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JOURNEY TO SELF-SUFFICIENCY: AN ANALYSIS OF MOTIVATION LEVEL AND EMPLOYMENT HOPE OF AFFORDABLE HOUSING RESIDENTS

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JOURNEY TO SELF-SUFFICIENCY: AN ANALYSIS OF THE
MOTIVATION LEVEL AND EMPLOYMENT HOPE OF
AFFORDABLE HOUSING RESIDENTS

A Project
Presented to the
Faculty of
California State University,
San Bernardino

In Partial Fulfillment
of the Requirements for the Degree
Master of Social Work

by
Erica Renee Youngblood

June 2015

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ABSTRACT

The Pilot Work Requirement (PWR) for the Housing Authority of San Bernardino is a mandated welfare-to-work program that was implemented with the goal of promoting self-sufficiency of its residents. Self-sufficiency is both economic and psychological. Participants in welfare-to-work programs view self-sufficiency as a process which includes empowerment, autonomy and confidence and not attainable without motivation. This study measured participant motivation in relation to the PWR program and how it correlates psychological self-sufficiency. The findings of this study suggest that PWR participants have accepted the mandate and have integrated the values of work, education and volunteerism, as their own. And that the PWR participants have psychological self-sufficiency. This study provides more insight about the psychological process of self-sufficiency as residents work towards achieving the goal of economic self-sufficiency.

DEDICATION

I would like to dedicate this body of work to my loving mother and father. To my mother, thank you for being my rock and number one supporter through all of my endeavors. Dad, thank you for all of the encouragement along the way. I love you both and you make me feel blessed everyday. I would also like to dedicate this to anyone who is striving for success in their life, whether it be personal, spiritual or professional. To you I say: Anything is possible. Don't ever let anyone tell you that you cannot reach your goals and chase your dreams. Life is full of endless possibilities. Even when you think you want to quit, do not give up! Keep dreaming because you can make your dreams come true! InshAllah (God willing), I wish for everyone who reads this a blessed and fulfilled life, full of happiness. Ameen.

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CHAPTER ONE

INTRODUCTION

The United States Department of Housing and Urban Development has introduced new policies to promote self-sufficiency among affordable housing residents and recipients of Section 8 subsidized housing. (Housing Authority of the County of San Bernardino, 2012). From that policy, the Housing Authority of the County of San Bernardino implemented a work requirement program, aimed at promoting self-sufficiency among its residents. (Housing Authority of the County of San Bernardino, 2012). This chapter will discuss the new housing and work requirement policy, self-sufficiency as defined by the agency and low income job seekers, the purpose of the study and the significance of the study.

Problem Statement

In the United States, there are approximately 1.2 million households living in public housing units (United States Department of Housing and Urban Development, 2012). According to the U.S. Department of Housing and Urban Development (HUD) (2012), there are approximately 38,000 households in public housing in California. The majority of individuals who live in public housing are unemployed or have income levels below the poverty line. Due to decreasing budgets and an effort to reduce the number of people dependent on government assistance, federal laws and agency policies are shifting

towards welfare reform. HUD has been given authority by Congress to create “moving to work” programs, or welfare-to-work programs, to promote self-sufficiency among welfare recipients. These trial programs have only been authorized in 33 of approximately 400 Public Housing agencies to use as a model for nationwide program dissemination.

This year, the Housing Authority of the County of San Bernardino (HACSB) implemented the Pilot Work Requirement (PWR) for affordable housing residents. The goal of the program is to promote self-sufficiency in the affordable housing communities by requiring participation in work related activities (Housing Authority of the County of San Bernardino, 2012). Effective January 1, 2013, the HACSB has mandated all eligible adult household members, living in the Maplewood Housing Community, between ages 18 and 61 are required to participate in a minimum of fifteen hours a week in work activities (Housing Authority of the County of San Bernardino, 2012). Work activities, as defined by the HACSB, consist of: (1) legal occupation for which the resident receives payment equal to at least fifteen hours per week, (2) engaging in at least fifteen hours a week of volunteer work, skills training, or general education development courses, or (3) full-time enrollment in college, vocational training, apprenticeships, and/or participation in certification programs (Housing Authority of the County of San Bernardino, 2012). The program involves three core phases:(1) removing barriers to employment by providing mental health services and skills building, (2) requiring activities that

will lead to employment such as college education, vocational training or apprenticeships; and (3) at least part-time employment which is expected to lead to the program goal of self-sufficiency (Housing Authority of the County of San Bernardino, 2012).

Self-sufficiency, as defined by the PWR means to be independent of public assistance and having the ability to pay comparable housing fees, which are not subsidized by the government. The program's definition of self-sufficiency is aligned with the universally identified concepts of employment, income and economic sustainability. A study was completed in which participants of a welfare-to-work program were asked to define self-sufficiency. Participant's defined self-sufficiency as a process that involves empowerment, autonomy and confidence (Hong, Sheriff & Naeger, 2009).

Some researchers identify self-sufficiency as being both economic and psychological, suggesting that at the micro level self-sufficiency is more complex than just finances (Hong, Polanin & Pigott, 2012). In a qualitative study by Hong, Sherriff and Naeger (2009), participants in a self-sufficiency program defined self-sufficiency as being a process rather than an end result. This process, as described by the focus group, requires the participants to identify realistic goals, then increase self-motivation, then acquire the skills and knowledge to reach the realistic goals. The study found that participants also believed that self-sufficiency is related to individual needs. So, one

singular definition of self-sufficiency is not applicable to everyone (Hong, Sherriff, Naeger, 2012). Self-sufficiency programs which only allow for one goal and do not allow for diversity in goal setting, are not congruent with participants needs.

Although the stated PWR goal is economic self-sufficiency, the program utilizes various client-directed strategies to motivate goal attainment. The PWR program offers free assistance with resume writing, computer skills building, internet access, and job referrals. Through their non-profit affiliate, Knowledge and Education for Your Success (KEYS), residents have access to counseling services, client directed goal attainment and referrals to services with the assistance of case workers.

