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Burnout and Work-Family Conflict as Predictors of Psychological Well-Being among Paramilitary Officers in Ibadan, Oyo State

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ABSTRACT

This study investigated burnout and work-family conflict as predictors of psychological well-being among paramilitary officers in Ibadan, Oyo State, Nigeria. The study adopted cross-sectional survey design while using purposive sampling technique to select Nigeria Security and Civil Defence Corps (NSCDC) officers. Data were conveniently collected from 238 officers using three validated scales: Burnout Scale, Work-to Family Conflict Scale, and Psychological Well-Being Scale. Data were analysed using t-test of independent samples and multiple regression analysis. Three hypotheses were tested and accepted at a $p < 0.05$ level of significance. The result indicated that burnout significantly influenced psychological well-being among study participants [$t(234) = 6.33, p < 0.05$] such that participants who reported low burnout reported higher psychological well-being ($M = 128.30, SD = 13.57$) than officers who reported high burnout ($M = 115.67, SD = 16.91$). Also, the result revealed that work-family conflict significantly influenced psychological well-being [$t(234) = 5.63, p < 0.05$] such that officers who reported low work-family conflict indicated higher psychological well-being ($M = 129.01, SD = 15.90$) compared to officers who reported high work-family conflict ($M = 117.44, SD = 15.16$). The result further showed that burnout and work-family conflict jointly predicted psychological well-being among officers [$R^2 = .57, F(2, 231) = 154.13, p < 0.05$]. The study concluded that burnout and work-family conflict are good predictors of psychological well-being among the NSCDC officers in Ibadan. Therefore, the study recommended that human resource managers should put in place skills training to cope with burnout and work-family conflict among officers.

Keywords: burnout, work-family conflict, psychological well-being, paramilitary officer, Ibadan

Introduction

Psychological well-being (PWB) refers to a satisfactory mental functioning of individuals that entails subjective rating of happiness and enjoyable experiences. Constructs such as happiness, mood, affect, subjective well-being, quality of life, satisfaction with life, mental health, emotional health and well-being have been used interchangeably with psychological well-being (Akins, 2008). Diener (2000) describes three features of psychological well-being as that (1) which is personal to individual and often relies on individual's experience; (2) that which is not limited to absence of negative effects but also that which has positive effects; and (3) that which denotes subjective evaluation of all aspects of an individual's life. In this study, psychological well-being is taken as that which involves the evaluation of an individual's affective, cognitive and psychomotor well-being.

Many psychological factors have been used to examine as predictors of psychological well-being among a diverse population. However, in this study two psychological factors that would likely predict psychological well-being among paramilitary officers in Nigeria are investigated.

One such factor considered in this study as a likely predictor of psychological well-being among paramilitary officers is burnout which refers to a 'state of mental and physical exhaustion caused by one's professional life' (Freudenberger, 1974). This exhaustion comes as the result of failure, fatigue, loss of energy, or unmet demands on a worker's inner resource. In other words, burnout is a depletion of a worker's physical and mental resources leading to personal and professional difficulties. It has also been described as 'a state of fatigue or frustration brought about by devotion to a cause, way of life, or relationship that failed to produce the expected reward' (Freudenberger & Richelson, 1980, p.13). Extending the definition, Pines and Aronson (1988) define burnout as 'a state of physical, emotional and mental exhaustion caused by long term involvement in situations that were emotionally demanding'. A more detailed and frequently cited definition of burnout was offered by Maslach and Jackson (1981). They suggested burnout as a multi-dimensional concept which they defined as 'a syndrome of emotional exhaustion (EE), depersonalization (DP) and reduced personal accomplishment (PA) that occur among individuals who work with other people in some capacity' (Maslach & Jackson, 1981). Studies have shown that workers who reported high on burnout scale scored low in psychological well-being (Aguwa et al., 2022; Frederick et al., 2021; Uye et al., 2022).

