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Effects of Values Clarification and Emotional Intelligence Training in Fostering Zero-Tolerance for Corruption Among Customs Officers in The South-West Nigeria

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Abstract
This study examined the effectiveness of Values Clarification (VCT) and Emotional Intelligence Training (EIT) on zero-tolerance for corruption among customs officers in the South-West, Nigeria. A pretest-posttest, control group quasi-experimental design, with a 3x2x2 factorial matrix was adopted. Multi-stage sampling procedure, inclusion criteria and screening tool was used in selecting the participants for the study. The participants were randomly assigned to VCT, EIT and control groups, respectively. Hypotheses were answered at 0.05 level of significance. Using Analysis of covariance, the two interventions were found to be effective in fostering zero-tolerance for corruption among the participants. Based on the finding, it is recommended that these psychological interventions should be integrated into the existing anti-corruption measures in the Nigeria Customs Service.

Keywords: Values clarification, Emotional intelligence training, Gender, Adversity quotient, Zero-tolerance for corruption in Nigeria.

Introduction

Corruption is a recurring theme in global discourse in contemporary times and it continues to feature prominently in government policy and academic circles. Although corruption is as old as mankind, it is only in the last two decades that serious efforts were made to tackle and criminalize it with the birth of numerous anti-corruption movements and the promulgation of anti-corruption laws. However, despite these efforts in the fight against corruption over the years, little or no progress has been made especially in many less developed nations where corruption is pathetically endemic (Marquette and Pfeiffer 2015; Rose-Ackermann and Palifka 2016; Heywood 2017). For instance, Nigeria, a nation endowed with abundant human and material resources, has continued to falter quite unnecessarily in virtually every sphere of development despite over five decades of nation building simply because its vast resources have not been converted into expected economic gains as a result of the rising spate of corruption in the nation. Worse still, the magnitude or scope of corrupt activities in most vital public establishments in Nigeria is so appalling that the nation will require a strong political will to win the war against corruption or to, at least, reduce it to the barest minimum.

A significant government security agency that is apparently vulnerable to unethical or corrupt practices which is of interest to this study is the Nigerian Customs Service (NCS). The customs service is one of the world's oldest government agencies saddled with several key roles as the steward and gatekeeper of trade and border management of a nation. While effectively performing these arduous obligations, the customs agency is expected to adopt minimal trade flow interruptions, because speed and volume of international trade is critical to open economies. Thus, corruption in its operations is a serious challenge. While corruption encapsulates the notion of a public office in breach of its governing rules for private advantage, corruption in the milieu of customs, would entail the abuse of authority for

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private gain by customs officials.

The abuse of authority by NCS officials somewhat includes, patronage, cronyism and nepotism, kickbacks and acts of extortion. The extent of this form of graft often ranges from simple 'turning a blind eye' to severe contraband-trafficking assistance. More often than not, such exercises are embraced for either reward given in kind or money. For instance, the media has reported instances where officers of the customs service collect bribes to assist smugglers drive in prohibited goods such as foreign parboiled rice and vehicles into Nigeria from neighbouring countries (*Leadership*, Feb, 2018). Also, a survey carried out by United Nations Office on drugs and Crimes (UNODC, 2017), revealed that NCS officers amongst other public officials, received the largest average cash bribes (NGN 88,587/$1,016-Power Purchasing Parity (PPP) and the overall amount of bribes paid out to this group of officials during the time in question was 26.5%. This high frequency indicates the disproportionate impact customs officials have on the lives of Nigerians.

The impact of corruption on Nigerian society and economy is undoubtedly immense. Corrupt practices within the milieu of customs have also heightened the overwhelming consequences. The consequences of corruption in customs on the potential of a country to profit from the growth of the global economy are evident. Corruption in customs opens the door for organized crime, drains national incomes and incurs additional taxes and revenue losses as corporations tend to avoid a corrupt customs agency (Lane, 1998). For instance, although the NCS, in 2017, was reported to have hit a record of N486 billion in six months (Adekunle, 2017), and N1.01 trillion at the end of the year (*Vanguard*, Dec, 2017), between 2006 and 2017, Nigeria lost N30 trillion in the import and export value chain, which was mainly attributed to organized corruption (Oyedele, 2017). Such an outcome could have detrimental impact on many economies and in part, be accountable for the present stalling of Nigerian economic development, since customs agency is a substantial contributor to the internal revenue the Nigerian government relies on for national development. Certainly, customs officials are expected to be efficacious and imbibe the culture of zero-tolerance for corruption as this is crucial to the nation's integrity and development.

