# HEALTH AND PSYCHOSOCIAL HAZARDS IN NIGERIAN BOTTLING COMPANY, OWERRI AND NIGERIAN BREWERIES LTD, 9TH MILE, ENUGU: EMPLOYEES' PERSPECTIVES

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**Abstract**
Work related hazards remain one of the major challenges facing manufacturing industries globally. Employees are active participants in production processes. Consequently, many are exposed to precarious situations that may not just affect their health and psychosocial wellbeing, but hampers their performance. This paper examined health and psychosocial hazards in Nigerian Bottling Company, Owerri and Nigerian Breweries Ltd, 9th Mile, Enugu, using employees' perspectives. Three specific objectives and one hypothesis guided this paper. The theoretical underpinning was person-environment fit theory. Mixed-methods research design was adopted and population of study is one thousand, one hundred and sixty-one (1,161) employees. The sample size is five hundred and sixty-eight (568). Multi-stage sampling techniques was used in selecting respondents, while purposive sampling method was used in selecting six (6) interviewees. Questionnaire and in-depth interviews (IDI) guide served as major instruments for data collection. Quantitative data were analysed using descriptive statistics such as frequency counts, percentages, mean scores, Likert scale, bar chart. The hypothesis was tested with chi-square (x2) through the aid of SPSS, while qualitative data were subjected to thematic extraction and content analysis. The findings revealed that psychosocial hazards were more prevalent and most encountered by the respondents than health hazards. While health hazards were most encountered at Nigerian Brewery 9th Mile, psychosocial hazards dominated at Nigerian Bottling Company, Owerri. It also showed that most commonly encountered health hazards among employees were accidental injuries, noise/vibration, extreme heat, contact with microbial pathogens, contaminated air and water, chemical splash, dust silica etc. It further indicated that mental and emotional stress, work overload, stress and burnout, feelings of job insecurity, unjust criticisms, and bullying were major psychosocial hazards confronting the employees. Hypothesis result showed that there is a significant difference in the opinion of male and female employees regarding major forms of health hazards confronting employees (p=.000, <0.05). This paper concluded that prevalence of hazards that could endanger not just physical health but psychosocial wellbeing would only mare individual and organizational productivity. It, therefore, recommended amongst others that organizations, especially bottling and beverage companies should give adequate attention to issues of psychosocial hazards. This is giving that it is a silent killer, especially when being played down. The present economic crisis in Nigeria is already overburdening many people and compounding it with issues at workplace is to drag people to their grave faster than expected.
**Keywords**: Hazards, health, organization, performance, psychosocial, safety.

**Introduction**
Work related hazards remain one of the major challenges facing manufacturing industries globally. Considering that the 21st century global market organizations are becoming increasingly competitive, managers seek ways of improving output so as to remain relevant in the market. As such, employees are placed in the forefront as active participants in production

process. Consequently, many are exposed to precarious situations that may not just affect their health and psychosocial wellbeing, but hampers their performance.

Management of hazards is a vital need of any serious organization. However, many organizations appear to play down the impact of these hazards, hence, such firms are preoccupied with performance and productivity at the detriment of employees' safety. Mechanisms for managing hazards that pose significant threat to safety and health of employees had not been given due attention, but is gradually receiving attention from many organizations (World Health Organisation - WHO, 2010; United Nations - UN, 2017). This may be as a result perceived damages they are beginning to cause in different organizations. Health is a vital component for employee's performance, as only a healthy person can perform optimally. When employees are scared of hazardous risks at work their performance and productivity are likely to be affected. Production processes in breweries and bottling companies presents avalanche of hazards that may impede optimal productivity and even incapacitate for life when not managed properly.

The International Labour Organisation describes psychosocial hazards as interactions between and among work environment, job content, organizational conditions and workers' capacities, needs, culture, personal extra-job considerations that may, through perceptions and experience, influence health, work performance and job satisfaction (Williams, Buxton, Hinde, Bray & Berkman, 2018). Common examples of psychosocial hazards may include long working hours, job insecurity, occupational burnout and stress, unfavourable work shifts, harassment by superiors, unhealthy criticisms by co-workers, unfaviourable time to complete tasks, among others (Hamad, Modrek, Cullen, 2016; Heather, 2017; Moen, Kelly, Tranby & Huang, 2011). On the other hand, health hazards are conceived as workplace accidental or human actions that may result to injury or death of employees (United Nations Office for Disaster Risk Reduction, UNDRR, 2020). It notes that this form of hazard differs from those found in the general environment. Due to the fact that workers are often exposed in confined spaces, their health is usually endangered by these hazards. This suggests that workplace hazards pose more threat to health than domestic or other forms of hazards. Given that employees usually spent greater part of their daily times at work it becomes imperative to look at the things that affect their health at workplace as to know how to manage them for a healthy and productive work life.

It is against this background that this paper examines health and psychosocial hazards in Nigerian Bottling Company, Owerri and Nigerian Breweries Ltd, 9th Mile, Enugu, using employees' perspectives.

**Objectives of the Study**
The broad objective of this paper is to examine health and psychosocial hazards in Nigerian Bottling Company, Owerri and Nigerian Breweries Ltd, 9th Mile, Enugu, using employees' perspectives. It specifically tries to;
1. Identify the most commonly encountered hazards among employees of NBC, Owerri and NB Ltd, 9th Mile, Enugu, Nigeria.
2. Ascertain the most pronounced forms of health hazards in NBC, Owerri and NB Ltd, 9th Mile, Enugu, Nigeria.
3. Determine the major forms of psychosocial hazards confronting employees of NBC, Owerri and NB Ltd, 9th Mile, Enugu, Nigeria.