The second factor considered in this study as a likely predictor of psychological well-being among paramilitary officers in Ibadan is work-family conflict. This occurs when demands from one role (usually at home) affects one's ability to meet the demands associated with another role in another domain (usually at work place) [Greenhaus & Beutell, 1985; Kotun et al., 2022]. For instance, within the home, activities such as care of elderly parents, infant children, or family members with special needs, domestic relations issues with spouses or domestic partners, maintenance of social relationship and even routine household maintenance activities frequently impinge with married women's attention and performance while on the job (Leaptrott & McDonald, 2011). These conflicts, if not attended to, would greatly undermine the level of job performance in the workplace and the level of family happiness for the concerned workers (Adefioye, 2019). Work-family conflicts are on the rise in today's world and are not restricted to one organisation. Studies have indicated that workers who scored high in work-family conflict would report low psychological well-being (Roberts et al., 2023 in press).

The final factor considered in this study as likely to influence psychological well-being of the paramilitary officers is gender. The way male and female responses to situational factors such as burnout and work-family conflict tend to be different. For example, studies have shown that men are more adapted to burnout and work-family conflict than their female counterparts (Indumathi & Selvan, 2018; Lad, 2016).

Because burnout and work-family conflict are pervading problems in work places, a greater proportion of workers tend to experience unsatisfactory psychological well-being. As in civil organisations, many security officers tend to have a hidden burden of low psychological well-being. These would be reflected in the way

they feel about themselves, their capacities to perform given tasks and responsibilities and their relationships with family members (Corrigan, 2007). Many of these negative consequences of poor psychological well-being among security personnel at the individual level are often as result of lack of work-family balance and possibly high level of burnout (Bakker et al., 2008). Since society is not separated from organisations, the negative impact of burnout and work-family conflict would have its effects on the society in general in the form of lower standard of performance, lower quality of goods and services and a growing feeling of interpersonal conflict.

Some studies have been carried out on predictors of psychological well-being among many populations including bankers, construction workers, civil servants, among others (Dhanabhakya & Sarath, 2023; Kotun et al., 2022). However, there is a need to examine what psychological factors would predict psychological well-being among paramilitary officers in a dynamic society like Nigeria. Therefore, the broad objective of this study was to investigate whether burnout and work-family conflict would predict psychological well-being among NSCDC officers in Ibadan. The following specific objectives were stated:

1. to examine whether burnout would have significant influence on psychological well-being among NSCDC officers in Ibadan.
2. to determine whether work-family conflict would have significant influence on psychological well-being among NSCDC officers in Ibadan.
3. to investigate whether work-family conflict and burnout would jointly and independently predict psychological well-being among NSCDC officers in Ibadan.
4. to unravel whether gender would have significant influence on psychological well-being among NSCDC officers in Ibadan.

The study would be relevant to the authority of Nigeria Security and Civil Defence Corps on the need to monitor and maintain balanced psychological well-being among their officers. Also, the study would be significant to the officers on the benefit that comes with keeping work activities away from affecting their family roles.

Theoretical constructs

Two theoretical constructs were used to anchor this study.

Psychological Well-Being Theory

This was proposed by Ryff (1995) to study and measure an individual's psychological functioning over a wide range of situations. The theory and measurement has six components of self-acceptance, establishment of quality ties to others, sense of autonomy in thought and action, the ability to manage complex environments to suit personal needs and values, sense of purpose in life, and continued growth and development as a person. Each component is defined according to how the concept would be achieved and measured (Ryff, 1995).

The first component, self-acceptance is a positive attitude toward the self. It is the acknowledgement and acceptance of multiple aspects of self, including good and bad qualities. It is the positive feeling about past life. Second, a positive relation with others refers to a warm, satisfying, trusting relationship with others. It is about the individual's concern about the welfare of others. It is the capability of strong empathy, affection, and intimacy. It is the understanding of the 'give and take' of human relationships.

The third component, autonomy, refers to individuals' self-determination and independence. It is the ability to resist social pressures to think and act in certain ways. It is the regulation of behaviour from within. It is the evaluation of self by personal standards. The fourth component, environmental mastery is the sense of mastery and competence in managing the environment. It is the controlling of a complex array of external activities. It is how individuals make effective use of surrounding opportunities. It is the ability to choose or create context suitable to personal needs and values.