The term zero-tolerance is employed mainly as a rhetorical measure in several fields to indicate the strict steps and clear response mandated for certain incidents of offenses, irrespective of severity, to be investigated, prosecuted and punished (Newburn and Jones, 2007). Relating the construct to corruption, it is the inclination to discard the temptation of submitting self to corrupt behaviour and view corrupt demeanors of other persons as ethically unacceptable. Zero-tolerance for corruption, according to Gong and Wang (2012) has observable characteristics. Attributes such as; no display of sympathy for corruption, promoting stringent law enforcement, willing to expose cases of corruption which comes to one's attention and tough on all offences including minor ones. In social environment where corruption occurs, tolerance of corruption is an essential factor that influences the way it is tackled. As such, the rise of corruption depends on how society as a whole treat it. According to Odo (2015), the intriguing peculiarity of corruption in Nigeria is evidenced in the citizens' display of high tolerance of an otherwise despicable conduct. Whether on account of scheme of silence, distortion of values or outright involvement with culprits of corruption, a larger part of Nigerians, undoubtedly, appears to regard corruption as a function of national life.

Researchers within the field of psychology, describes corruption as a demonstration and/or manifestation of maladaptive, abnormal, unethical and/or social undesirable behaviour (Ogunleye and Adebayo, 2012; Chugh, 2012). While prior focus in combating corruption have been majorly punitive and administrative, scholars (Aremu, Pakes and Johnson, 2009a; Rusch, 2016, Aremu, 2017) have consistently advocated for the inclusion of psychological interventions in tackling corruption in governance and public corruption. This advocacy is drawn from the fact that there are behavioural antecedents to corrupt practices which requires behavioural interventions to resolve. As such, there is a heightened need for more behavioural interventions for enhancing zero-tolerance for corruption within the Nigerian society and perhaps in other climes. Studies on effect of psychological measures in fostering zero-tolerance are necessary to provide baseline information for tailored anti-corruption policies. Though clearly not a remedy for the wide spectrum of corrupt practices in both private and public services, this research aims to demonstrate that values clarification and emotional intelligence training nonetheless can be effective tools in fostering zero-tolerance for corruption among customs officers in South-west Nigeria.

In the last decades, Values Clarification (VC) has been an important subject of concern for a large community of educators, philosophers, counsellors and other helping professions as a tool for moral education, ethical principles and values. Values Clarification intervention, consist of hypothetical choice scenarios and reasoning activities designed to enable people think or become aware of their personal values and assess its effect on decision making (Mosconi and Emmett, 2003; Kirschenbaum, 2013; Oliha and Audu, 2015). According to VC theory, individuals who are clear about their values in relation to society, display all of Maslow's self-actualized personal characteristics, such as confident, purposeful and calmly conduct, display positivity, eagerness, and diligence, while those who are confused or unclear about their values will exhibit tendencies of negativity, immaturity, inconsistency, drifting and over-dissenting (Kinnier, 1995; Rai, 2014).

Researchers, clinicians, educators and therapists have applied the techniques of VC and recorded success in the management of various types of antisocial and social undesirable conducts such as truancy (Igborgbor, 1984; Oliha and Audu, 2015), frustration and faulty thinking (Bello, 2011), fostering vocational maturity and career decision making self-efficacy (Adeyemo, 1996; Adeyemo, 1998), and leadership learning (Cosgrove, 2016; Fritz and Guthrie, 2017). Since VC techniques exposes and helps individuals to consider the relative existence of values (Barker, 1999), it would be especially useful when applied to intervention aimed at cognitive and personality development, effective and efficient behavioural practices, and as well foster socially desirable behaviours such as zero-tolerance for corruption.