Purpose of the Study

This study seeks to answer: what effect does the Pilot Work Requirement have on the self-sufficiency of its residents? In this study, self-sufficiency is comprised of two components; (1) economic and (2) psychological.

Economic self-sufficiency is defined in this study as successful participation in work related activities. According to Long (2001) who completed an evaluation of welfare-to-work programs aimed at self-sufficiency, economic self-sufficiency is defined as having enough resources to meet needs without public support or government assistance. The author states that

self-sufficiency attainment cannot be measured, in terms of welfare, by outcomes. According to his research, there are three main problems: (1) lack of consensus on the meaning of self-sufficiency, (2) departure from welfare does not always indicate a move to self-sufficiency as a program might end funding, terminate aid or if a client leaves welfare, they may be receiving other forms of assistance or aid in-kind, and (3) a “Work-First” approach to self-sufficiency may lead residents to get a job that may not provide enough income to escape poverty and gain self-sufficiency (Long, 2001). In the evaluation of the results of several self-sufficiency programs, it was found that the programs were successful in reducing welfare receipt and increasing employment, but not achieving of self-sufficiency (Long, 2001). Research has also found that post-employment services such as help with employment retention, obtaining new positions if they lose their initial employment, and advancing to higher paying jobs with better benefits, had a minimal effect on self-sufficiency (Long, 2001). Long (2001) suggests that the Federal Income Tax Credit and post-secondary education are the most promising strategies towards self-sufficiency.

Residents involved in the PWR will be starting the process to gain self-sufficiency. It is expected that there will not be many participants in the PWR who have gained economic self-sufficiency at the time of the study. The PWR program does not mandate full-time work nor can it guarantee self-sufficiency through education or part-time employment. Therefore, this study will measure

the effect that the PWR has on the pathway to self-sufficiency and explore client motivation to attain self-sufficiency through psychological self-sufficiency.

Psychological self-sufficiency is defined by this study as “employment hope – being psychologically empowered and [...] set on the goal-oriented path” (Hong, Polanin & Pigott, 2012, p.329). According to Snyder, founder of the Hope Theory, hope is the “cognitive energy and pathways for goals” (Snyder, 1995, p. 355). It is stated in the Hope Theory that hope is a process which involves thinking about: (1) a goal, (2) the motivation to attain the goal (*agency*), and (3) the methods in which to achieve the goal (*pathways*). The hope theory also states that those with higher hope, have a higher perception of their ability to achieve the goal (Snyder, 1995). This study will measure employment hope toward the goal of gaining self-sufficiency and measure client motivation in the pilot work requirement program.

This study will focus solely on the PWR program, currently implemented in the Maplewood Homes community. According to Snyder (1995), the findings about the level of hope in residents may be useful in determining their possibility for improvement.

Significance of the Study

In order to develop, create and promote effective programs and strategies to self-sufficiency, research is needed about the effects of mandated self-sufficiency programs on the motivation of residents to achieve

economic and psychological self-sufficiency. Research states that self-sufficiency is “[...] the motivational aspect that triggers [...] future progression” (Hong, Sherriff, & Naeger, 2012, p.368). Self-sufficiency is currently viewed by policymakers and administrators as a macro concept, which may not include the human component into overall economic objectives. This study will provide further insight into the micro level aspects of self-sufficiency which can be used in future program development.

In discussing future research opportunities on employment hope, researchers stated that assessing employment hope in the job training phase would assist with monitoring the individual empowerment process of participants and program success in regards to agency goals (Hong, Polanin & Pigott, 2012). This study will evaluate the motivation level of residents to progress towards self-sufficiency. It will also evaluate self-reported perception of employment hope by asking the following questions: do residents feel that they can gain employment, become self-sufficient and sustain self-sufficiency.

CHAPTER TWO

LITERATURE REVIEW

Introduction

Self-sufficiency is defined by clients as a process which includes empowerment, autonomy and confidence. By utilizing self-determination theory, the study will measure client motivations in relation to the PWR and the relative effect that the PWR has on client self-sufficiency.

Theories Guiding Conceptualization

Major Concepts of Self-Determination Theory

Self-determination theory (SDT) states that people have an innate motivation to behave in effective and healthy ways. SDT focuses on three main psychosocial needs: competence, autonomy, and relatedness, which when satisfied, can enhance self-motivation, and when impeded, will decrease motivation (Ryan & Deci, 2000).

According to Ryan and Deci (2000), motivation “concerns energy, direction, persistence and equifinality- all aspects of activation and intention” (p.69). Essentially motivation is a part of our thoughts, actions, reactions, customs and social norms. Motivation directly impacts what we do and what we produce. It is what inspires many people to act. Also, people are encouraged to act based on varying types of motivation such as financial incentive, personal goals, or intimidation and threats. In regards to SDT, it is

important to acknowledge the external environmental forces that may affect motivation. When motivation is of someone's own volition rather than forced, it will lead to more interest, excitement and confidence which will lead to better performance, persistence and creativity (Ryan & Deci, 2000). SDT defines this as intrinsic motivation.

Intrinsic motivation explores the conditions which elicits and sustain motivation. Studies have shown that situations that allow for *competence* (e.g., positive feedback, communication and rewards), which also includes *autonomy*, (e.g., individual decision making and self-direction), are conducive to intrinsic motivation. (Ryan & Deci, 2000). Also, intrinsic motivation may be sustained through *relatedness*, or a connection or sense of security within the environment. To summarize, in order for people to have intrinsic motivation, they must have a personal interest in and external positive reinforcements for behaviors and motivations that are self-determined within an environment in which they feel secure and connected.

Most of the actions that one takes in life are not intrinsically motivated, therefore another aspect of SDT is extrinsic motivation. This type of motivation that does not come from one's own interest and desires. SDT states that there are varying degrees to which extrinsic motivation can be valued, internalized, and integrated into one's own set of values, desires and beliefs that may transform into autonomous behavior. Similarly, if an individual was presented

with a mandate or regulation, they may autotomize the request by infusing choice or simply act in compliance by “just going through the motions” (Ryan & Deci, 2000, p.72). The behavioral reactions to extrinsic motivation may range from “amotivation or unwillingness, to passive compliance, to active personal commitment” (Ryan & Deci, 2000, p.71).