**Research Hypothesis**
The following hypothesis guides this paper;
1. There is a significant difference in the opinion of male and female employees regarding major forms of health hazards confronting employees of Nigerian Bottling Company Owerri and Nigerian Breweries Ltd, 9th Mile, Enugu.

**Review of Related Literature**
Studies have been carried out across the world on organizational hazards and much seem not to have been done Nigeria. However, effort is made in reviewing and highlighting major relevant findings in relation to this present study. Eyayo (2014) in a study that tried to evaluate occupational health hazards among refinery workers found that health hazards encountered by employees includes noise, vibration, radiation, extreme heat and cold. The study further posits that these hazards can cause several health problems, injuries or even death. Similarly, Alli (2018) conducted a study that examined fundamental principles of occupational health and safety hazards. The study disclosed that after work-related cancers, circulatory and communicable diseases, accidental injuries are fourth major health and work-related fatalities. These suggests that exposure to these hazards can have lasting effects that might affect a worker's optimal performance and wellbeing.

Moreso, another study in United States by Schaufeli and Greenglass (2001) examined burnout and health related issues in selected organizations. The findings indicated that chemical, ergonomic, physical and psychosocial hazards can cause adverse effects on employees in the workplace. Again, Browling and Beehr (2017) in their study in Sweden observed that trauma was a major psychosocial disorder experienced by employees as a result of severe mental and emotional stress, as well as physical injury. It is arguably a very difficult and unpleasant experience for an employee to be exposed to things that causes them mental or emotional problems. Similarly, Gyawali (2015) examined effective approaches to improving psychosocial work environment and the study disclosed that work-related stress, bullying and harassment have grown in prominence in many workplaces and represents psychological risks to health of workers. This informs that playing down on issues that affect mental health of workers could affect their concentration and productivity. Keenan and Newton (2005) in their study that examined stressful events, stressors and psychological strains among young professional Engineers, summed psychosocial hazards into workplace conflict, violence, stress and burnout and psychopathy.

Furthermore, Kennedy (2017) conducted a study that assessed the forms of psychosocial hazards among workers at the University of Port Harcourt (UNIPORT), Nigeria. The result indicated that prevailing forms of psychosocial hazards in the school were intentional changing of work roasters by superiors as to inconvenient particular workers, threats of dismissal, verbal abuse, being screamed or yelled at, harassment and intimidation, verbal aggression, disrespectful behavior and physical attack. Although the University is considered work industry, the forms of psychosocial hazards prevalent within it may be quite different from the ones prevalent within other types of work industries particularly the manufacturing industry which is the major focus of present study.

**Theoretical Framework**
Person-environment fit theory was used in explaining this study. The theory was propounded by French Psychologists, French, Caplan and Van-Harrison (1982) and was later modified through the contributions of Dawis (1992), Kristol, Zimmerman and Johnson (2005), as well

as Munchisky and Momaham (1987). The theory is one of the earliest interactional theories of work-related psychosocial distress. It posits that work-related stress arises due to a lack of fit between the individual's skills, resources, abilities and demands of the work environment (French *et al*, 1982). They argued that interactions may occur between objective realities and subjective perceptions and between environmental and individual variables. In this case, it has been argued that stress can occur when there is a lack of fit between either the degrees to which an employee's attitudes and abilities meet the demands of the job; or extent to which the job environment meets the workers' needs.

In other words, for a healthy condition it is necessary that employees' attitudes, skills, abilities and working environment meet potential needs. Lack of fit in either of these domains can cause problems; hence, the greater the gap or misfit between an employee and the work environment the greater the strain. These strains can relate to health issues, lower productivity and other work problems.

In application, individuals often report most optimal outcomes when there is fit on attributes of psychosocial hazards they never expected, and they report lowest outcomes when the environment offers less than they need or desire. This means that when an organization provides enabling working environment where minimal hazards tends to occur, employees usually neglect or look away considering that the firm is doing its best. However, when the expected is not in place there is bound to be prevailing hazardous work atmosphere and possible discomfort or complaints from such employees. This suggests the need for every production organization to always strive to provide conducive working environment, as well as endeavour to evaluate employees' capacities and fit them appropriately into the roles that correspond with their potentials. This theory may equally imply that employees who perceive that their organization is doing its best to manage work related hazards may feel less of the psychosocial hazards and ultimately perform better than those who have negative perception.

**Methods and Materials**
The research methods employed in carrying out this study are detailed here. Mixed-methods research design was adopted and the design involves combination of quantitative and qualitative tools in data collection. The geographical scope of the study is Owerri, Imo State and Enugu, Enugu State, South-Eastern Nigeria. The study population is one thousand, one hundred and sixty-one (1,161) employees of NBC, Owerri and NB 9th Mile, Enugu. Breakdown of the population shows that six hundred and forty-eight (648) was from NBC, Owerri, while NB 9th Mile, Enugu has five hundred and thirteen (513). The choice of employees is that they are in the field and are usually confronted by these hazards. The sample size which was statistically determined using Taro Yamane (1967) formula is five hundred and sixty-eight (568) employees. Multi-stage sampling which involves the application of probability and non-probability sampling techniques was used in selecting respondents from various departments. In addition, purposive sampling method was used in selecting six (6) interviewees, which comprise a production Manager, safety Expert and Human Resource Manager from Owerri and Enugu, respectively. Data were collected using structured questionnaire and in-depth interviews (IDI) guide. Quantitative data were processed through the aid of SPSS, while analysis was undertaken using descriptive statistics such as frequency counts, percentages, mean scores, Likert scale, bar chart and chi-square ($x^2$). On the other hand, qualitative data were subjected to thematic extraction and content analysis. Out of the 568 copies of questionnaire administered, 549 which represent 97% response rate were considered valid for analysis.

