mental health of workers, such as depression, excessive fatigue, and anxiety, (Kim & von dem Knesebeck, in ILO, 2020). COVID-19 has caused anxiety in the wider community

this will certainly be more challenging for workers who cannot leave their jobs and do not have the luxury to work from home. Based on this background, this study was designed to test the following three hypotheses: There is an influence between self-efficacy and anxiety on COVID-19 with employees' achievement motivation (H1); There is an effect of self-efficacy on employees' achievement motivation (H2); There is an effect of anxiety on COVID-19 with employees' achievement motivation (H3).

## 2. Method

This study uses a quantitative method to examine the effect of self-efficacy and anxiety on COVID-19 on the achievement motivation of workers who cannot work from home during the pandemic. In this study, the definition of self-efficacy is an individual's belief in his ability to master various types of demands from the environment that can help individuals withstand the stress they face. Then anxiety is defined as an emotional condition with the emergence of discomfort in the individual, and the fear of something that threatens them followed by feelings of helplessness and uncertainty. While achievement motivation is the need for achievement that will encourage individuals to succeed, dare to face difficulties, and dare to take risks.

The population of this study is workers who continue to work and go to work, even in a pandemic situation. Data collection techniques using purposive sampling. The questionnaire was distributed online, consisting of informed consent, subject identity, and research scale. Self-efficacy was measured by the General Self-Efficacy Scale from Novrianto, Marettih, and Wahyudi (2019), a 10-item questionnaire (in Indonesian), which was answered on a four-point Likert scale ranging from 1 for "Strongly disagree" to 4 for "Strongly disagree." agree". For example, "I can always solve a difficult problem if I try hard enough." Cronbach's Alpha for this self-efficacy scale is 0.86. Fear of COVID-19 Scale (FCV19S) is a scale developed and validated by Ahorsu et al (2020). This scale has seven items specifically developed to measure the anxiety of the novel coronavirus. One example of the item is "I am most afraid of the corona-19 virus". The reliability of this scale is 0.88.

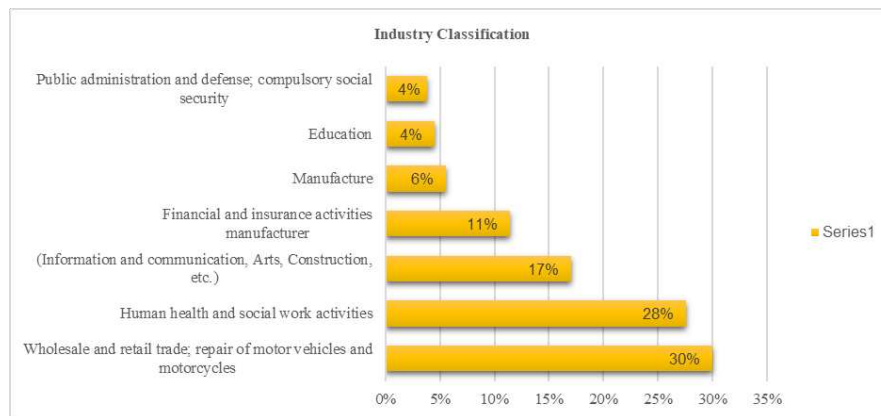
Achievement motivation uses a scale from Lang and Fries (2006), AMS-R (Achievement Measurement Scale-Revised) is a revised version of the Achievement Motivation Scale which has ten items. Although this scale is shorter than the original scale, it is believed to be more valid and can reduce pressure on respondents if they have to answer a large number of similar items (Lang & Fries, 2006). This scale consists of 2 dimensions, namely the Hope of Success (HS) and the Fear of Failure (FF) dimension. An example of an item on this scale is "I enjoy situations where I can use my abilities". Cronbach's alpha value of (HS) 0.71 and (FF) 0.79.

The data collected was then analyzed descriptively and hypothesis testing was performed using multiple linear regression analysis with the help of the SPSS 21.0 for windows program. This analytical test was chosen to determine the effect of self-efficacy and anxiety on COVID-19 either partially or jointly on achievement motivation.

## 3. Results and Discussion

This study involved 290 workers from various industrial sectors, the categories were made based on the ISIC International Standard Industrial Classification of All Economic Activities (2008), which is a classification system of economic data created by the United Nations. The following is the respondent's industry data.