Since the PWR is a mandated program and non-self-directed, it is expected that the motivation of the participants to attain self-sufficiency will be extrinsic. SDT identifies four types of extrinsic motivation; *external regulation*, *introjected regulation*, *identified regulation* and *integrated regulation*. External regulation means that actions are taken only for compliance, rewards or to avoid punishment. Introjected regulation involves accepting the regulation without taking any ownership, mainly driven by guilt or pride. Identified regulation means the goal is valued and accepted as one’s own by the individual. Integrated regulation means that the regulation is internalized and aligned with one’s own values, needs and interests (Ryan & Deci, 2000). This is not intrinsic motivation because the goal is derived from an external force.

Furthermore, SDT states that integrated regulation of extrinsic motivation can be facilitated through an environment that provides relatedness, competence, and autonomy. In other words, an environment which provides a sense of belonging, a mutual value set and understanding of the goals, and independence (Ryan & Deci, 2000).

Self-determination theory also states that goal attainment is related to psychological needs and well-being. SDT states that when individuals pursue goals and attain some life goals, there will be satisfaction of the psychological needs and improved well-being. (Ryan & Deci, 2000) Studies have found that “attainment of intrinsic aspirations was positively associated with well-being, attainment of extrinsic aspirations was not” (Ryan & Deci, 2000, p.75). In regards to this study, it is important to analyze the motivation of the residents in relation to the mandated PWR program. If there is not congruence between the resident and the mandate then there may be negative effects to the well-being of the resident.

Problem Defined by Theory

The purpose of the PWR is to elicit the motivation that will produce self-sufficiency in its clients. Using self-determination theory, clients of the PWR are assumed to have the natural desire to function in effective ways and the ability to be motivated to achieve the goal of self-sufficiency.

Prior to the implementation of the PWR program, a needs assessment found that approximately 62.8% of the residents living in the Medical Center (Maplewood Housing) community have no source of income and are completely dependent on public funds. Also, 78% of the households do not have an adult employed in full-time work (Distelberg & Taylor, 2010). The PWR is the first program to mandate work related activities that will move

clients towards self-sufficiency. Given this information, it can be inferred that the clients will exhibit either amotivation or extrinsic motivation. As defined by the theory, self-sufficiency will be negatively affected if the client is amotivated to participate in the PWR. Conversely, self-sufficiency may be positively affected if the client has integrated regulation with the PWR and accepts the goal of self-sufficiency as their own.

In regards to other environmental factors, once the PWR removes the barriers and provides the three psychological needs: competence, autonomy and relatedness; a client has the opportunity to move higher on the continuum of extrinsic motivation (Ryan & Deci, 2000). SDT will be used to identify and define the level of motivation of the client and further explain the behavioral components which will impact the client's financial and psychological self-sufficiency.

Solutions Informed by Theory

SDT examines how people absorb social values and extrinsic contingencies and progressively transform them into personal values and self-motivation (Ryan & Deci, 2000). A similar study used SDT to measure employee motivation level towards work. It was found that employees with higher autonomous motivation reported better psychological need satisfaction (Moran et al., 2012). The study also found that autonomous and controlled motivations "[...] can co-occur and that the existence of controlled motivations

may not undermine self-determination” (Moran et al., 2012, p. 361). This means, if an employee is provided autonomy, even with external motivation, there will not be a negative effect on psychological need satisfaction. This study explained that an employee may begin to take an external value or concept and personalize it (Moran et al., 2012).

Self-determination theory (SDT) was also used in a study measuring the types of motivation of volunteers. The study did not survey individuals who volunteered due to external motivation. However, this study found that “autonomous motivation positively influences work effort” (Bidee et al., 2013, p. 41). The more the volunteer is motivated autonomously, or intrinsically, the more effort the volunteer puts into their volunteer work.

While these studies vary in their population samples and research, SDT provided findings in relation to the motivation of individuals. The findings reveal not only what individuals do, but what drives them to do it. According to SDT, the PWR will need to find ways to provide choices, autonomy, and connect to the interests of the participants in order to allow autonomous motivation within clients.

Summary

Self-determination theory (SDT) states that people are naturally motivated to behave in effective and healthy ways. The purpose of the PWR is to promote motivation towards self-sufficiency. SDT will be used to identify the

motivation level of the residents in relation to the PWR, and to explain the impact to self-sufficiency.

CHAPTER THREE

METHODS

Introduction

This study utilizes quantitative research methods to evaluate client motivation in relation to the pilot work requirement program and the level of self-reported employment hope to attain and sustain self-sufficiency. Through behavioral regulation and employment hope questionnaires, information was provided on the possible correlations between the PWR, motivation level and employment hope.

Study Design

The purpose of this study is to evaluate the motivation level of residents to progress towards self-sufficiency and self-reported perception of employment hope towards attaining and sustaining self-sufficiency. This is a quantitative research study using a one-group posttest-only design, where a single measure is taken after a group completes an intervention. The findings are not generalizable (Grinnell & Unrau, 2011). In regards to this study, the intervention is the PWR and the study group only includes participants of the PWR. The questionnaire includes three sections: demographics, a Behavioral Self-Regulation Questionnaire to measure motivation level, and an Employment Hope Scale to measure psychological self-sufficiency. The findings of the study provides insight into the effect that the Pilot Work

Requirement has on client motivation and physiological self-sufficiency. It is hypothesized that participant motivation in relation to the PWR program is correlated with psychological self-sufficiency.

Sampling

This study uses a purposive sample of clients who are adult participants in the Pilot Work Requirement (PWR) program and live in the Maplewood Housing Community. The purpose of this study is to measure the effect of the PWR on their motivation and psychological self-sufficiency. There are approximately 423 participants in the PWR. However, the sample will not include 201 PWR participants who are permanently exempt due to age or disability and/or are temporarily exempt for having children under the age of seven or due to hardship. The researcher created a promotional flier which was distributed to clients and posted inside the management front office. Of the 222 eligible PWR participants, 73 surveys were collected.