The fifth component, purpose in life refers to a person's goals in life and a sense of directedness. It is the feeling that there is meaning to present and past life. It signifies that a person holds belief that gives life purpose. It refers to the occurrence of aims and objectives for living by a person. And the sixth component, personal

growth is the feeling of continued development. A person must see himself as growing and expanding. It is the openness to new experiences. It is the sense of realising one's potential. A person sees improvement in self and behaviour overtime. It is the changes in ways that reflect more self-knowledge and effectiveness (Ryff, 1995).

Although Ryff's theoretically-derived construction of psychological well-being has been questioned, it has, however, remains a credible robust theory-driven and empirically-derived assessment tool to measure psychological well-being across different situations of an individual life (Dhanabhakyaam & Sarath, 2023; Kotun et al., 2022).

Work-family Enrichment Theory

This theory was developed by Greenhus and Powell (2006) to explain how knowledge and skills acquired in one domain are capable of positively the performance in the other domain of work-life.

The main thrusts of the theory are: (1) identifying five types of work and family resources that have the capability to promote work-family enrichment; (2) establishing two mechanism by which these resources are able to endorse work-family enrichment, and (3) suggesting a number of moderator variables that define the conditions under which resources in one roles are most likely to enrich the quality of life in the other roles (Greenhus & Powell, 2006).

How does it work? Resources are developed by dealing with the roles through active practices in one or the others (Friedman & Greenhaus, 2000; Grzywacz, 2002). As resources generated from role A, the model defines: (1) skills and perspective, (2) psychological and physical resources, (3) social-capital resources, (4) flexibility, and (5) material resources. Every of these resources have the capacity of promoting quality of life, meaning high performance and positive effects in role B. The magnitude to which one resource reinforces performance and positive effects is moderated by the salience of the role B, and the consistency of the resource with the requirement and norms of role B.

In this theory, resources related to skills indicate interpersonal, cognitive, coping and multitasking skills, and knowledge gained out of the experience in a given role (Holman & Wall, 2002; Ruderman et al., 2002). Perspective comprises the different manners in which individuals' differences appreciate cultural background differences, comprehend problems of others, and learn the value of trust (Ruderman et al., 2002).

Psychological and physical resources refer to positive self-evaluation such as self-efficacy, self-esteem, personal hardiness, physical health, optimism and hope (Seligman, 2002). Social capital resources are designated as influence and information that result from interpersonal relationships in work and family roles and that are key elements in the aim of accomplishing goals (Greenhaus & Powell, 2006).

Within the model, flexibility represents resources capable of regulating the effectiveness, speed, and setting at which roles requirements are met. Many researchers have established flexibility as a powerful resource (e.g., Friedman & Greenhaus, 2000). Finally, material resources include the component such as income and reward obtained from work and family roles.

Greenhaus and Powell (2006) proposed that the resources are interdependent to some extent, consequently gaining one resource can enhance the attainment of another one. Research reinforced this proposal since it is established that personal resources as skills information are able to trigger self-efficacy and simplify the acquisition of social capital, hardiness encourage effective coping skills and physical health (Ruderman et al., 2002).

Accordingly, skills and perspectives are indeed transmitted from one role to the other. Interpersonal skills, ability to multitask and respect for individual differences acquired in their personal lives are reported by female managers as enrichment to their managerial effectiveness as well as for male executives (Ruderman et al., 2002). The relationship of the networking and acceptance at work has been linked with positive family outcome (Friedman & Greenhaus, 2000) and the relationship of the family support with positive career outcome (Friedman & Greenhaus, 2000), flexibility with the work roles enable an individual to devote more time to family responsibilities (Shanawaz, 2022), which can lead to enhance performance in the family role.

Alternatively, individuals with flexibility in their family roles due to partners able to take care of the children's responsibility perform more effectively on the job (Friedman & Greenhaus, 2000). Income gained out of employment can be used to boost the quality of family life through the purchase of goods and service that makes family life easier or more enjoyable (Friedman & Greenhaus, 2000). The theory has been used to investigate burnout and work-family conflict in several studies; therefore, it was adopted for the present study on psychological well-being among paramilitary officers in Ibadan.