**Results and Discussion**
**Socio-Demographic Characteristics of the Respondents**
The socio-demographic characteristics of the respondents such as gender, date of birth, level of education, marital status, job status and company are analysed in table 1;
Table 1: Distribution of Respondents by Socio-Demographic Characteristics

| Variables | Frequency (n=549) and Percentage (%=100) | | Total | x |
|---|---|---|---|---|
| | Companies | | | |
| | NBC, Owerri | NB 9th Mile | | |
| | 306(55.7%) | 243(44.3%) | 549(100%) | |
| **Gender** | | | | |
| Male | 215(70.2%) | 172(70.7%) | 387(70.5%) | |
| Female | 91(29.8%) | 71(29.3%) | 162(29.5%) | |
| **Total** | **306(100%)** | **243(100%)** | **549(100%)** | |
| **Age** | | | | |
| < 18 | 8(2.6%) | 10(4.1%) | 18(3.3%) | |
| 19-29 | 95(31.0%) | 49(20.1%) | 144(26.2%) | |
| 30-40 | 139(45.4%) | 101(41.6%) | 240(43.7%) | 34.6 |
| 41-51 | 61(20.0%) | 76(31.3%) | 137(25.0%) | |
| 52 > | 3(0.9%) | 7(2.9%) | 10(1.8%) | |
| **Total** | **306(100%)** | **243(100%)** | **549(100%)** | |
| **Educational Level** | | | | |
| None | 1(0.3%) | 3(1.2%) | 4(0.7%) | |
| Primary | 15(4.9%) | 27(11.1%) | 42(7.7%) | |
| Secondary | 46(15.0%) | 25(10.3%) | 71(13.0%) | |
| Tertiary (Diploma) | 158(51.6%) | 119(49.0%) | 277(50.5%) | |
| Tertiary (Degree) | 82(26.8%) | 64(26.3%) | 146(26.6%) | |
| Tertiary (Postgraduate) | 4(1.3%) | 5(2.1%) | 9(1.6%) | |
| **Total** | **306(100%)** | **243(100%)** | **549(100%)** | |
| **Marital Status** | | | | |
| Single | 111(36.3%) | 76(31.3%) | 187(34.1%) | |
| Married | 174(56.9%) | 135(55.6%) | 309(56.3%) | |
| Widowed | 18(5.8%) | 24(9.9%) | 42(7.7%) | |
| Separated | 3(1.0%) | 6(2.5%) | 9(1.6%) | |
| Divorced | - | 2(0.8%) | 2(0.3%) | |
| **Total** | **306(100%)** | **243(100%)** | **549(100%)** | |
| **Job Status** | | | | |
| Senior Employee | 118(38.6%) | 102(42.0%) | 220(40.1%) | |
| Junior Employee | 188(61.4%) | 141(58.0) | 329(59.9) | |
| **Total** | **306(100%)** | **243(100%)** | **549(100%)** | |

Source: Field Survey, 2023.
Table 1 shows that majority of the respondents 306(55.7%) were employees of the NBC, Owerri, while 243(44.3%) were those of NB 9th Mile. The overall majority 387(70.5%) were male respondents, while 162(29.5%) were females. This implies that males are more likely to be hired in the breweries. This may be that the stressful and hazardous nature of the job is likely to scare females away. Based on organizations, 172(70.7%) of the male respondents were employees of NB 9th Mile, while 215(70.2%) were those of NBC, Owerri. On the other hand,

91(29.8%) female respondents were employees of NBC, Owerri, while 71(29.3%) were those of NB 9th Mile. Again, the table revealed that majority 240(43.7%) of the respondents were within the age range of 30-40 years and their average age mean was 35 years. This suggests that they were not only adults but energetic to carry out the tasking operations of the job. Organizationally, it can be observed that 139(45.4%) and 101(41.6%) that constitute the majority at both companies also fell within the age of 30-40 years. The least 3(0.9%) at Owerri and 7(2.9%) from 9th Mile fell within 52 years and above. Educationally, the outcome of the analysis shows that majority 277(50.5%) of the respondents had diploma, while the least 4(0.7%) had none. This suggests that the employees are reasonably educated and that the organizations are mindful of the relevance of academic knowledge. Knowledge is said to be power and when someone acquires the rightful educational skills that can place the person in greater positions. Moreso, it can be deduced from the table that majority of the respondents 309(56.3%) were married, while the least 2(0.3%) were divorced. Organizational, the least 3(1.0%) of the respondents from NBC, Owerri were separated, while 2(0.8%) respondents which constitute the least at NB 9th Mile were divorced. This is suggestive of the fact that they are responsible family members. Again, the significant separation and divorced cases may not be far from circumstances associated with the job. The psychosocial hazards encountered by the employees are enough to make an emotionally weak person to have issues at home. In an effort to ascertain the job status of the respondents, the analysis points that majority 329(59.9) of the respondents were junior employees, while 220(40.1%) constitute senior ones. This is understandable as many organizations would want to hire more of junior staff as to train and use them to accomplish much more tasks and to cut cost.