Data Collection and Instruments

The independent variable is the motivation level in relation to the Pilot Work Requirement program and the dependent variables are the dimensions of psychological self-sufficiency. This study provides information to analyze the correlation between the independent and dependent variables.

The questionnaire (Appendix A) includes three sections: demographics, a Behavioral Self-Regulation Questionnaire to measure motivation level, and

an Employment Hope Scale to measure psychological self-sufficiency. The demographics sections asks respondents if they are a participant of the PWR (yes, no) and if they have received an exemption from PWR for age, disability, hardship and/or children under the age of seven (yes, no). These questions were used to ensure that the sample only included eligible participants of the Pilot Work Requirement. This section also asks respondents to indicate age, gender (female, male) and employment status (full-time employment, part-time employment, volunteer, student, unemployed). If the respondent indicates that they are unemployed, then they were asked if they have been employed within the last 12 months (yes, no).

The Behavioral Self-Regulation Questionnaire is an instrument that was originally designed to measure exercise motivation. Although the BREQ-2 is used for exercise motivation, the questionnaire is based on the self-determination theory and self-determined motivation (Chang & Liu, 2012). The Behavioral Self-Regulation Questionnaire assesses the degree of individual motivation: amotivation, external regulation, introjected regulation, identified regulation, and intrinsic motivation. This questionnaire does not measure integrated regulation because researchers have found that integrated regulation and intrinsic motivation may be distinguished easily theoretically but not empirically (Chung & Lui, 2012).

The researcher chose the Behavioral Regulation in Exercise Questionnaire-2 (BREQ-2) because it was used to identify external motivation in regards to an activity. The researcher adapted the statements in the BQRE-2 to measure the motivation level of residents in regards to the pilot work requirement program and work related activities. The respondents in this study were asked to respond to statements on a five point Likert-type scale. The response sets ranges from “1” (strongly agree) to “5” (strongly disagree), indicating their level of agreement with a statement related to motivation. The scale is comprised of five factors: amotivation (Items 13 and 16), external motivation (Items 7 and 10), introjected regulation (Items 8 and 11), identified regulation (Items 9 and 14), and intrinsic motivation (Items 12 and 15) (Chung & Lui, 2012).

The validity of the BQREQ-2 was established in research studies that measured SDT that use subscales to correlate effective and behavioral outcomes. These tests have been replicated. Also findings using BQREQ-2 have not been found to vary due to gender (Chung & Lui, 2012). The information is used to assess participant levels of motivation in relation to the PWR and possible correlations with psychological self-sufficiency, or employment hope.

Participant motivation level was found through utilization of the BREQ-2 Scoring guide (Marckland, 2015). The paired responses were summed and

averaged. The highest mean score for a response was selected to represent the participant motivation level in relation to the PWR.

The Employment Hope Scale (EHS) is used to measure the level of employment hope, or psychological self-sufficiency, of participants in the PWR. The original EHS was designed to measure the level of employment hope in welfare recipients who are transitioning from welfare-to-work (Hong, Polanin & Pigott, 2012). The Employment Hope Scale has six dimensions “(1) psychological empowerment (self-worth; self-perceived capability, and the future job outlook) and (2) process of moving toward future goals (self-motivation, utilization of skills and resources and goal orientation)” (Hong, Polanin & Pigott, 2012, p. 326). Respondents were asked to respond in the EHS questionnaire of a self-rated five point Likert-type scale ranging from “1” to “5” their level of agreement with the statements regarding employment. A score of “1” represents strongly disagree, “3” represents neutral and a score of “5” represents strongly agree (Hong, Polanin & Pigott, 2012).

This scale was adapted by the researcher by adjusting the scale for this study to measure employment hope using five factors: self-worth (Items 17 and 18), self-perceived capability (Items 19 and 20), future job outlook (Items 21 and 24), utilization of skills and resources (Items 22 and 23), and goal orientation (Items 25 and 26) (Hong, Polanin & Pigott, 2012).

The results were added for each paired response and summed. Then, the mean was calculated to identify a response from strongly disagree to strongly agree for each response set of the factors of psychological self-sufficiency: self-worth, self-perceived capability, future job outlook, utilization of skills and resources, and goal orientation.

Procedures

The researcher hosted an information meeting for the Housing Authority and KEYS staff members and encouraged them to inform their clients about the questionnaire. The researcher created fliers to be mailed to each PWR participant. The survey was administered by the researcher in front of the management office on the date when rent payments were due.

Protection of Human Subject

This study was approved by the Social Work subcommittee of the California State University, San Bernardino Institutional Review Board (IRB). Responses to the survey are completely anonymous. All data obtained for the study was reported in aggregated form only so that no individual responses of any participant are reported in any publication of the results. Respondents were instructed to not write their name or any other identifying information on the survey. Paper questionnaires were stored in a locked box at the Maplewood Homes management office to participants' anonymity.

Data Analysis

The hypothesis was tested by analyzing participant motivation level to the PWR. The researcher used a one way ANOVA and Spearman rho to identify correlations between motivation and psychological self-sufficiency.

Summary

This study utilizes the Behavioral Regulation Questionnaire to evaluate participant motivation in relation to the pilot work requirement program and utilizes the Employment Hope Scale to measure gain participant psychological self-sufficiency. The hypothesis was tested by identifying correlations between motivation and psychological self-sufficiency.

CHAPTER FOUR

RESULTS

Introduction

The purpose of this study was to identify participant motivation in relation to the PWR program and correlations between motivation and psychological self-sufficiency. The following chapter describes the results of the survey study obtained from participants of the PWR who live in the Maplewood housing community. Quantitative findings and demographic variables were reported in their perspective tables utilizing descriptive statistics and frequency distributions. This chapter also includes a data analysis using one way ANOVA to identify differences in participant motivation to the PWR program. Lastly, a Post hoc Tukey Honest Significant Difference (HSD) data analysis was conducted to identify correlations between participant motivation and psychological self-sufficiency.

