

Psychopathology of Work-Family and Family-Work Conflicts among Dual Income Earners: An Empirical Analysis from Cosmopolitan Lagos

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ABSTRACT

The study examined the psychopathological consequences of work-family and family-work conflict among dual income earner workers in Lagos metropolis. Employee's perceptions as reflected in self reports constituted the central features of a model underlying the study, as they were believed to be related to the individual experience. A total sample comprising 626 dual-income earners employees comprises of 363 males and 263 females were drawn from human service private and public organization. Precisely, 348 of these workers were drawn from private sector and while 278 were drawn from public sector organizations respectively. The study was anchored on the Role-Strain Theory (Greenhaus & Beutell 1985) and Job-Demand-Control model (Karasek, 1979). It was hypothesized that (i) there will be a significant relationship between family-work conflict, work-family conflict workers emotionality, psycho-physiological stress symptoms and affectivity among private and public sector worker in Lagos. Results of analyses conducted revealed that: (i) emotional exhaustion, emotional effort, physical and psychological stress symptoms had significant positive correlations with family-work and work-family conflict. (ii) positive affect had a negative significant correlations with family-to-work conflict and work-to-family conflict. (iii) reported psychopathological symptoms (i.e. emotionality, negative affect and psycho-physiological stress symptoms) were higher among private sector workers compared to public sector counterparts. Based on the findings recommendations were made one of which is that government sector as well as private organizations should make provision for flex time or on-site child care centres that would help to provide resources supporting family care or flexibility in the timing of work to enable women's participation in both work and family roles. Implications for the research and the bidirectional influences of work and family are discussed.

Keyword: Work-Family Conflicts, Family-Work Conflicts, Emotional Disorders, Stress Symptoms, Affectivity

INTRODUCTION

A growing area of societal concern across the globe in recent times pertains to family-responsive employment policies and practices that are designed to improve individuals' ability to effectively carry out work and family demands over the career span (Martins, Eddleston & Veiga, 2002; Carlson, Brooklyn & Wadworth, 2003; Kamerman, 2005). Parental demands

potentially affect both work and family responsibilities whether as a father or as a mother or better still as dual income earners couple. Parents tend to experience more work-family conflict than non-parents as they need to spend greater amount of time at home taking care of their children. Parental demand is measured by the number of children and their age. Younger children will demand more of their parents' time and resources. And large families are likely to be more time demanding than small families (Greenhaus & Beutell, 1985; Sonnentag & Frese, 2003; Frank, Finnegan & Taylor, 2004). Pleck et al (1980) reported that parents experience more work-family conflict than married couples without children.

Employees in today's global business environment are more likely than ever to be concerned with how to balance their work and family lives. Competing demands, which arise between work and personal roles, often result in conflict for employees (see Donaldson & Grant-Vallone, 2001; Martins, Eddleston & Veiga, 2002; Namasivayamam & Mount, 2004; Karimu, 2008). Research that examines work-family conflict has advanced over the last decade and has led to the development of theoretical models, empirical studies, and organizational sponsored work-family initiatives. Changes in the demographic make-up of the workforce have been the primary impetus for the increased focus on work and family issues. The entry of women, dual earner couples, and single parents in the workforce underlie some of the most significant trends (Googins, 1991; Zedeck, 1992; Googins, GriYn, & Casey, 1994; Donaldson & Grant-Vallone, 2001). Simultaneous to these changes, businesses are experiencing rapid changes. Increased global competition, focus on customer service, and technological advances (which increase an employee's access to work) contribute to stress for both employees and employers in this highly competitive business world (Sonnentag & Frese, 2003; Sonnentag & Bayer, 2005).

