

The Development and Validation of a Scale to Measure Bankers' Self Efficacy in Nigeria

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Abstract

The study developed a scale to measure Bankers' Self Efficacy (BSS). Study population comprised bankers in the Lagos (Nigeria) offices of the top 13 commercial banks in the industry. A 37-item Likert scale was administered on 650 bankers. Of these, 456 were properly completed and returned. Data collected were subjected factor and reliability analyses. The BSS had 9 initial factors (sub-scales). Principal Component Analysis reduced the factors to 7 which accounted for 54.68% of the total scale variance while Scree plot produced 4 factors. The factors were Customer Service, Electronic Banking, Lending and Credit Administration and Internal Controls. The standardised Cronbach's Alpha coefficients of the sub-scale were 0.88, 0.72, 0.67 and 0.65 respectively confirming that a banker's self efficacy could be demonstrated along these factors. The 37-item BSS had Cronbach's Alpha coefficient of 0.84 and Split-half coefficient of 0.69 but the coefficient of the final 30-item BSS showed a major improvement with both coefficients improving to 0.89 and 0.86 respectively. It was concluded that the Bankers' self efficacy scale developed in this study has adequate psychometric properties and can effectively measure the construct in Nigeria.

Keywords: *Self-efficacy; Scaling; Scale Validation, Bankers Self-Efficacy*