Presentation of the Findings

The survey sample size included fifty-six participants (N=56) enlisted from the Maplewood housing community. Seventy-three responses were received by the researcher, however, seventeen were not admissible because respondents were not participants in the Pilot Work requirement program (N=56).

Table 1 illustrates the demographic characteristics of participants. Of the participants, 49 (87.5%) females and 6 (10.7%) males, with one (1.8%) not indicating gender. Respondents aged between 18 and 68 years old. In regards to employment status; 15 (26.8%) are full-time employees, 13 (23.2%) part-time employees, 6 (10.7%) volunteers, 8 (14.3%) students and 14 (25.0%) unemployed. Of the respondents who are unemployed, 11 (78.6%) indicated that they have been employed within the last 12 months.

Table 1. Demographic Characteristics of Participants

Variable (N = 56)	Frequency (n)	Percentage (%)
Gender		
Female	49	87.5
Male	6	10.7
Missing	1	1.8
Age		
18 - 29	23	41.1
30 - 49	23	41.1
50 and older	8	14.3
Missing	2	3.5
Employment Status		
Full-time employment	15	26.8
Part-time employment	13	23.2
Volunteer	6	10.7
Student	8	14.3
Unemployed	14	25.0
If unemployed, was employed within the last 12 months?		
Yes	3	21.4
No	11	78.6

Table 2 illustrates participant motivation in relation to the Pilot Work Requirement Program (PWR). Thirty-one (55.4%) of the participants were grouped into intrinsic motivation, 14 (25.0%) participants were grouped into external regulation, 3 (5.4%) participants were grouped into introjected regulation, 4 (7.1%) participants were grouped into external regulation and 4 (7.1%) participants were grouped into amotivation.

Table 2. Motivation in Relation to the Pilot Work Requirement Program

Variable (N = 56)	Frequency (n)	Percentage (%)
Amotivation	4	7.1
External Regulation	4	7.1
Introjected Regulation	3	5.4
Identified Regulation	14	25.0
Intrinsic Motivation	31	55.4

A comparison table (Table 3) was generated to compare participant employment status to motivation level to the PWR. Of the participants who responded with intrinsic motivation; 26% had full-time employment, 26% had part-time employment, 13% were volunteers, 9% were students and 26% were unemployed. Of the participants who responded with identified regulation, 21.4% had full-time employment, 21.4% had part-time employment, 7.1% were volunteers, 21.4% were students and 28.6% were unemployed. In regards to participants who responded with introjected regulation, 33% had full-time employment, 33% had part-time employment, 33% were volunteers.

In regards to participants who responded with external regulation, 50% had full-time employment, 25% had part-time employment and 25% were unemployed. Of the participants who responded with amotivation; 25% had full-time employment, 25% were volunteers, 25% were students and 25% were unemployed. A Spearman correlation was calculated examining the relationship between participants' employment status and motivation level. No correlation was found ($r(2) = .009, p > .05$). Employment status is not related to participant motivation level in the PWR program. The results in Table 3, show that the majority of unemployed participants identified with intrinsic motivation in relation to the PWR.

Table 3. Motivation in Relation to Pilot Work Requirement Program by Employment Status

Variable (N=56)	Amotivation	External Regulation	Introjected Regulation	Identified Regulation	Intrinsic Motivation
Full-Time Employment	1	2	1	3	8
Part-time Employment	0	1	1	3	8
Volunteer	1	0	0	1	4
Student	1	0	1	3	3
Unemployed	1	1	0	4	8

Table 4. illustrates the components of psychological self-sufficiency. Participant psychological self-sufficiency was found by using the Employment Hope Scale. The majority of the participants responded with 'strongly agree' in regards to each factor of psychological self-sufficiency. Results with the highest ratings for strongly agree are as follows: 57.1% for self-worth, 51.8%

for utilization of skills and 60.7% for goal orientation. Results for the remaining two factors were rated strongly agree by a majority of participants, however, less than 50%; 46.4 for self-perceived capability and 39.3 for future job outlook. The results also show that across age, gender and employment status; participant in the PWR perceive themselves as being able being capable and worthy to achieve employment and use their skills to achieve their goals.

Table 4. Components of Psychological Self-Sufficiency

N = 56	Strongly Disagree (%)	Disagree (%)	Neutral (%)	Agree (%)	Strongly Agree (%)
Self-worth	3.6	1.8	5.4	32.1	57.1
Self-perceived capability	1.8	5.4	7.1	39.3	46.4
Future Job Outlook	3.6	5.4	19.6	32.1	39.3
Utilization of Skills	3.6	7.1	7.1	30.4	51.8
Goal orientation	5.4	1.8	10.7	21.4	60.7

One-Way ANOVA

A one-way ANOVA was computed, comparing the differences between participant motivation levels in relation to the PWR. The table also shows differences in how respondents from each motivation level rated components of psychological self-sufficiency. Table 5 illustrates the one-way ANOVA

analysis. A significant difference was found among the motivation level in regards to self-worth ($F(5,56) = 4.57, p > .05$), future job outlook ($F(5,56) = 4.59, p > .05$), utilization of skills ($F(5,56) = 5.39, p > .05$) and goal orientation ($F(5,56) = 1.79, p > .05$). No significant difference was found in regards to self-perceived capability ($F(5,56) = 1.79$).