Emotional Intelligence Training (EIT), is another counselling technique that has made a lot of gains in the past decades, as Emotional Intelligence (EI) is crucial to

life achievements. Presently, EI is one of the most influential and contemporary psychological constructs that has drawn significant interest from researchers, educationists, psychologists, theorists and human resource personnel throughout the world. The connection between the construct of EI and corrupt behaviours, emanates from the view that emotion is a reaction to all kinds of social threat, opportunity or change that can impact one's selfhood (Haidt, 2001). According to Tangney, Stuewig and Mashek (2007), self-conscious emotions or moral emotions such as guilt and shame serve as moral barometers in negotiating unethical behaviours. Therefore, an increase level of EI, which involves identifying, processing and managing emotions, has the potentials to regulate proneness to guilt and shame, in order to prevent corrupt behaviour. This analogy is supported by studies, suggesting that people with high EI tend to cope with negative emotional responses (such as guilt and shame) in ways that encourage a positive outcome and less deviant activities (Eisenberg, 2000; Petrides, Frederickson and Furnham, 2004; Aremu, 2006).

Scholars have also observed that people differ in their capacity to interpret emotional information (Salovey and Grewal, 2005). This observation highlights that EI is not an evenly distributed trait and as such, while some people's EI are low, others are high. Fortunately, EI competencies, according to scholars may be hereditary or gained through therapy, which is a major distinction from IQ (Ciarochi, Scott, Deane, and Heaven, 2003). Emotional Intelligence Training (EIT) is a specific model of training underpinned on the Emotional Intelligence paradigm. Since EI can be developed, learned and fostered, Emotional Intelligence training in the varieties of personal, emotional and social skills that can impact one's ability to handle environmental pressures and demands effectively, holds promise as an essential mental apparatus for fostering zero-tolerance for corruption among customs officers.

Gender, is one of the moderating variables of interest in this study. It is part of the broader sociocultural context, described as social characteristics, relationship and prospects connected with being female or male (Ojalammi, 2014; Lawal, Ayoade, and Taiwo, 2016). With regards to the nexus between gender and corruption, a substantial body of literature has been able to evince gender disparities in the perception of experience and tolerance of corruption among women and men. Some pioneer studies found a significant connection between low rates of corruption and women in various times, social contexts, periods, corruption indices, and in a range of macro and micro-data (Swampy, Knack, Lee and Azfer, 2001; Sung. 2003; Alhassan-Alolo, 2007). Other recent studies that utilized experimental methodologies, however, uncovered conflicting results, contending that, effect of gender on corruption depends on cultural and institutional context, and not necessarily inherent gender (Barr and Serra, 2010; Frank, Lambsdorff and Boehm, 2011; Armantier and Boly, 2011; Rivas, 2013). This study takes into consideration the contentions on gender disparity in relations to corruption in the literature, and deems it important to assess the moderating effect of gender in fostering zero-tolerance for corruption.

This study also employs Adversity Quotient (AQ) as a moderating factor in fostering zero-tolerance for corruption. Adversity quotient is an indicator of human endurance representing the ability to cope with adversity and frustration (Stoltz, 1997). In other words, AQ plays a critical role on how well one withstands challenges, difficulties, adversities, sorrows, or great losses and the potential for one to surpass it. As evidenced in literature, all aspects of human ability and performance can be influenced and predicted by AQ. For instance, research findings indicate that AQ is a critical factor linked with leadership style (Haller, 2005; Canivel, 2010), job satisfaction (Ferrer, 2009), work stress (Dai, 2009), sales performance (Johnson, 2005), academic performance and achievement motivation (Deesom, 2011; Cornista, and Macasaet, 2012; Maiquez, Preolco, Sausa, and Talatagod, 2015). These findings support the potency of AQ in understanding individuals' adaptation to pressures, as well as influence their capacity to cope with adversity and to excel in diverse goals.