Review of Empirical Studies

Some studies have been done on burnout and work-family conflict on psychological well-being among a diverse population. For example, lack of work-family conflict has been found to have negative effects on aspects of psychological well-being (Frone, 2000; Higgins et al., 2010). Working overtime has been found to correlate with higher levels of anxiety and depression (Kleppa et al., 2008) and with work conflict situations. Jang (2009) found a positive correlation between workplace flexibility and work-family conflict which was related to positive well-being. Greenhaus et al. (2003) found a correlation between quality of life and work-family conflict when participants invested more time in family than work.

A study by Gropel and Kuhl (2009) found perceived work-family conflict as a predictor of psychological well-being. The relationship between work-family conflict and psychological well-being was clearly demonstrated by Higgins et al. (2010) among their study population to be highly significant.

There are contradicting results on studies on psychological well-being and work-family conflict for both men and women. Studies on work-family conflict have been focused primarily on how it affects women than men (Burke, 2000; Lewis et al., 2007). Research has demonstrated that many women feel cultural and social pressure to meet an idealised image of being a 'supermom' (Halrynjo, 2009). This role aspiration focuses on excelling at both areas without adjusting to the challenges of work and family-balance. This has been true for women working full time. While they still may struggle with work-family conflict issues, women who are working part-time and maintaining responsibility for the care of home and children reported more satisfaction and happiness than those working full time or not working at all (Buehler & O'Brien, 2011).

Grant-Vallone and Ensher (2011) found that many women describe the quest for work-family conflict to be an elusive one, difficult to define or achieve. Some women concluded they have attained work-family conflict if they feel satisfied with their participation in both work and family roles. Others feel they have achieved work-family conflicts so long as family always comes first. The common themes among participants was battling a sense of guilt in their struggle to balance work and family and that work-family conflict is a daily issue, attained one day and gone the next (Grant-Vallone & Ensher, 2011).

Also, studies have compared work-family conflict issues among male and female physicians (Gander et al., 2010; Keeton, Fenner et al., 2007). For example, Gander et al. (2010) found gender differences in work-family conflict among physicians in post-graduate training. Both men and women participants were found struggling with self-care, personal relationship and social isolation as it related to work-family conflict.

Additionally, both men and women in the study reported a desire for better work-family conflict. The only significant gender difference found in their study was that women experienced more sleep related issues than men. However, the study only assessed fatigue related issues (Gander et al., 2010). In comparison, Keeton et al. (2007) completed a study on career satisfaction, work-family conflict and burnout on a group of physicians and found that both women and men reported a moderate sense of work-family conflict and emotional exhaustion was influenced by the number of children at home for both men and women. A direct correlation between work-family conflict and emotional exhaustion (burnout) was not analysed in their study.

Another line of studies were done to determine the influence of gender, burnout and work-family conflict on psychological well-being among samples of university lecturers (Armenti, 2004). The result showed that gender significantly influenced psychological well-being among study participants.

Also, Mallinckrodt and Leong (1992) found that female faculty experienced more anxiety and depression than their male counterparts, and that female graduate students were less likely to marry and have children compared to their male counterparts. Once they become faculty members, many women have fewer children than their male colleagues, have fewer children than they would have wanted, and are more likely to work in an adjunct position or leave academia entirely (Wolfinger et al., 2009). When compared to their male counterparts, women reported having less time for leisure activities, teaching and research, and were more likely to experience work overload (Armenti, 2004). This explains why female faculty members with children have more difficulty achieving tenureship (Connelly & Ghodse, 2011). Despite that jobs in higher education are typically considered to allow more flexibility as it relates to work schedules and hours, most women, when compared to men, do not actually experience this flexibility or the ability to have some choices as it relates to work-family conflict until much later in their career (Philipsen, 2010). Female graduate students are more likely than males to quit school or their jobs due to time and financial constraints and lack of support (Lynch, 2008). These studies have confirmed that there are significant gender differences of burnout, work-family conflict and psychological well-being among a diverse study population.

Hypotheses

- H1** Officers with high levels of burnout will significantly report lower psychological well-being than those with low burnout.
- H2** Officers with high levels of work-family conflict will significantly report lower psychological well-being than those with low work-family conflict.
- H3** Work-family conflict and burnout will jointly and independently predict psychological well-being among NSCDC officers.
- H4** Female officers will significantly report higher psychological well-being than male counterparts.

Methods

Research design

The study adopted a cross-sectional research design while validated scales were used to collect data from the study participants. The independent variables were burnout and work-family conflict while the dependent variable was psychological well-being.