Table 5. One Way ANOVA

Dimension of Psychological Self-sufficiency	Amotivation	External Regulation	Introjected Regulation	Identified Regulation	Intrinsic Motivation	F	Sig.
Self-worth	3.75	3.00 ^E	4.33	4.21	4.71 ^B	4.6	0.003*
Self-perceived capability	4.00	3.75	3.33	4.07	4.48	1.8	0.146
Future Job Outlook	3.25	3.00	2.33 ^E	4.00	4.35 ^C	5.3	0.001*
Utilization of Skills	3.5	3.25	2.67 ^E	4.14	4.58 ^C	4.6	0.003*
Goal orientation	3.75	3.00 ^E	2.67 ^{DE}	4.50 ^C	4.61 ^{BC}	5.4	0.001*

Scale: 1 Strongly Disagree – 5 Strongly Agree

* significant at 0.05 level

Mean^B = significant difference for External Regulation at the 0.05 level

Mean^C = significant difference for Introjected Regulation at the 0.05 level

Mean^D = significant difference for Identified Regulation at the 0.05 level

Mean^E = significant difference for Intrinsic Motivation at the 0.05 level

Post hoc comparison using the Tukey HSD test was conducted to identify which motivation groups in relation to the PWR differ significantly from each other. In regards to self-worth, participants with intrinsic motivation ($m = 4.71, sd = .461$), rated self-worth significantly higher than those with external regulation ($m = 3.00, sd = .461$). Respondents with intrinsic motivation ($m = 4.35, sd = .005$) rated their perception of future job outlook significantly higher

than respondents with introjected regulation ($m = 2.33$, $sd = 1.528$). The same results were found in regards to utilization of skills; intrinsic motivation ($m = 4.58$, $sd = 1.291$) and introjected regulation ($m = 2.67$, $sd = 1.155$). Respondents with intrinsically motivated in relation to the PWR ($m = 4.61$, $sd = .615$) also rated their ability to achieve their goals (goal orientation) higher than respondents identified with introjected regulation ($m = 2.67$, $sd = 2.082$) and external regulation ($m = 3.00$, $sd = 1.633$). Those with identified regulation in relation to the PWR also rated higher in regards to goal orientation ($m = 4.50$, $sd = 1.092$) than introjected regulation ($m = 2.67$, $sd = 2.082$). Respondents with amotivation in relation to the PWR did not rate the dimensions of psychological self-sufficiency significantly different than respondents with other types of motivation ($m = 3.75$).

Spearman Rho Correlation

A Spearman rho correlation test was used to test the hypothesis of this study. The correlation coefficient was calculated for the relationship between participant motivation level and participant self-perception of each dimension of psychological self-sufficiency; self-worth, self-perceived capability, future job outlook, utilization of skills and goal orientation.

A moderate positive correlation was found ($\rho(54) = .412$, $p < .002$), indicating a significant relationship between the motivation level and self-worth. There were also moderate positive correlations found between motivation level and the following variables, indicating a significant positive

relationship: future job outlook ($\rho(54) = .446, p < .001$); utilization of skills ($\rho(54) = .442, p < .001$); and goal orientation ($\rho(54) = .330, p < .013$). A weak positive correlation was found between motivation level and self-perceived capability ($\rho(54) = .273, p < .042$).

Table 6. Spearman Rho Correlation

		Self- Worth	Capability	Job Outlook	Utilization Skills	Goal Orientation
Motivation	Correlation	.412**	.273*	.446**	.442**	.330*
	Coefficient					
	Sig. (2 tailed)	0.002	0.042	0.001	0.001	0.013
	N	56	56	56	56	56

** Correlation is significant at the 0.01 level (2-tailed)

* Correlation is significant at the 0.05 level (2-tailed)

The hypothesis of this study was that participant motivation level is correlated to psychological self-sufficiency. The findings mean that as a respondent motivation level to the PWR increases from amotivation to intrinsic motivation; self-ratings in regards to the dimensions of psychological self-sufficiency also increase from strongly disagree to strongly agree. The hypothesis is supported by data in this study.

Summary

The responses from the surveys showed that the majority of PWR participants responded with intrinsic motivation and/or identified regulation in relation to the PWR program. The data showed that the majority of the PWR

participants strongly agreed with each dimension of psychological self-sufficiency. The data also showed that motivation level in relation to the PWR program is positively correlated to the participant's self-perception of psychological self-sufficiency and employment hope. Meaning as PWR participant motivation level increases, participant perception of each dimension of psychological self-sufficiency increases.

CHAPTER FIVE

DISCUSSION

Introduction

The hypothesis of this study was that participant motivation level is correlated with psychological self-sufficiency. This study utilized a quantitative method of research to identify client motivation in relation to the Pilot Work Requirement program and its affects to psychological self-sufficiency. The following chapter includes a discussion of the main findings, limitations, and recommendations for social work practice, policy and research.

Discussion

The objective of this study was to identify the motivation level of participants of the Pilot Work Requirement (PWR) for the Housing Authority of County of San Bernardino and analyze how it effects client psychological self-sufficiency. The participants of the study consisted of 56 PWR participants living in the Maplewood housing community.

The study found that the majority of PWR participants have intrinsic motivation and identified regulation in relation to the PWR program. Even among PWR participants who are unemployed, 58% responded with intrinsic motivation in relation to the PWR program. This is encouraging as both intrinsic motivation and integrated regulation are two types of the more self-

determined motivation, indicating autonomous motivation. In discussion of the self-determination theory, Ryan and Deci stated (2000): “SDT recognizes that extrinsically motivated actions can also become self-determined as individuals identify with and fully assimilate their regulation” (p. 74). This study shows that PWR participants have accepted the mandate and have integrated the values of work, education and volunteerism, as their own. The findings mean that the majority of residents are intrinsically motivated to take action and engage in employment activities.

The study also found that all PWR participants, representing each type of motivation, rated each statement related to dimensions of the employment hope scale with either strongly agree or agree, giving the highest percentage rating to goal orientation. This results means that the PWR participants believe that they can achieve their goals towards employment and self-sufficiency. This result also means that psychologically, PWR participants believe that they can become financially self-sufficient. According to Snyder (1995), “higher hope persons [...] approach a goal with a positive emotional state, a sense of challenge, and a focus on success rather than failure” (p.355).

While the results show that the majority of PWR participants believe they are capable of attaining employment (self-perceived capability) and attaining success in a future career (future job outlook); the ratings for strongly agree were less than fifty percent. This may be due to the fact that the PWR program was implemented less than one year prior to this research study and

participant confidence in “how?” they will achieve their goal may be in question. While the participants receive assistance with finding employment and information on educational opportunities from the Housing Authority and KEYS Non-Profit, the PWR participants are the determinants of how to achieve their goals.

The study also showed that motivation level in relation to the PWR is positively correlated to the participant self-perception of psychological self-sufficiency and employment hope. The data showed that as a participant motivation increases, so does their rating of the dimensions of psychological self-sufficiency.