Furthermore, AQ has become an important factor in the management of human resource as it has been discovered to be an indicator of occupational success. Stoltz (2000), for instance, found that workers with higher AQ ratings have improved professional and personal lives. Styrlund (2010) and Kanjanakaroon (2011) also reported that employees with high AQ show lower rates of turnover than employees with low AQ. Relating this construct to employees, such as customs officers, their sensitivity to adversities and frustrations may vary. Stoltz (2000) suggests that the number of adversities faced by an individual has increased on average over the last decades from 7 to 23, and it will continue to rise. Thus, it is most likely that customs officers are facing enormous numbers of challenges, difficulties, frustrations and adversities stemming from their families, homes, workplaces and society that may place them in susceptible positions to engage in corrupt activities in order to resolve them. Therefore, it will be helpful in this study to include this concept when examining the strength of both cognitive and affective responses to corruption.

Purpose of the Study
The objective of the study was to evaluate the effectiveness of values clarification and emotional intelligence training, while taking into consideration the moderating effect of gender and adversity in the enhancement of zero-tolerance for corruption among customs officers in the South-West Nigeria.

Hypotheses of the Study
Based on the articulated objective of the study, it was hypothesized that there will be no significant main and interaction effects of treatments, gender and adversity quotient on zero-tolerance for corruption among customs officers in the South-West Nigeria.

Methodology
Design
The study adopted the pretest-posttest, control group quasi-experimental design with a 3x2x2 factorial matrix.

Participants
The population of this study consists of all customs officers in the South-West Nigeria. However, a multistage sampling procedure was employed in selecting three area commands and eighty-three (83) participants for this study.

Participants were randomly assigned to the experimental and control groups; experimental group 1 (Ogun area command) had twenty-eight (28) participants, experimental group 2 (Oyo/Osun) thirty (30) participants, and twenty-five (25) participants for the control group (Ondo/Ekiti). The participants' age ranged from 25 to 44 years with a mean age of 25 years and standard deviation of 0.82. Out of the eighty-three (83) participants that took part in the study, forty-nine (59%) were males and thirty-four (41%) females.

Measures
Corruption Propensity Scale (CPS)
The likelihood of respondents engaging in corrupt practices was gauged using the Corruption Propensity Scale (CPS), adapted from a structured instrument by Akaah and Lund (1994). This scale was used as the screening tool in this study. The scale consists of seventeen items measuring six factors; briber, personal use, falsification, passing blame, padding of expenses and deception, that applies to various forms of unethical practices in a business context. The seventeen items on this scale have been grouped and summed in a single cumulative score for the likelihood of engaging in unethical behaviour. The scale reported a Cronbach alpha of .81, thus indicating high internal reliability.
However, for the present study, the scale was adapted and modified to eleven items to assess the degree to which respondents are likely to engage in corrupt behaviour. A typical item on the scale reads ". Pilfering company materials and supplies", Accepting gifts/favors in exchange for preferential treatment". These items were measured using a 7-point Likert scale ranging from 'extremely likely' (coded 7) to 'extremely unlikely' (coded 1) with lower scores indicating lower risks of engage in corrupt behaviour (or lower corrupt intentions) and higher scores on this scale indicating greater risks of engage in corrupt behaviour (or high corrupt intentions). For the current study, a pilot test was conducted to assess, before administration on the study's participants, the content validity of the instrument. The scale reported a reliability Cronbach alpha of .77

Zero-tolerance for Corruption Scale
Zero-tolerance for corruption scale, adapted from a structured instrument developed by Appleby, Leadbeter, Lockett, Long, Oster, Turnbull, Williams and Zajac (2014), was used as the pretest-postest measure to elicit responses on attitudes towards corruption. The scale consists of 13 items structured on a five-point Likert scale. Examples of items included on the scale are "Conduct must be illegal for it to be called corrupt", "Avoiding procedure is sometimes justifiable to get past bureaucratic red tape". Participants were asked to indicate their response to the statements on a scale from 'Strongly Agree (coded 5)' to 'Strongly Disagree (coded 1)'. High scores on this scale indicates a high tendency and lower scores indicates a lower tendency to engage in corrupt practices. The scale has been found to demonstrate a high internal consistency of Cronbach Alpha 0.80 to 0.83. However, for the current study, a pilot test was used to establish the content validity of the instrument before the administration on the study's participants. The scale reported a reliability cronbach alpha of .78.