Setting

The study was conducted in the Ibadan metropolis. Greater Ibadan Municipality consists of 11 Local Government Areas (LGAs) and houses various establishments both private and public which include Nigeria Security and Civil Defence Corps (NSCDC). NSCDC office in Ibadan is the headquarters in Oyo State.

Participants

The study participants were NSCDC personnel in Oyo State. A total of 238 NSCDC personnel which cuts across rank and file of NSCDC staff participated in the study. Descriptive statistic showed that 99 (42%) of the participants were between 35 and 39 years old, 66 (28%) were between 40 and 44 years old, 43 (18%) were between 30 and 34 years old, 15 (6%) were between 25 and 29 years old, 12 (5%) were 45 years above, while the other 3 (1%) were less than 25 years old. Gender distribution revealed that 123 (52%) were males, while the other 115 (48%) were females. Educational qualification revealed that 94 (39%) were university degree holders, 61 (26%) were HND holders, 37 (16%) were NCE holders, 23 (10%) were OND certificate holders, 20 (8%) were master degree holders, while the other 4 (1%) were SSCE holders. In term of department, 133 (56%) were in operation, 13 (5%) were in intelligence, 6 (3%) were in administrative department, 26 (11%) indicated to be in welfare unit, 48 (20%) were in peace and conflict resolution unit, while the other 12 (5%) belong to unspecified units.

Instruments

Three instruments were used for data collection.

Psychological Well-being: This was measured using Psychological Well-being Scale (PWBS) developed by Ryff (1995). The PWBS consists of 42-item that describe important aspects of human functioning ranging from positive relationships, feelings of competence, having meaning and purpose in life. Each item is answered in a 1-7 Likert's format that ranges from strong disagreement to strong agreement. All items are phrased in a positive direction. Score ranges from 8 (strong disagreement with all items) to 56 (strong agreement with all items). Samples of items include: 'My decisions are not usually influenced by what everyone else is doing' and 'I have been able to create a lifestyle for myself that is much to my liking'. High score signifies that respondents view themselves in very positive terms in diverse areas of functioning. The author reported the scale Cronbach's alpha of 0.80. In the current study, Cronbach's alpha was 0.77.

Burnout: This was assessed using the MBI-HSS scale developed by Maslach et al. (1996). The MBI-HSS is made up of 26 items elaborated for healthcare professionals; each item is an affirmation on the professionals' feeling and attitude toward their work and their patients. It is presented on a Likert-type response format with the options of Never (0), A few times per years or less (1), Once a month or less (2), A few times per month (3), Once per week (4), A few times per week (5), and Every day (6). Sample items include: 'I feel emotionally drained from my work' and 'I feel used up at the end of the workday'. MBI-HSS scale was originally developed in Spain and validated in many countries including Chile and Nigeria. Maslach et al. (1996) reported the scale Cronbach's alpha of 0.77 in a general population. In this study, the scale was found to have Cronbach's alpha of 0.85.

Work-Family Conflict: This was evaluated using the 16 – item Work to Family Conflict Scale developed by Netemeyer et al., 1996). It is a 5- item scale developed to measure the extent to which demands of work affect that of the family. Response format ranged on a 7 point Likert's format that ranges from 1- strongly disagree, 2- disagree, 3- slightly disagree, 4- neither agree nor disagree, 5 – slightly agree, 6- agree, 7- strongly agree. Items include: 'My work prevents me from spending sufficient quality time with my family' and 'When work and family clash, I usually fulfil work commitments first'. The scale developers reported Cronbach's alpha of 0.82. In this study, the scale was found to have Cronbach's alpha of 0.82.

Procedure

The researchers collected Letter of Introduction from the Department of Psychology, University of Ibadan as a means of identification to the authority of the NSCDC for approval for the study. Based on the approval granted, consent was sought from the potential participants by explaining to them the purpose of the study. They were told participation in the study was voluntary. And in the course of filling the questionnaire, they could opt out if they feel uncomfortable. Those who agreed to participate in the study were given the questionnaires to complete which took less than 20 minutes to complete. A total of 250 questionnaires were distributed to the personnel in the headquarters of the NSCDC in Ibadan metropolis. However, 246 questionnaires were retrieved (i.e., 98.4% response rate), eight questionnaires were incompletely filled and were removed, thus 238 questionnaires were used for the final analysis.