**Most Commonly Encountered Hazards among Employees**
In an effort to identify major forms of hazards in the organizations, the respondents were asked to outline them. Their views are presented in figure 1;
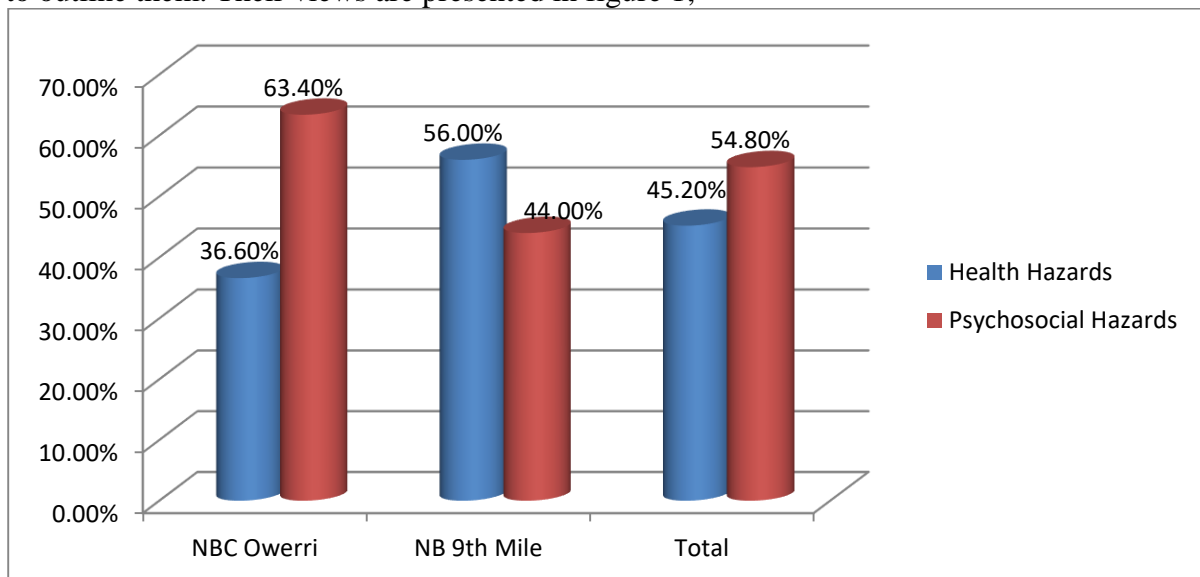


Figure 1: Respondents opinion on most commonly encountered hazards
Figure 1 presents bar chart result on the most commonly encountered hazards in the breweries. Majority 301(54.8%) of the respondents indicates that psychosocial hazards were encountered more, than health hazards. This suggests that psychosocial hazards were more encountered by the employees. Notwithstanding, a significant proportion of the respondents 248(45.2%) also points toward health hazards. Organizationally, while majority 194(63.4%) of the respondents at NBC Owerri disclosed that they encountered psychosocial hazards more, 136(56.0%) of

their counterparts at NB 9th Mile reveals that health hazards confronts them more. This suggests that in spite of the prominence of psychosocial hazards which were encountered more often by the employees, health hazards were significantly threatening to them as well. The implication is that if neglected could overtake psychosocial hazards to dominate and even cause more destruction than one can image. Therefore, both require committed attention and strategies to be able to be minimised, if not eradicated. This finding partly contradicts that of Eyayo (2014) who infers that physical hazards which is a form of health hazards are less important than other types of hazards. This is not actually the situation at the companies as they recognised the threats all of these hazards may pose.

**Most Pronounced Forms of Health Hazards**

To ascertain the most pronounced forms of health hazards in the companies, the respondents were asked to list them. Their opinion is presented and analysed in table 2;

Table 2: Respondents opinion on most pronounced forms of health hazards in their organizations

| S/n | Health Hazards | NBC, Owerri | | NB 9th Mile | | Total |
|---|---|---|---|---|---|---|
| | | Frequency | Percentage | Frequency | Percentage | |
| **A**. | **Physical Hazards** | | | | | |
| i. | Noise / Vibration | 92 | 30.1% | 127 | 52.3% | 219(39.9%) |
| ii. | Extreme heat | 53 | 17.3% | 40 | 16.5% | 93(16.9%) |
| iii. | Accidental injuries | 161 | 52.6% | 76 | 31.2% | 237(43.2%) |
| **Total** | | 306 | 100% | 243 | 100% | 549(100%) |
| **B**. | **Biological Hazards** | | | | | |
| i. | Steady contact with microbial pathogens, bacteria, viruses, etc. | 159 | 52.0^% | 116 | 47.7% | 275(50.1%) |
| ii. | Contaminated air and water | 147 | 48.0% | 127 | 52.3% | 274(49.9%) |
| iii. | Contact with body fluids/excreta | - | - | - | - | - |
| **Total** | | 306 | 100% | 243 | 100% | 549(100%) |
| **C**. | **Chemical Hazards** | | | | | |
| i. | Chemical splash | 201 | 65.7% | 153 | 63.0% | 354(64.5%) |
| ii. | Metal poisoning | 15 | 4.9% | 36 | 14.8% | 51(9.3%) |
| iii. | Dust silica | 90 | 29.4% | 54 | 22.2% | 144(26.2%) |
| **Total** | | 306 | 100% | 243 | 100% | 549(100%) |

Source: Field Survey, 2023.