Adversity Response Profile (ARP)
The Adversity Response Profile (ARP) is a questionnaire designed by Stoltz (1997) to measure a person's reaction patterns when confronting difficulties, adversities or challenges. The ARP has four subscales; control, ownership, reach, and endurance otherwise known as CORE. The scale outlines fourteen scenarios, which are all trailed by four questions that are meant to represent the CORE dimensions. The response to the four questions are offered in a 5-point bipolar scale in each scenario. An example of items in the instrument includes, "You are overlooked for a promotion, To what extent do you feel responsible for improving this situation? "You accidentally delete a very important E-mail, The consequences of this situation will? Scores range between 10 and 50 on each ARP scale. The cumulative score from the four subscale represents a person's Adversity Quotient (AQ). The AQ scores may range between 40 and 200. The AQ Profile and its dimensions have proven to be highly reliable. The scale has reported an overall reliability cronbach alpha of .91. However, in the current study, the scale was subjected to a pilot test to establish the psychometric properties of the instrument before the administration on the study's participants. The scale had a reliability Cronbach alpha of .77

Ethical Consideration
Ethical consideration with respect to this study was obtained after due process, from the University of Ibadan Ethical Committee (assigned number: UI/EC/21/0009).

Procedure
Preliminary visits were made to the selected area commands to familiarise self with the participants and solicit their willingness to participate in the study. Three research assistants were trained to assist in carrying out the study. The research assistants were post-graduate students from the Department of Counselling and Human Development Studies, University of Ibadan. Due to the sensitive nature of the dependent variable, the researcher approached the study using a covert data collection method to avoid biases on the criterion response measures. This was achieved by masking the dependent variable as "unethical behaviour". Although this approach does not fully respect participants' rights to autonomy and the associated informed consent process for research, the researcher meticulously obeyed the ethical principles of confidentiality, voluntariness, beneficence and nonmalificence.
The researcher conducted the experiment in four phases: pre-sessional activities, pre-test, treatment and post-test. In the pre-session phase, the task involved the screening, selection and assignment of participants to the three experimental conditions. While during the pre-test stage, the participants were administered both the zero-tolerance for corruption scale and the adversity quotient scale (ARP). Participants of the two experimental groups completed a training (Values Clarification and Emotional Intelligence Training) which lasted for 8 weeks (eight sessions). The time frame for each session was 60 minutes. The control group was not subjected to any form of treatment, however, a lecture on Time Management was held. At the conclusion of the training programme, the post-test was administered to both the experimental and control groups.

Therapeutic/Training programmes
Values Clarification Training
The therapeutic package for values clarification, offers theoretical and experiential approaches to enhance knowledge of values that can affect once actions and lifestyle decisions. Through lectures, demonstrations, participatory exercises, and small group discussion skills objectives of; recognizing or establishing goals, priorities and directions, making choices and decisions and taking action to implement their decisions and choices and thereby achieve their goals, priorities and directions, will help proffer response to a multitude of concerns and issues throughout their lives. There was an 8-sessions comprising 60 minutes per session. Homework was assigned to reinforce knowledge and skills taught during the lessons.

Experimental group 1 (Values Clarification Training)
Session 1: General orientation and administration of pre-test measures
Session 2: Discussion of the meaning, causes and effect of Unethical behaviours (corruption)
Session 3: Discussion of the nature of values, goals and importance of values clarification
Session 4: Examination and analysis of values, values conflicts and their far-reaching effects on life/work/relationships
Session 5: Group work on values clarification process; choosing, prizing and acting
Session 6: Identification of ethical behavioural patterns by personal values; reflection and self-analysis
Session 7: Training commitment to acting consistently with chosen values
Session 8: Overall review, post-test and conclusion

Emotional Intelligence Training

The EIT programme focused on self-awareness, which entails utilization of skill training strategy (i.e., instruction combined with coaching, group discussions, short lectures, role play, paired exercises involving the relating and sharing of emotional experiences and feedbacks) to improve knowledge and skills related to; emotion regulation, recognition and understanding the impact of one's own behaviour on the emotion of others. The programme was designed for meetings 60 minutes weekly over a two-month period (eight sessions). Homework was assigned to reinforce knowledge and skills taught during the lessons.