Data analysis

Data collected were analysed using SPSS version 23. Descriptive statistics of frequency, mean and standard deviation was used to summarise demographic data. Hypotheses one, two and four were tested using t- test for independent samples, while hypothesis three was tested using multiple regression analysis.

Results

H1: Officers with high levels of burnout will significantly report lower psychological well-being than those with low burnout. This was tested using t test for independent samples and the result is presented on Table 1

Table 1*T- test for Independent Samples of Burnout Differences in Psychological Well-being*

DV	Burnout	N	M	SD	t	df	p
Psychological well-being	Low	121	128.30	13.57	6.33	234	< 0.05
	High	114	115.67	16.91			

DV= Dependent Variable

Table 1 presents results on the influence of burnout difference in psychological well-being among NSCDC officers in Ibadan. The result showed that burnout significantly influenced psychological well-being [$t(234) = 6.33, p < 0.05$]. Furthermore, officers with low levels of burnout reported higher psychological well-being ($M = 128.30, SD = 13.57$) than those with high level of burnout ($M = 115.67, SD = 16.67$). Thus, the hypothesis was confirmed.

H2: Officers with high levels of work-family conflict will significantly report lower psychological well-being than those with low work-family conflict. This was tested using t-test for independent samples and the result is presented in Table 2.

Table 2*T-Test for Independent Samples of Work-Family Conflict Differences in Psychological Well-being*

DV	Work-family Conflict	N	M	SD	t	df	p
Psychological well-being	Low	94	129.01	15.90	5.63	234	< 0.05
	High	142	117.44	15.16			

DV= Dependent Variable

Table 2 presents results on the influence of work-family conflict on psychological well-being among NSCDC officers in Ibadan. The result indicated that work-family conflict significantly influenced psychological well-being [$t(234) = 5.63, p < 0.05$]. Furthermore, officers with low levels of work-family conflict reported higher psychological well-being ($M = 129.01, SD = 15.90$) than those with high level of work-family conflict ($M = 117.44, SD = 15.16$). This confirmed the stated hypothesis.

H3: Burnout and work-family conflict would jointly and independently predict psychological well-being among NSCDC Officers. This was tested using multiple regression analysis and the result is presented in Table 3.

Table 3*Multiple Regression Showing Joint and Independent Predictors of Psychological Well-being*

Criterion	Predictor	β	t	p	R	R ²	F	p
Psychological well-being	Work-family conflict	0.18	2.94	< 0.05	0.76	0.57	154.13	< 0.05
	Burnout	0.62	9.97	< 0.05				

Table 3 presents results on the joint and independent predictors of psychological well-being among NSCDC officers in Ibadan. The result revealed that burnout and work-family conflict jointly predicted psychological well-being among study participants [$R^2 = 0.57$, $F(2,231) = 154.13$, $p < 0.05$]. Collectively, burnout and work-family conflict accounted for about 57% variance in psychological well-being. Also, burnout ($\beta = 0.62$, $t = 9.97$, $p < 0.05$) and work-family conflict ($\beta = 0.18$, $t = 2.94$, $p < 0.05$) independently predicted psychological well-being. This supported the stated hypothesis.

H4: Female officers will significantly report higher psychological well-being than their male counterparts. The hypothesis was tested using t- test for independent samples and the result is presented in Table 4.

Table 4

T-test for *Independent Samples Showing Gender Differences in Psychological Well-being*

DV	Gender	N	M	SD	t	df	p
Psychological Well-being	Male	123	121.33	18.70	0.80	234	> 0.05
	Female	114	123.04	13.72			

Table 4 presents results on the influence of gender on psychological well-being among NSCDC officers in Ibadan. The result showed that gender has no significant influence on psychological well-being [$t(234) = 0.80$, $p > 0.05$]. However, further analysis indicated that male officers reported higher psychological well-being ($M = 121.33$, $SD = 18.70$) compared to their female counterparts ($M = 114$, $SD = 13.72$). Hence, the hypothesis was rejected.