Table 2 reveals that accidental injuries 237(43.2%) were most commonly encountered health hazards,, while the least 93(16.9%) was extreme heat. Organizationally, while majority 161(52.6%) of the respondents at NBC, Owerri indicated to have had more of accidental injuries, their counterparts 127(52.3%) at NB 9th Mile disclosed that they encountered noise and vibration more. Biologically, majority 275(50.1%) of the respondents suggest that steady contact with microbial pathogens, bacteria, viruses, etc were commonly encountered, while 274(49.9%) said it was contact with contaminated air and water. Institutionally, while the highest number 159(52.0^%) of the respondents at NBC, Owerri affirmed steady contact with microbial pathogens, bacteria, viruses, etc as most commonly encountered, the majority 127(52.3%) of their counterparts at NB 9th Mile indicates that contaminated air and water were mostly encountered by them. None of the respondents indicated that they had contact with body fluids and excreta.

In addition, a greater percentage 354(64.5%) of the respondents indicates that chemical splash was frequently encountered and the least 51(9.3%) points to metal poisoning. When x-rayed on organizational basis, the majority 201(65.7%) and 153(63.0%) at NBC, Owerri and NB 9th Mile still affirmed chemical splash as the commonly encountered chemical hazards that threaten their health. However, opinion of a significant fraction 144(26.2%) of the respondents suggest that dust silica was also encountered.

Furthermore, responses of the interviewees were presented to corroborate the quantitative results. One of the respondents who is a Safety Manager has this to say;

> "In organizations like ours that manufacture beverages, we have a lot of hazards. Some comes from machines. We have equipments and machines that can crush human beings or even cut somebody's hand. We also use harmful chemicals that can kill or harm. We use them for cleaning of bottles that we pour our beverage contents in for absolute hygiene. All these are hazardous to the health of an employee (Safety Manager, Male, 43, NBC, Owerri).

Another interviewee who is a production manager expressed his views as follows;

> "Hazards have to do with things that can actually cause pain or death. Well, there are hazards everywhere depending on the ones you are looking at. For health hazards, it could be chemical effect to the health, acids splash. You know we do a lot of clayton to ascertain contamination and this involves the use of strong chemicals and exposure to certain chemicals we use could affect reproductive health (Production Manager, Male, Adult, NBC, Owerri).

In an effort to outline some health related hazards commonly encountered in NBC, a Human Resource Specialist says;

> "In our business here, safety is one of our priorities and in NBC we believe that safety is everyone's business. Having said that, I can add that there are health hazards in our business. They range from physical, chemical, to biological hazards. The physical ones include noise and vibration from machines and equipments we use. Chemical splash which can be destructive to the body" (Human Resource Specialist, Male, Adult, NBC, Owerri).

More still, opinion of a Production Manager on health hazards observable was expressed as follows;

> "Health hazards are those factors or things that affect health or humans in an organization. They affect production of companies and could lead to lose of lives. In Ama Brewery, it involves pedestrian accidents, crushing areas where machines or pieces of bottles could crush someone or cause harm. You could see trucks and Forklifts entering and turning. That is hazardous giving that they could hit someone or crate of bottles fall and hit a person, especially when safety rules are not followed" (Production Manager, Male, Adult, Ama Breweries, 9th Mile, Enugu).

Again, in trying to identify most common hazards encountered at Nigerian Breweries, a Safety Officer had this to say;

> "Yeah, we do experience health hazards. They come in form of bottle pieces, chemicals splash, air pollution or inhaling of smoke and evaporation that comes from heating of chemicals, as well as machines heat. Again, we do experience running nose which commonly occur at production floor due to smoke and chemicals inhaling" (Safety Officer, Male, Adult, Ama Breweries, 9th Mile, Enugu).

For another interviewee he expressed his view regarding health hazards in the Nigerian Breweries thus;

> "There are many hazards in this work. Hazards in the workshop and on the road. Our delivery officers faces hazards like falling of trucks on bad spots of the road, breaking of bottles or drinks. So it is a common occurrence" (Production Manager, Male, Adult, Ama Breweries, 9th Mile, Enugu).

The most pronounced form of health hazards confronting the generality of employees were identified as accidental injuries, while the least considered was extreme heat. This affirms the findings of Alli (2018) who noted that accidental occupational injuries are the fourth main cause of work-related fatalities. Others were noise and vibration, steady contact with microbial pathogens, bacteria, viruses, contaminated air and water. Interestingly, contact with body fluids and excreta were not identified as a form of health hazard encountered. This suggests that the organizations are mindful of cleanliness and hygiene. This is understandable because as a beverage and brewing companies they would not want to allow anything that could contaminate their products. The detrimental effect of such may not only be legal actions but the possible loss of patronage. Chemical wise, chemical splash, metal poisoning, and dust silica were outlined as chemical hazards threatening the employees. This may explain why majority of the company workers are men, as women may not want to risks such danger. This finding, therefore, suggests that the most commonly encountered health hazards among the employees were accidental injuries, noise / vibration, extreme heat, contact with microbial pathogens, bacteria, viruses, etc., contaminated air and water, chemical splash, dust silica and metal poisoning. This corroborates the findings of Eyayo (2014) physical and chemical hazards usually occur in workplaces, especially in industries that uses chemicals in the manufacturing of certain consumer goods.