Experimental group 2 (Emotional Intelligence Training)
Session 1: General orientation and administration of pre-test measures
Session 2: Briefing on the meaning, causes and effect of corruption
Session 3: Explicating the concept of emotional intelligence and its importance
Session 4: Emotional recognition (self-awareness)
Session 5: Role play on how to practice self – regulation/management and motivation
Session 6: Building participants empathy and social skills
Session 7: Group work on relationship management
Session 8: Overall review, post-testing and conclusion

Data Analysis
Analysis of covariance (ANCOVA) is the major statistical tool that was employed in this study. Bonferroni Post-hoc analysis was also used in ascertaining the direction of differences and significance at 0.05 level of significance.

Results

Table 1: Summary of ANCOVA showing the main and interaction effect of treatment, gender and adversity quotient on zero-tolerance for corruption among customs officers.

Source	Type III Sum of Squares	df	Mean Square	F	Sig.	Partial Eta Squared
Corrected Model	10176.213[a]	11	925.110	19.489	.000	.751
Intercept	782.073	1	782.073	16.475	.000	.188
Pretest zero-tolerance for corruption	60.873	1	60.873	1.282	.261	.018
Main effect						
Treatment	2074.350	2	1037.175	21.850	.000	.381
Gender	763.358	1	763.358	16.081	.000	.185
Adversity Quotient	68.563	1	68.563	1.444	.233	.020
2-way interactions						
Treatment * Gender	391.074	2	195.537	4.119	.020	.104
Treatment * Adversity Quotient	433.287	2	216.644	4.564	.014	.114
Gender * Adversity Quotient	107.916	1	107.916	2.273	.136	.031
3-way interactions						
Treatment * Gender * Adversity Quotient	.449	1	.449	.009	.923	.000
Error	3370.293	71	47.469			
Total	124452.000	83				
Corrected Total	13546.506	82				

R Squared = .751 (Adjusted R Squared = .713)

Table 1 shows that there is a significant main effect of treatment on zero-tolerance for corruption of custom officers; $F_{(2,71)} = 21.850$, $p < 0.05$, $\eta^2 = .381$. This implies that the treatment had significant effect on zero-tolerance for corruption. Therefore, the null hypothesis stating that, there is no significant main effect of treatment on zero-tolerance for corruption was rejected. Size of effect reveals that the treatments accounted for 38.1% ($\eta^2 = 0.381$) change in zero-tolerance for corruption. The result in Table 1 also indicated that there is a significant interaction effect of

treatments and gender on zero-tolerance for corruption; $F_{(2,71)}= 4.119$, $p<0.05$, $\eta^2= 0.104$ and, treatments and adversity quotient on zero-tolerance for corruption; $F_{(2,71)}= 4.564$ $p<0.01$, $\eta^2= 0.114$. Hence, the null hypothesis regarding the interaction effects of treatments and gender, treatments and adversity quotient on zero-tolerance for corruption was rejected.

The result further suggests that values clarification and emotional intelligence training was effective in fostering zero-tolerance for corruption among customs officers and the causal link between the treatments and the criterion measure was mediated by gender and adversity quotient.

Table 2: Bonferonni Pair-wise Comparison showing the significant differences among various treatment groups and control group.