Discussion

This study investigated burnout and work-family conflict as predictors of psychological well-being among Nigeria Security and Civil Defense Corps (NSCDC) officers in Ibadan. Four hypotheses were formulated and tested.

The hypothesis that officers with high levels of burnout would significantly report lower psychological well-being than those with low burnout was confirmed. This result supported Gander et al. (2010) on burnout differences among physicians who were undergoing post graduate training. The authors found that burnout significantly affected the mental state of these physicians. Also, both men and women in the study reported a desire for a better mental state in relation to their low experience of burnout.

The hypothesis that officers with high levels of work-family conflict would significantly report lower psychological well-being than those with low work-family conflict was equally supported. A study by Gropel and Kuhl (2009) found that perceived work-family conflict predicted psychological well-being among their study participants. They equated well-being with life satisfaction (Gropel & Kuhl, 2009). Also, Frone (2000) and Higgins et al. (2010) have demonstrated the importance of work-family conflict on psychological well-being of workers in diverse work environments.

The hypothesis that burnout and work-family conflict would jointly and independently predict psychological well-being among NSCDC officers was accepted. There was strong association between the two predictors and psychological well-being as these predictors explained 57 % variance in psychological well-being among the study participants. These findings supported previous results (Bianchi & Milkie, 2010; Grant-Vallone & Ensher, 2010). For example, Bianchi and Milkie (2010) found work-family conflict to greatly affect women with children. Also, the cost of childcare was perhaps one of the greatest barriers to women as it relates to work schedules and demands (Shanawaz, 2022). The cost of rearing children was one of the reasons for some married women after having children to opt for returning to join the workforce again (Bianchi & Milkie, 2010). Other

working women with children tried working part time, have more flexible hours and/or working from home to cope with the demands of work and family (Grant- Vallone & Ensher, 2010).

Finally, the hypothesis that female officers would significantly report higher psychological well-being than their male counterparts was not supported. This finding supported Mallinckrodt and Leong's (2010) study who found that female faculty members experienced more anxiety and depression than their male counterparts. And those female graduate students were less likely to get married and have children when compared to male graduate students. This again shows that once they become faculty members, many women have fewer children than their male colleagues, have fewer children than they would have wanted, as they were more likely to work in an adjunct position or leave academia entirely (Adefioye, 2019; Wolfinger et al., 2009).

When compared to their male counterparts, women reported to have less time for leisure activities, teaching, research and were more likely to experience work overload than their male counterpart (Armenti, 2004).

Conclusion

Based on the findings of this study, the following conclusions were deduced: First, the study concludes that burnout has a significant influence on psychological well-being among NSCDC officers in Ibadan. Officers with low levels of burnout reported higher psychological well-being than those with high levels of burnout. Second, the study concludes that work-family conflict has a significant influence on psychological well-being among NSCDC officers in Ibadan. Officers with low work-family conflict reported higher psychological well-being than those with high work-family conflict. Third, the study concludes that when burnout and work-family conflict jointly and independently predicted psychological well-being among the study participants. Also, the two predictors independently predicted psychological well-being. Finally, the study concludes that gender did not significantly influence psychological well-being among NSCDC officers.

Recommendations

Based on the findings in this study, the following recommendations are made. Since burnout was found to be a significant predictor of psychological well-being among NSCDC officers in Ibadan, it is recommended that workload given to officers on a daily basis should be reviewed such that daily works will not spill over and require officers taking office work home. Also, there should be intermittent work leave given to officers.

Because work-family conflict was found to be a significant predictor of psychological well-being among NSCDC officers in Ibadan, it is recommended that management of NSCDC officers should endeavour to put in place mechanisms that will aid easy performances of daily job, such that it will not have an effect on other aspect of officers' lives.

Limitations

Some limitations of this study need to be mentioned. The study used questionnaires for data collection which was not devoid of response bias. Further studies would be richer with addition of in-depth interviews and focus group discussion to validated data collected using questionnaires. Also, due to the shift and frequent movement of officers, distributions of questionnaires were extremely difficult. Further studies should include other substations to have enough participants that allow for generalisation of the study findings. Finally, further studies should include more independent variables such as learned helplessness and self-esteem for better understanding of the this group of paramilitary officers

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