## Major Forms of Psychosocial Hazards Confronting Employees

In trying to determine the major forms of psychosocial hazards confronting employees of the organizations, the respondents were asked to indicate them. Their views are presented in table 3;

Table 3: Respondents opinion on major psychosocial hazards confronting them

| S/n | Psychosocial Hazards | NBC, Owerri | | | | | | | NB 9th Mile | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Very Much (4) | Fairly Much (3) | A little (2) | Never (1) | N | X | Remarks | Very Much (4) | Fairly Much (3) | A little (2) | Never (1) | N | X | Remarks |
| A. | How much does each of the following psychosocial hazards occur among employees from the overall structure of your organization? | | | | | | | | | | | | | | |
| i. | Mental/emotional stress | 157 | 71 | 44 | 34 | 306 | 3.14 | Accepted | 68 | 111 | 59 | 5 | 243 | 2.99 | Accepted |
| ii. | Workplace conflict/quarrel | 78 | 84 | 53 | 91 | 306 | 2.48 | Rejected | 74 | 50 | 88 | 31 | 243 | 2.68 | Accepted |
| iii. | Poor work-life balance | 66 | 43 | 150 | 47 | 306 | 2.41 | Rejected | 58 | 71 | 49 | 65 | 243 | 2.50 | Accepted |
| iv. | Feelings of Job insecurity | 59 | 131 | 46 | 70 | 306 | 2.58 | Accepted | 60 | 93 | 53 | 37 | 243 | 2.72 | Accepted |
| v. | Role ambiguity/lack of task clarity | 101 | 6 | 72 | 127 | 306 | 2.26 | Rejected | 29 | 87 | 56 | 71 | 243 | 2.30 | Rejected |
| vi. | Work overload | 83 | 146 | 35 | 42 | 306 | 2.88 | Accepted | 48 | 53 | 99 | 43 | 243 | 2.43 | Rejected |
| vii. | Stress and burnout | 123 | 67 | 81 | 35 | 306 | 2.90 | Accepted | 103 | 69 | 7 | 64 | 243 | 2.86 | Accepted |
| Viii | Low organizational support | 54 | 44 | 186 | 22 | 306 | 2.42 | Rejected | 81 | 77 | 48 | 37 | 243 | 2.83 | Accepted |
| ix. | Poor reward/recognition | 27 | 127 | 94 | 58 | 306 | 2.40 | Rejected | 66 | 58 | 112 | 7 | 243 | 2.75 | Accepted |
| x. | Unfavourable work shifts | 17 | 53 | 202 | 34 | 306 | 2.17 | Rejected | 154 | 8 | 60 | 21 | 243 | 3.21 | Rejected |
| xi. | Poor feedback system | 96 | 108 | 84 | 18 | 306 | 2.92 | Accepted | 42 | 25 | 141 | 35 | 243 | 2.30 | Rejected |
| | | | | | | | | | | | | | | | |
| B. | How much do you experience each of the following psychosocial hazards in relation to your co-workers or supervisors? | | | | | | | | | | | | | | |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| i. | Persistent and unjust criticisms | 55 | 183 | 27 | 41 | 306 | 2.82 | Accepted | 39 | 77 | 31 | 96 | 243 | 2.24 | Rejected |
| ii. | Ridicule and being put down | 69 | 59 | 91 | 87 | 306 | 2.35 | Rejected | 63 | 96 | 40 | 44 | 243 | 2.73 | Accepted |
| iii. | Verbal abuse | 74 | 42 | 125 | 65 | 306 | 2.40 | Rejected | 49 | 57 | 37 | 100 | 243 | 2.22 | Rejected |
| iv. | Being an object of gossip or malicious rumours | 49 | 84 | 97 | 76 | 306 | 2.34 | Rejected | 51 | 86 | 44 | 62 | 243 | 2.51 | Accepted |
| v. | Humiliation through gestures, sarcasm | 63 | 37 | 163 | 43 | 306 | 2.39 | Rejected | 30 | 91 | 48 | 74 | 243 | 2.31 | Rejected |
| vi. | Threats of punishment or query for no just reason | 162 | 71 | 50 | 23 | 306 | 3.21 | Accepted | 64 | 68 | 62 | 49 | 243 | 2.60 | Accepted |
| vii. | Unwelcome sexual advances/harassment | 83 | 52 | 109 | 62 | 306 | 2.50 | Accepted | 48 | 75 | 114 | 6 | 243 | 2.67 | Accepted |
| Viii | Bullying | 63 | 47 | 147 | 49 | 306 | 2.40 | Rejected | 41 | 92 | 80 | 29 | 243 | 2.58 | Accepted |
| ix. | Discrimination | 50 | 196 | 27 | 33 | 306 | 2.94 | Accepted | 64 | 46 | 12 | 121 | 243 | 2.21 | Rejected |

**N: 306+243 = 549**

Source: Field Survey, 2023.