Chart 1. Respondent industry classification chart



Based on industry classification, respondents mostly come from wholesale and retail trade and repair of motor vehicles and motorcycles as much as 30%, human health and social work activities as much as 28%, financial and insurance activities as much as 11%, and other business fields under 4% which were then combined into 17% of them, namely; Information and communication arts, entertainment and recreation, construction, Accommodation and so on.

Table 1. Description of research subjects by category (N = 290)

Variable	Category	Frequency	Percentage %
Gender	Man	152	52%
	Woman	138	48%
Marital status	Marry	205	70.7%
	Not Married	85	29.3%
Age	30 Years	109	37.6%
	31 – 35 Years	49	16.9%
	36 – 40 Years	60	20.7%
	40 Years	72	24.8%
Work experience	3 Years	39	13.4%
	4 – 6 Years	71	24.5%
	7 – 10 Years	47	16.2%
	10 Years	133	45.9%

Based on Table 1, there are 290 respondents with 52% male workers and 48% female workers. The majority of respondents as much as 70.7% are married, and 29.3% are not or are not yet married. Then respondents aged 30 years and under dominated with a percentage of 37.6%, compared to other age ranges who both contributed as respondents, while the age range of 31-35 years was the least with a percentage of 16.9%. When viewed from the duration of work experience, the working period of more than 10 years

dominates with a percentage of 45.9% while the duration of work of 3 years and under is the smallest group of work duration with a percentage of 13.4%.

Table 2. Descriptive statistics

Variable	N	Std. Deviation	mean	Category
Self-Efficacy	290	3.391	31.80	High
Anxiety about COVID-19	290	3.664	19.27	Low
Achievement motivation	290	2.990	28.97	High

Based on Table 2, it can be seen that data from 290 subjects (N=290) showed the self-efficacy variable (M = 31.80; SD = 3.391) in high category, and the anxiety variable against COVID-19 (M = 15.73; SD = 3.664) in the low category, then the achievement motivation variable (M = 28.97; SD = 2.990) in the high category. Based on Table 2, it can be interpreted that most of the respondents have high self-efficacy, low anxiety about COVID-19, and high achievement motivation.

Table 3. ANOVA hypothesis test results

Model	Sum of Squares	df	Mean Square	F	Sig.	Model
Regression	481,437	2	240.718	32,862	.000b	Regression
Residual	2102,343	287	7,325			Residual
Total	2583,779	289				Total

From the description of the ANOVA output table above, it is known that the calculated F test of 32.862 is significant, with a significance value of <0.05. So, it can be concluded that (H1) is accepted, which means that self-efficacy and anxiety about COVID-19 simultaneously have a significant effect on achievement motivation.

Table 4. The amount of the independent variable's contribution to the dependent variable

R	R Square	Adjusted R Square	Std. The error in the Estimate
.432a	.186	.181	2,707

Then in Table 4, the correlation coefficient (R) shows how close the relationship between self-efficacy and anxiety about COVID-19 with achievement motivation is, the value (R) is 0.432. This value shows that the relationship between the variables of self-efficacy and anxiety about COVID-19 with achievement motivation is 43.2% and it means a quite strong correlation.

Furthermore, the coefficient of determination (R Square) is 0.186. That is, 18.6% of Self-Efficacy and Anxiety against COVID-19 together play a role in Achievement Motivation. While 81.4% is influenced by other variables.

Table 5. The results of the partial influence hypothesis test between variables

		Coefficients <sup>a</sup>				
Model		Unstandardized Coefficients	Std. Error	Standardized Coefficients	t	Sig.
		B		Beta		
1	(Constant)	25.847	1,634		9.125	,000
	Self Efficacy	0.270	0.047	0.306	5,700	,000
	Anxiety Against COVID-19	-0.284	0.044	-0.347	-6,468	,000

a. Dependent Variable: Achievement.Motivation

From table 5, it is known the value of Sig. The effect of self-efficacy (X1) on (Y) achievement motivation is  $0.000 < 0.05$  and the t value is  $5.700 > t$  table 1.980, so it can be concluded that H2 is accepted which means that there is an effect of self-efficacy on achievement motivation. The regression coefficient of self-efficacy (X1) 0.270 means that each additional point of the self-efficacy variable will increase achievement motivation by 0.270 times.