In a qualitative study by Hong, Sheriff & Naeger (2009); participants in a self-sufficiency program stated that “[...] self-sufficiency for discouraged workers has more to do with the mental state of mind which consists of finding inner strength and positive future outlook. Self-sufficiency has to do with the psychological empowerment process which involves moving from being discouraged workers to becoming motivated workers” (p.365). The current study found similar results, in that motivation to participate in work related activities is correlated with psychological self-sufficiency.

This study also highlights that the process of moving to self-sufficiency involves motivation, self-determination, autonomy and empowerment.

Limitations

The study design and sample was limited to the responses of fifty-six participants of the PWR program, which is not a significant representative sample of the eligible participants in the PWR program. While the study was anonymous, the study was completed outside of the Housing Authority rent office and results for may have been skewed to reflect “approval” of the PWR program and their agreement with statements regarding work related activities. The study was also designed as a one-group posttest-only study. This limited the study to information that was collected one time. Also, qualitative data was not collected which may have provided more insight into resident motivation and psychological self-sufficiency. Lastly, the study does not provide information about if and how motivation and/or psychological self-sufficiency may change over time.

Recommendations for Social Work Practice, Policy and Research

At the time of the study, the PWR program was mandated without knowing information about participant level of motivation, nor perception of self-worth, capability, future job outlook and goal orientation. The motivation level in relation to engaging in work related activities is important to know because it provides insight as to why a participant may or may not engage in the activities. Also, the participant perception of the components of psychological self-sufficiency are important to know because it shows how the

participant perceives themselves and their ability to become self-sufficient. The tests in this study may provide more information about motivation and psychological self-sufficiency, if the test is administered to individual PWR participants at the beginning of the PWR program and again at a determined point during the PWR program. The data may also be used to identify participant motivation and psychological self-sufficiency at the start of the PWR program. The results can then be discussed with the participant to gain information about their motivation or lack of motivation, skills and goals and provide an opportunity to offer support and/or additional resources to assist the participant in the process of becoming self-sufficient. The results may also be used to gain feedback on the PWR program and how it may be adjusted to fit client needs.

Social workers can also play a vital role within the PWR program and the overall mission to promote client self-sufficiency. Social work interventions can assist clients with skills and self-esteem building, goal attainment and counseling services.

Further research should be conducted on economic self-sufficiency of participants in welfare-to-work programs. Specifically, exploring factors related to attaining and sustaining economic self-sufficiency. Additional research should also be conducted to discover how motivation may be correlated to economic self-sufficiency.

Conclusions

This study assessed client motivation in relation to the Pilot Work Requirement program and how it effects psychological self-sufficiency. This study found that the majority of PWR participants have intrinsic motivation in relation the PWR program and gave high ratings in regards to psychological self-sufficiency. This study also found that motivation in relation to the PWR is positively correlated with psychological self-sufficiency.

The findings suggested that PWR participants have accepted the mandate and have integrated the values of work, education and volunteerism, as their own. And that the PWR participants have psychological self-sufficiency. This study provides more insight about the psychological process of self-sufficiency as residents work towards achieving the goal of economic self-sufficiency.

APPENDIX A
QUESTIONNAIRE

Demographics

1. Are you a participant of the Pilot Work Requirement program?
 - Yes
 - No

2. Have you received an exemption from the Pilot Work Requirement for age, disability, hardship and/or for children under the age of seven?
 - Yes
 - No

3. What is your age? _____

4. What is your gender?
 - Female
 - Male

5. Please select an option that best describe your current status:
 - Full-time employment
 - Part-time employment
 - Volunteer
 - Student
 - Unemployed

6. If you checked unemployed, have you been employed within the last 12 months?
 - Yes
 - No

Developed by Erica Youngblood

Behavioral Regulation Questionnaire

After reading some statements about the Pilot Work Requirement program, please rank the following by circling a number on a scale 1 to 5. A score of “1” indicates not very true for me to a statement, a “5” indicates very true for me, and a score of “3” indicates neutral.

Strongly disagree	Disagree	Neutral	Agree	Strongly agree
7. I participate in the Pilot Work Requirement program because it is mandatory.				
1	2	3	4	5
8. I feel guilty when I don't volunteer, work and/or attend classes.				
1	2	3	4	5
9. It's important to me to work, volunteer and/or attend classes.				
1	2	3	4	5
10. I participate in the pilot work requirement because my friends/family/spouse say I should.				
1	2	3	4	5
11. I feel like a failure when I don't volunteer, work and/or attend classes.				
1	2	3	4	5
12. I enjoy working, volunteering and/or attending classes.				
1	2	3	4	5
13. I don't see why I should have to volunteer, work and/or attend classes.				
1	2	3	4	5
14. I think it is important to make the effort to volunteer, work and/or attend classes.				
1	2	3	4	5
15. I get pleasure and satisfaction from volunteering, working and/or attending classes.				
1	2	3	4	5
16. I think that the Pilot Work Requirement is a waste of time.				
1	2	3	4	5

Employment Hope Questionnaire

After reading some statements about employment, please rank the following by circling a number on a scale 1 to 5. A score of “1” indicates strong disagreement to a statement, a “5” indicates strong agreement, and a score of “3” indicates neutral.

Strongly disagree	Disagree	Neutral	Agree	Strongly agree
17. When working or looking for a job, I feel confident about myself.				
1	2	3	4	5
18. I am worthy of working in a good job.				
1	2	3	4	5
19. I am able to work in a good job.				
1	2	3	4	5
20. I have the strength to overcome any obstacles or challenges when it comes to working or looking for a job.				
1	2	3	4	5
21. I am going to be working in a career job.				
1	2	3	4	5
22. I am aware of what my skills are to be employed in a good job.				
1	2	3	4	5
23. I am able to use my skills and resources to move toward career goals.				
1	2	3	4	5
24. I will be in a better position in my future job than where I am now.				
1	2	3	4	5
25. I am in the process of moving forward toward reaching my goals.				
1	2	3	4	5
26. Even if I am not able to achieve my financial goals right away, I will find a way to get there.				
1	2	3	4	5

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- Hong, P. , Polanin, J. , & Pigott, T. (2012). Validation of the employment hope scale: Measuring psychological self-sufficiency among low-income jobseekers. *Research on Social Work Practice, 22*, 323-332.