Table 3 shows that only mental and emotional stress (x=3.14), feelings of job insecurity (x=2.58), work overload (x=2.88), stress and burnout (x=2.90), as well as poor feedback system (x=2.92) bore significant mean rating that is above 2.5, hence, accepted and considered the psychosocial hazards that occurred at the overall structure of the NBC, Owerri. Similarly, employees of the NB 9th Mile considered all except role ambiguity/lack of task clarity (x=2.30), work overload (x=2.43), and poor feedback system (x=2.30) that bore mean ratings below 2.5, hence, rejected. Therefore, while others were considered psychosocial hazards encountered at NB 9th Mile, role ambiguity/lack of task clarity, work overload, and poor feedback system were not.

In addition, opinion of the respondents at NBC, Owerri also suggest that they experienced persistent and unjust criticisms (x=2.82), threats of punishment or query for no just reason (x=3.21), unwelcome sexual advances and harassment (x=2.50), and discrimination (x=2.94) in relation with their co-workers and supervisors. On the other hand, their counterparts at NB 9th Mile indicated that they experienced more of ridiculing and pulling down (x=2.73), being an object of gossip or malicious rumours (x=2.51), threats of punishment or query for no just reason (x=2.60), unwelcome sexual advances and harassment (x=2.67), and bullying (x=2.58). In addition, views of the interviewees are presented to support the quantitative findings.

A Safety Manager expressed his views on common forms of psychosocial hazards as follows;

> "Regarding forms of psychosocial hazards, it comes in form of bullying, harassment and in other ways that may affect the mental health of an employee. The good thing is that we have documented policy that frowns at that and every of our employee are aware of it and the consequences. We do not tolerate any form of bullying and harassment here" (Safety Manager, Male, 43, NBC, Owerri).

In corroborating this view, a production manager had this to say;

> "For us in NBC, we have what we call 'lesson learnt', where we learn from what happen in other organizations and do not necessarily have to wait till it happen to us. Having said that, stress is a normal occurrence with our job. You know we work round the clock and it is normal for stress to set in. As for bullying I cannot remember that happening here. This is because we have zero tolerance for bullying and discrimination" (Production Manager, Male, Adult, NBC, Owerri).

Again, a Human Resource Specialist expressed his view pertaining to psychosocial hazards sometimes observed in his organization as follows;

> "Stress is mainly encountered and that is why we ensure that our workers have at least two (2) days off duty to rest in a week. With regard to bullying or humiliation, we do not tolerate that here and therefore may not be able to recall incidence of that in our company" (Human Resource Specialist, Male, Adult, NBC, Owerri).

Furthermore, a Production Manager expressed his view on psychosocial hazards they encounter in their organization as follows;

> "Stress, toughness or pressure on staff to get work done, and depression are some of these things. When the right thing is not being done, we do shake our employees small. Even me that is one of the Managers, when my superiors notices loophole, especially when I had been warned, they do shake me. We dey shake o, but not that kind threatening one. It may come in form of hash tune. The person may even come later to tell you that he or she didn't mean to hurt or demoralise you, but to make you more smarter" (Production Manager, Male, Adult, Ama Breweries, 9th Mile, Enugu).

In addition to this, a Safety Officer with the Ama Breweries described the psychosocial hazards they encounter as follows;

> "The nature of our work comes with various hazards. For psychosocial hazards, for quite some time now I have not really identified any. We know that stress is common in a work like ours" (Safety Officer, Male, Adult, Ama Breweries, 9th Mile, Enugu).

A manager who works with Leventis, a subsidiary of the Nigerian Breweries, Ama, 9th Mile, Enugu disclosed the psychosocial hazards they do encounter as follows;

> "As you may be aware, we work 24 hours a day and only shut down once in a year, that is every 1st of January. In that case we talk about human beings and not machines. So stress is certain. When our drivers are tired on the road, they have to park to rest. Overnight work, depression - which comes when a driver is asked to return to where he had gone for delivery to sign delivery papers he had forgot to sign or refund the company who may assume that the product was not delivered to the rightful customer. Imagine where a driver who loaded from here to Lagos or Abuja had just returned and due to

avoidable mistakes was asked to return to same far location just to get some delivery papers signed. Depression will set in" (Logistics Manager, Male, Adult, Ama Breweries, 9th Mile, Enugu).

The major forms of psychosocial hazards confronting employees in the course of their work were mental and emotional stress, work overload, stress and burnout, as well as feelings of job insecurity. When overwhelmed with job expectations or pressure from superiors, an employee could easily be emotionally down. The findings of Eyayo (2014) that psychological hazards are caused when time and work pressure has become more prevalent validate this result. The implication is that the person may not be in the right state of mind to giving his or her best until the tension is put under control. Again, due to the difficulty presently experienced in getting job in Nigeria and the ongoing workers retrenchment in many organizations as a result of high operational cost, employees of non-Governmental organizations are bound to be afraid when they remember the possibility of risking sack. This could possibly make an employee to be at a particular company, yet looking elsewhere. This means that the worker's full commitment and attention may not be in the current organization she or he is working. Where this is the situation, productivity and organizational performance would be affected. There was also issue of poor feedback system and the implication may not just be breach in communication, but wrong execution. That is, when an employee is not properly giving feedback based on previously done assignment such a person may assume that he or she was on the right channel. This may therefore result to unjust criticisms, bullying or even hostile encounter between supervisory managers and employees. This validates the findings of Gyawali (2015) who reported that the most prominent psychological hazards threatening the health of workers include bullying and harassment The prevalence of this could enthrone atmosphere of coldness and avoidance which is unhealthy in the pursuance of organizational set goals.