Then, in Table 5, it is also known the value of Sig. The effect of anxiety on COVID-19 (X2) on (Y) achievement motivation is  $0.000 < 0.05$  and the t value - 6.468  $> t$  table -1.980, so it can be concluded that H3 is accepted which means there is an influence of anxiety on COVID-19 on achievement motivation. The coefficient of anxiety against COVID-19 (X2) -0.284 means that every additional point of the self-anxiety variable will reduce achievement motivation by 0.284 times.

Based on the results of hypothesis testing, it can be seen that there is a significant effect of self-efficacy and anxiety on COVID-19 on achievement motivation ( $p < 0.05$ ). The correlation coefficient (R) of .432 indicates a strong relationship between variables. Partially, both self-efficacy and anxiety about COVID-19 influence the formation of achievement-motivation. The results also show the magnitude of the coefficient of determination ( $R^2$ ) of .186, which shows that self-efficacy and anxiety against COVID-19 together contributed 18.6% to achievement motivation.

Furthermore, based on the results of 290 worker respondents who continued to go to work during the pandemic, it was found that the majority of these worker respondents, according to ISIC, fall into the wholesale and retail trade category as well as repairs to motor vehicles and motorcycles as much as 30%. According to ISIC (2008), this section of wholesale and retail sales includes all types of goods and the provision of services related to the sale of these goods. Wholesale and retail are the final steps in the distribution of goods. The various steps taken to respond to this pandemic certainly have a direct impact on markets, supply (production of goods and services), demand (consumption and investment), and the world of work (ILO, 2020). Due to the pandemic, all activities are being carried out at home. Then of course there will be an increase in purchases, especially basic necessities because basic necessities remain essential. As explained by Grashuis, Skevas, & Segovia (2020), the market share of online retailers in the United States, which was usually only around 3-4%, has now increased to 10-15% during the COVID-19 pandemic. Likewise for various types of food vendors and shippers who are experiencing increased demand. The same thing happened in Indonesia, according to Purwadisastra (2021) retail sales, especially online shopping, increased significantly during the pandemic. With the high demand from the public, retail workers will have higher job demands and complexity, accompanied by the condition that the majority of jobs in retail cannot be done from home.

Then, it was also found that the self-efficacy of workers was in the high category. Workers who have high self-efficacy are believed to give more of their abilities to be able to achieve something they want. This



is in line with the theory of Wood & Bandura (1989), which states that it takes a strong sense of self-efficacy to optimally deploy one's cognitive resources and to remain task-oriented in the face of difficulties or failures in the world of work. In this case, strong self-efficacy will help workers to keep working amid difficult situations during the pandemic. Bandura (1991) confirmed the belief that efficacy was able to mediate the relationship between stress or anxiety and a sense of control over an adverse situation. The pandemic is certainly full of various challenges and difficulties. Even as mentioned by Hadiwardoyo (2020), this COVID-19 pandemic has resulted in national, sectoral, corporate, and individual losses. When perceived coping skills are inappropriate in an unresponsive environment (such as a pandemic), the perceived threat is certainly present. To overcome this threat, Bandura (1986) mentions the need for an individual's optimism about personal efficacy. Then, Luszczynska, Gutiérrez-Doña & Schwarzer (2005) mention that general self-efficacy (GSE) aims at a broad and stable sense of personal competence to deal effectively with various stressful situations. Self-efficacy in this high category will certainly be very helpful. When perceived coping skills are inappropriate in an unresponsive environment (such as a pandemic), the perceived threat is certainly present.

The relationship between self-efficacy and anxiety was also seen in several previous studies, including by Yenen et al. (2021) who showed that higher fear of COVID-19 was associated with lower self-efficacy. Then Kashdan & Roberts (2004) mention that low self-efficacy is associated with symptoms of anxiety and depression. Situations with high anxiety and low self-efficacy can certainly harm employees and the organization, which according to Latham & Pinder (2005) states that from various methodologies, analytics, and field studies, there has been ample evidence that efficacy beliefs affect individual motivation and performance levels.