(I) Treatment	(j) Treatment	Mean Difference (I-J)	Std. Error	Sig.c
Values clarification training (VCT) Group (mean= 34.075)	Emotional intelligence training group	-11.347	2.385	.000
	Control group	15.502	4.142	.001
Emotional intelligence training (EIT) Group (mean= 45.422)	Control group	26.849	4.100	.000
	Values clarification group	-11.347*	2.385	.000
Control group (mean= 1.857E1)	Values clarification group	-15.502	4.142	.001
	emotional intelligence group	-26.849	4.100	.000

For further justification on the margin of difference between the treatment groups and the control groups, the pair-wise comparison using Bonferroni was computed. The result shown in Table 2 reveals that after controlling for the effect of zero-tolerance for corruption, experimental group II (EIT) (mean= 45.422) displayed the highest zero-tolerance for corruption, followed by experimental group I (VCT) (mean= 34.075) and control group (mean= 1.857E1). By implication, emotional intelligence training is more potent in fostering zero-tolerance for corruption than values clarification training. The coefficient of determination (Adjusted R-squared = .713) overall indicates that the differences that exist in the group account for 71.3% in the variation of zero-tolerance for corruption, while the remaining 28.7% can be attributed to unexpected sampling error.

Discussion
Values clarification and Emotional intelligence training were effective in fostering zero-tolerance for corruption among customs officers. This outcome corroborates prior studies (Aremu, 2006b; Aremu, Pakes and Johnson, 2009a; Nnaemeka, Chukwuemeka, Tochukwu and Chiamaka, 2015; Rusch, 2016; Abraham, Suleeman and Takwin, 2018), confirming the therapeutic strength of psychological approach in the reduction of corrupt behaviours or attitude facilitating corruption. These scholars argue that, engaging in corrupt practices is often underpinned on mental shortcuts, how individual process and organize information, emotion and social norms. Similarly, as evidenced in this study, psychological approaches which encapsulates the understanding of corruption and the behavioural dispositions that contribute to engagement in corrupt practices also has the potency to positively alter these behavioural exigencies to unlearn corrupt behaviours.

Although, both interventions were effective, emotional intelligence training was more effective in enhancing zero-tolerance for corruption among customs officers. The plausible explanations for this result could stem from the fundamentals of emotional intelligence training. The treatment modules unfold learning in terms of knowledge, skills and emotional competencies and approaches which encapsulates; recognition, understanding and regulation of emotion, and the impact of one's own behaviour on the emotion of others (Goleman, 1998; Mayer, Salovey and Caruso, 2000; Bar-On, 2002), that individuals may use to enhance their emotional intelligence to cope effectively with work environmental pressures and demands. Moreover, studies have demonstrated that, an increase level of EI, which involves identifying, processing and managing emotions, is effective in regulating proneness to negative emotional reactions (such as envy, guilt and shame) in ways that promote a productive result and less engagement in unethical behaviours (Petrides, Frederickson and Furnham, 2004; Aremu, 2006b; Mesmer-Magnus, Viswesvaran, Deshpande and Joseph, 2010; Ângelo and Fernando, 2014). These findings also underscore the fact that emotional intelligence is germane in reduction of behavioural dispositions or attitudes facilitating corrupt behaviours.

In addition, the analysis on the significant main effect of treatment on zero-tolerance for corruption also indicates that, VCT is effective in fostering zero-tolerance for corruption. This finding can easily be explained by the assumption that conceptual and empirical evidence shows that values are chosen, deeply held convictions that shape one's worldview and are communicated through emotions, actions and decisions. Although no prior studies directly substantiate this outcome, since the area is deficient in literature, however, many researchers (Igborgbor, 1997; Mosconi and Emmett, 2003; Harris and Napper, 2005; Taffee, 2007; Bello, 2011; Fagerlin, Pignone, Abhyankar, Col, Feldman-stewart, Gavaruzzi, Kryworuchko, Levin, Pieterse, and Reyna, 2012; Rai, 2014), have verified the efficacy of VCT in managing most antisocial and unethical conducts. These researchers generally contend that, individuals who are clear about their values in relation with society exhibit many of Maslow's self-actualized traits, such as behaving in a confident, calmly and purposive way, display positivity, eagerness, and diligence. While, lack of values or unclear values, in an individual may end in their maladjustment and also the various problems and unethical behaviours they exhibit in homes, institutions, organizations and in the society at large.