At NBC, Owerri, the employees indicated to have experienced persistent and unjust criticisms, threats of punishment or query for no clear reason, unwelcome sexual advances and harassment, and discrimination in relation with their co-workers and supervisors. It may be argued that these are very common in many organizations in Nigeria, especially among the female folks. Sexual relationship is supposed to be consented and not coerced. However, many employees have lost or quitted their jobs in a bid to avoid unhealthy sexual moves and where they chose to stay, the superiors may make work life so miserable for them. At NB 9th Mile, Enugu, other psychosocial hazards experienced by the respondents were ridicule and pulling down, being made an object of gossip or malicious rumours, and bullying. Where there is no cordial relation or even strong mechanisms for checkmating excesses of superior-subordinate and male-female relation, such atmosphere of psycho problems is imminent. Additionally, the qualitative results suggest that stress and shouting are common occurrences and recognises the fact that these could to result to depression if not well managed. This is in agreement with Browling and Beehr (2017) and Gyawali (2015) who separately found that trauma is a major form of psychosocial disorder emanating from severe mental or emotional stress.

**Test of Hypothesis**
There is a significant difference in the opinion of male and female employees regarding major forms of health hazards confronting employees of Nigerian Bottling Company Owerri and Nigerian Breweries Ltd, 9th Mile, Enugu.
Table 4: Test of hypothesis

| Gender | Which of the following is a most pronounced form of health hazards in your organization? | | | Total | Chi-Square |
|--------|-----------------|----------------|----------------|-------|------------|
| | | Health Hazards | | | |
| Male | Count/% within | Physical Hazards | Biological Hazards | Chemical Hazards | | $X^2$ = 58.412a |
| | Count/% within | 106(55.8%) | 71(74.0%) | 210(79.8%) | 387(70.5%) | |
| Female | Count/% within | Physical Hazards | Biological Hazards | Chemical Hazards | | N = 549 |
| | Count/% within | 84(44.2%) | 25(26.0%) | 53(20.2%) | 162(29.5%) | df = 2 |
| Total | Count/% within | 190(100.0%) | 96(100.0%) | 263(100.0%) | 549(100.0%) | P=.000, <0.05 sig. |

Source: Field Survey, 2023.

Table 4 shows that the computed chi-square for hypothesis one is ($x^2 = 58.412$a) and the degree of freedom (df) is 2. The observed p-value (.000) is found to be less than 0.05 level of significance; thus, the indication that there is a disparity in the opinion of respondents regarding major forms of hazards along gender line. Based on this, the substantive hypothesis was upheld and the null was rejected. This suggests that there is a significant difference in the opinion of male and female employees regarding major forms of health hazards confronting employees of Nigerian Bottling Company Owerri and Nigerian Breweries Ltd, 9th Mile, Enugu. This finding is germane and validates the general gender role perception that is commonly practiced in many societies, especially in a patriarchal society like Nigeria. In this part of the world, it is a common believe that some tasks are for the men, while some are for women. A job that requires much strength or energy or that even poses serious risks is usually considered to be for the men, hence, women are commonly socialised to avoid heavy tasks. This age long traditional orientation is still upheld in modern times and could inform the disparity in the perception of health hazards posed by the jobs.

**Conclusion and Recommendations**

This paper reaffirmed that health and psychosocial hazards are not just present in many production companies, but very much threatening to the wellbeing of workers. They are commonly encountered by workers in the course of their work. It is traumatising, dehumanising and even destructive to face bullying, harassment and all manner of negative attitudes in the workplace. Where an employee receives condemnation instead of praise or encouragement, such a person may no longer feel among. The sense of isolation and hostile atmosphere could discourage commitment, thereby, affect productivity. This implies that when one employee is pulled down and made to lose sight of the job, the organization loses. In other words, when the employee succeeds the organization succeed too. Put differently, it is the totality of individual employees output that determines organizational productivity and performance. Therefore, when an organization is productive and performing it implies that the workforce is not just committed, but is giving the desired enabling working atmosphere. To provide conducive working environment is to minimise risks or hazards and ensure that workers are safe. This paper concludes that prevalence of hazards that could endanger not just physical health but psychosocial wellbeing, such as animosity, strife, hate, unhealthy criticisms instead of support

and encouragement would only mare individual and organizational productivity. Hence, the following recommendations are made for possible policy implementation;

1. Organizations, especially bottling and beverage companies should give adequate attention to issues of psychosocial hazards. This is giving that it is a silent killer, especially when being played down. The present economic crisis in Nigeria is already overburdening many people and compounding it with issues at workplace is to drag people to their grave faster than expected.

2. The organizations should intensify their safety measures as to minimise situations or activities leading to work injuries, accidents and other forms of health hazards in the workplace. This can be achieved through intensified safety rules application and training of employees. Information on certain job risks should be continued to be made known to field workers before time and proper guidance from safety experts should as well be provided before, during and even after job execution.

3. The Federal Ministry of Industry, Commerce and Investment and other regulatory authorities should begin to beam their light on activities of production organizations and float stringent laws that would not only restrain unjust humiliations at workplace, but also punish defaulters as to serve as deterrence. It is not enough to have policies against harassment and bullying as observed in this study, but enforcement is key. Where violators are not punished, others would follow suit to compound the stress many workers are already going through.

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