Regarding anxiety about COVID-19, the majority of the subjects in this study as much as 34.5% were in the not anxious category and 32.8% were in the moderate category. Then, following data from COVID-19 Mental Disorders Collaborators (2021), the younger group of respondents tend to feel more anxious than the older age group. This is also similar to this research, where the majority of respondents who feel anxious are from the youngest age group, which is under 30 years as much as 54.5%. Followed by other age groups, 16.4% of the group respondents aged 31-35 years, 21.8% of the age group 36-40 years, and 7.3% of the age group above 40 years.

However, according to Cori et al (2021), individuals' anxiety about themselves being exposed to COVID-19, tends to decrease with higher levels of education and as long as they feel good health. However, if individuals experience symptoms related to COVID-19, there will be an increase in anxiety about COVID-19. Further research by Cori et al (2021) also mentioned that anxiety about COVID-19 was higher in women than men. This is in line with this study, 19% of the total respondents who feel anxious, 24.5% are female respondents and 13.9% are male respondents.

Then for Achievement Motivation, the results of this study indicate that the majority of respondents are in the high category. Where, when viewed by gender, it consists equally, namely 50% female workers & 50% male workers. Meanwhile, when viewed from the marital status, 66.5% came from respondents who were married and 33.5% came from respondents who were not married. According to Gorman (1999) in his role as a provider, a married man is more likely to face and internalize norms such as hard work, obedience to superiors, and achievement that make them better workers than unmarried men. Looking at the data in this study, it seems that married workers, both women, and men, have the same high motivation so that they are more ready to work hard even in a pandemic, to carry out their duties and work to support their families.

This study involved subjects from various locations in big cities and even from different islands in Indonesia. The majority of respondents are also in big cities which have been recorded as having the highest number of COVID-19 cases in Indonesia. Where, according to CNN Indonesia (2021) in June 2021, COVID-19 cases increased by around 21,000 in one day, which is the highest record in Indonesia. This is also



summarized in the analysis data of the Task Force for handling COVID-19 on June 27, 2021 (Gugus Tugas Percepatan Penanganan, 2021), which shows that in the last 1 week there has been an increase in cases of 59.6%, where the highest distribution centers are in 5 provinces, namely: DKI Jakarta, West Java, Central Java, East Java, and Banten. West Java has a more worrying situation with the highest mortality rate increasing by 153% within 1 week. This condition places Indonesia as the Southeast Asian country with the highest COVID-19 cases and deaths (Siregar, 2021). The big cities included in the province of West Java in this study are (Depok, Bekasi, Cikarang, Karawang, Bogor, and Bandung).

With the average respondents coming from the 2 highest distribution centers, namely DKI Jakarta and West Java, and showing low levels of anxiety, it is in line with the facts on the ground with the high number of COVID-19 cases in these cities. The low level of anxiety that is felt can cause individuals to be less introspective, and not undergo health procedures in an orderly manner so the area has a high number of COVID-19 cases compared to other areas in Indonesia. This is not in line with research from Fitzpatrick et al., (2020), which states that fear of COVID-19 is concentrated in urban locations and more densely populated communities, as well as communities with higher suspected and reported concentrations of COVID-19 cases.

#### 4. Conclusion

Data from this study shows that self-efficacy and anxiety about COVID-19 play a significant role either simultaneously or partially in the formation of employee achievement motivation during the pandemic. This shows the greater the effort and endurance possessed by workers even during the pandemic.

An effective contribution of 18% indicates that self-efficacy and anxiety about COVID-19 can be further developed as an intervention for handling and increasing employee achievement motivation. Limitations in taking the number of samples in this study, both in terms of industry and domicile, need to be enriched so that generalization of the results can be carried out on a wider population. In addition, in future research, it may be possible to equip variables that can mediate between anxiety about COVID-19, self-efficacy, and achievement motivation. Thus, it is hoped that research will be able to measure more specifically and with a mediation variable, it is hoped that in the future it will be able to anticipate pandemic situations or other crises, with further intervention.

The results of this study also indicate the importance of conducting further research with a qualitative approach so that the complex situation surrounding achievement motivation during the pandemic can be understood contextually.

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