APPENDIX B
INFORMED CONSENT



California State University, San Bernardino
Social Work Institutional Review Board Sub-Committee
APPROVED 2/12/14 VOID AFTER 12/31/14
APPROVED 2/12/14 R. CHAIR

College of Social and Behavioral Sciences
School of Social Work

INFORMED CONSENT

The study in which are you being asked to participate in is designed to collect client feedback on motivation with the Pilot Work Requirement program and hope for employment to become self-sufficient. This study is being conducted by Erica Youngblood under the supervision of Assistant Professor Cory Dennis, PhD, California State University, San Bernardino. This study has been approved by the School of Social Work Sub-Committee of the California State University, San Bernardino Institutional Review Board.

PURPOSE: The purpose of the study is to measure client motivation in the pilot work requirement program and employment hope toward the goal of gaining self-sufficiency.

DESCRIPTION: Participants will complete a survey about motivation in relation to the pilot work requirement program and employment hope and complete a demographic questionnaire.

CONFIDENTIALITY OR ANONYMITY: Responses to the survey will be completely anonymous. In addition, all data obtained for the study will be reported in aggregated form only, so no individual responses of any participant will be reported in any publication of the results. Please DO NOT write your name or any other identifying information on the survey. The information will be kept in a locked file cabinet to protect participants' anonymity. The Housing Authority will not know you took part in this study, as it is anonymous.

DURATION: This survey should take approximately 10 to 15 minutes. Participants can choose to stop at any time without consequences.

RISK: A potential risk for the research participant is that the questions being asked in the survey can bring up distressing feelings. If you feel, at any time, that a particular question is too personal or makes you feel upset, please feel free to refrain from answering. If you would like to discuss these issues with a mental health professional, you may want to seek counseling services at KEYS Non-Profit, (909) 690-5363 or at the office in Johnson Hall Community Center at 906 Wilson Street, San Bernardino, CA, 92411. Any fees associated with any treatment would be your responsibility.

BENEFITS: Participants in the Pilot Work Requirement will have an opportunity to enter into a raffle for a \$25.00 money order that may be used for rent. Four winners will be chosen by August 31, 2014. Please complete the raffle entry form and indicate your name and phone number. These forms will be kept in a locked box, separate from the surveys. There is no expected benefit directly by your participation. It is hoped that the research may help social workers better understand their clients.

VIDEO/AUDIO/PHOTOGRAPH: The study does not require the use of video, audio or photographic documentation.

CONTACT: If you have any questions regarding this study or research subjects' rights, you may contact the research advisor Dr. Cory Dennis at (909) 537-3501 or by email cdennis@gmail.com.

RESULTS: The results will be available online after September 2015 and a full copy of the study will be available in the library at California State University, San Bernardino.

CONFIRMATION STATEMENT: By placing an X in the box, I acknowledge that I have been informed of and that I understand the nature and purpose of this study, and I freely consent to participate. I also acknowledge that I am at least 18 years of age.

Place X here Today's Date _____

909.537.5531

5500 UNIVERSITY PARKWAY, SAN BERNARDINO, CA 92407-2393

The California State University - Bakersfield • Channel Islands • Chico • Fullerton • Humboldt • Long Beach • Los Angeles Maritime Academy • Maritime Bay • Northridge • Pomona • San Bernardino • San Diego • San Francisco • San Jose • Stanislaus • Sutter • Tulare • Ukiah

APPENDIX C
DEBRIEFING STATEMENT

The study you have just completed was designed to measure client motivation in the pilot work requirement program and employment hope toward the goal of gaining self-sufficiency. It is hoped that the research may help social workers better understand their clients. The research data will be collected through questionnaires you have completed and data will be kept confidential and anonymous. The results of this study will be available in the California State University, San Bernardino Pfau Library by September 2015. There will also be a copy of the results available at the Housing Authority for the County of San Bernardino.

Thank you for your participation. Any stress or discomfort felt from this study is expected to be minimal and temporary. If you would like to discuss these issues with a mental health professional, you may want to seek counseling services at KEYS Non-Profit at (909) 890-5363 or at the office in Johnson Hall Community Center at 906 Wilson Street, San Bernardino, CA, 92411. Any fees associated with any treatment would be your responsibility. If you have any questions about the study, please feel free to contact Erica Youngblood or Cory Dennis by email at cdennis@gmail.com.

APPENDIX D
AGENCY LETTER



HOUSING AUTHORITY OF THE
COUNTY OF SAN BERNARDINO

Building communities | Changing lives

May 7, 2014

Housing Authority of the
County of San Bernardino
715 East Brier Drive
San Bernardino, CA 92408

Dear Ms. Erica Youngblood,

I have reviewed your request to conduct a research study involving **(Housing Authority for the County of San Bernardino and Knowledge and Education for Yours Success)** and the survey that will be used. I feel this study will be useful to our agency as well as to the Maplewood Community residents you are seeking participation from. You have my permission to use our clients as the subject pool for this research project.

I understand the purpose for surveying Maplewood Community residents is to elicit their responses on how their motivation level with the Pilot Work Requirement relates to their relative level of psychological self-sufficiency.

You have my permission to survey the residents of the Maplewood Community. Maplewood Community residents, who agree to participate in your research, do so freely and voluntarily.

I understand that if I have any questions after the collection of data, I may contact thesis author Erica Youngblood or Faculty Thesis Supervisor, Gary Dennis.

If you have any questions regarding this letter of approval, please do not hesitate to contact Marcia Waggoner, Director of Community Development Initiatives at (909) 890-5371 or by email at mwaggoner@hacsb.com.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dan', is written over a light blue horizontal line.

Daniel Nackerman
President/CEO

715 EAST BRIER DRIVE, SAN BERNARDINO, CA 92408
909 890 0944 | TTY 711
WWW.HACSB.COM

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