Another finding in this study is the moderating effects of gender on the causal link between the intervention and zero-tolerance for corruption among customs officers. Prior findings suggest that, society, institution and cultural

contexts influences the differences in ways and manner the male and female socialize (Duckelt and Raffalli, 1989; Sandhu and Mehrotra, 1999). One possible explanation for the moderating effect of gender in the current finding could stem from the notion which is in consonance with most prior study findings indicating that, women are more relationship-oriented, have higher ethical expectations and have less likelihood of compromising the greater good for personal benefit (Dollar et al, 2001; Swamy et al, 2001; Barr and Serra, 2010; Melnykovska and Michailova 2009; Esarey and Chirillo 2013). Women's role in the Nigerian society as caregivers, encourage a more social, noble, honest and helping behaviour. Moreover, as the study indicates, women are more vulnerable to punishment and to the risks posed by corruption as a result of explicit or tacit gender discrimination, as such, they feel more responsibility to comply with ethical conducts and norms.

More so, the result of this study indicates that in addition to the effects of treatments approaches, high adversity quotient is an essential moderating factor in fostering zero-tolerance for corruption. Although there are no prior studies directly in support of this outcome, this result cannot be divorced from the fact that high adversity quotient and work-related ethical behaviours are significantly related (Stoltz, 2000; Haller, 2005; Ferrer, 2009; Canivel, 2010). These studies suggest that an increased ability to deal with and overcome adversity could effectively moderate attitudinal dispositions to ethical conducts. In addition, the current finding demonstrates that, adversity quotient is not simply related to zero-tolerance for corruption. On one hand, the inability to properly handle adversities stemming from family, home, workplace and society, may affect the physical and mental health of employees, and as well place them in susceptible positions to engage in unethical conducts. On the other hand, increase in adversity quotient may heighten an employee's tendency to resist corrupt practices or unethical conducts. In the present study, the incremental effect of the interventions on the criterion measure was apparent among customs officers who had the ability to handle adversities (high adversity quotient).

Conclusion and Recommendations

Corruption has been an issue of discourse among researchers in the past couple of decades. The concept of corruption is described as the abuse of entrusted public power or position for personal advantage or gain. More so, literature indicates that the magnitude of corrupt practices within the Nigerian milieu may be attributed to several factors. Literature review shows attention paid to cultivating behavioural dispositions that could influence attitude towards corruption has been insufficient. As a result, the existing anticorruption drives and mechanisms have yielded ineffective outcomes in fostering zero-tolerance while curbing corruption in society, especially in public agencies, including the Nigerian Customs Service. This state of affairs has, in turn, led to upsurge in corruption and its attendant negative consequences in the nation.

This study examined the effectiveness of values clarification and emotional intelligence training on zero-tolerance for corruption among Nigerian Customs officers in the South-West Nigeria. The results of the analysis revealed that the treatment programmes Values Clarification and Emotional Intelligence Training were effective in fostering zero-tolerance for corruption. The effects of the interventions were moderated by gender and adversity quotient. Based on the analysis conveyed, it can be concluded that the display of tolerance for corruption could stem from one's values and emotional state. To deal with these behavioural components of corrupt behaviour, requires behavioural modification interventions that could positively influence these factors in an individual.

The use of values clarification training in this study, successfully lowered participants' tolerance for corruption by improving their attitudes, values and probability of making good and constructive decisions that are beneficial to both self and society. More so, the positive significant impact of emotional intelligence training on zero-tolerance for corruption in this research stems from the capacity of the intervention programme to relatively enhance participants' emotional literacy, competence, creativity and empathic accuracy as well as application of emotional information to guide their reasoning process, actions and self-accountability.

Considering the gains that may arise from the impact of VCT and EIT, it is imperative to synergize the treatments with existing anticorruption measures for addressing corruption in the Nigerian Customs Service and perhaps, other security agencies. More so designing courses to specifically cultivate the investigated psychological competencies and skills among customs officers, is pertinent for successful recruitment and training of officers for incorruptibility in the Nigerian Customs Service and other security or public/private organizations.

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