Work-life balance is an overall assessment of feelings and attitudes about one's psychological well-being at a particular point of time. Work-life balance focuses on the difficulties employees have in balancing their work and family commitments. The conflicts arising from the imbalance between family and work has been shown to have serious psycho-social implications for the individuals affected. These conflicts in question are important for organizations and individuals because of its perceived implication for work-life and other negative consequences (Frone et al, 1992; Netemeyer et al, 1996; Galinsky, Aumann & Bond, 2011; Lockwood, 2003; Michael, Brough & kalliath, 2004; Kossek & Lautsch, 2008; Ahmad, 2008). Inter-role conflict which usually arose as a result incompatible multiple roles has profound implication for performance at work. For example, an individual may lay the necessary time to meet obligations at both home and work, or experience stress at home that affect performance at work (Greenhaus & Beutell, 1985; Kopelman, Greenhaus, & Connelly, 1983; Frone et al, 1992; Netemeyer et al, 1996; Sonnentag & Frese, 2003;). These realities require a broader understanding of work-family conflict to ensure that the needs of dual income earners can be met while also ensuring organizational success.

Conflicts that result from the work and family interface can be differentiated into "*objective*" or "*psychological conflict*" (Greenhaus, 1988). In reality, individuals who attempt to balance work and home life experience objective conflict (e.g. a breakfast meeting is scheduled at the same time as the children have to be taken to school; an elderly parent calls inn with an emergency etc). In another dimension, individuals feel psychological conflict when he probably had to (e.g. decide to spend weekend time at work rather than with family or friends). Whichever the conflict is at play, the manner in which individuals perceive their work and family experiences reflects the "goodness of fit" between work and non-work life (Rice, Frone, & McFarlin, 1992; Howard & Donofrio & Bole, 2004; Sonnentag & Bayer, 2005). As a result, such individuals

inevitably feel increased level of both objective and psychological conflict when there is a lack of fit between their work and family lives (Gbenle, 2014).

Over the years, particularly in the last three decades all over the world extensive changes have occurred in employees' work and family domains. One of such changes that readily come to mind is that of increasing number of families supported by dual incomes, multiple family care responsibilities, growing number of women in paid employments, a growing number of single parents in the workplace and more importantly greater gender integration into organizations (see Ankenmann, & Robeeert, 2000; Munguti, 2002; Kossek, Colquitt & Noe, 2001; Kossek & Lambert, 2005; Ajayi, 2011). These seeming demographic changes in the workplace have led to the adoption of organizational work-life policies for workers.

Work-family policies and practices are adopted by employers and governments to help employees jointly manage work and non-work roles; enable successful participation in labor market activity, family and personal life; and enhance quality of life (see Ankakenmann & Robbert, 2000; Kossek, 2005; 2006; Brady, Vodanovich & Rotunda, 2008). They are ostensibly designed to reduce work-family conflicts, and foster positive engagement in work, family and personal life over a career. These policies facilitate employees' involvement in care giving for children, elders, or other family members; and many non-work pursuits such as education, volunteering, leisure, and self-care -health, exercise (see Karatepe & Baddar, 2006; Ollier-Malaterre, 2009; Ryan & Kossek, 2008). Common policies include flexible work arrangements providing control over the time, timing, continuity, and amount of work; direct dependent care supports such as child and elder care services and employee assistance plans; and information and social support for managing work-family stress and health such as network groups and seminars (see Bonebright, Cynthia, Clay & Daniel, 2000; Kossek & Freide, 2006; Brady, Vodanovich & Rotunda, 2008).

Informally, dual income earners in places like metropolitan Lagos and other big cities across the country, generally seek the assistance of neighbours, family members, "house-maid" or "house-helps" in their home and offices as the case may be to cater for their family-work role deficits. Whether this practice is lawful or not is a subject of debate, but evidence abound that the practice is prevalent. The policies either formally or informally have been explored substantially in the public sector, private sector as well as multinational corporations. This is in the light of a growing commitment of employees to their family's responsibilities, and in the employer's response to assist employees balance work and family demands.

In Nigeria today, for example, participation of women in the workplace has increased over the years. Statistical Bureau of Nigeria, (2004) reported that 79.5% of Nigerian women were employed in 2004, as compared to statistics from 1965 to 1986 which showed that about 9% of women in Nigeria were employed (Oloyede, 1994). Although women are working out of the home in Nigeria today, the structure of traditional way of thoughts about domestic work has not changed much (Charles, 2004). Despite the seeming growth of this global concerns, work-family and family-work research have been focused almost entirely on examining work's interference with the family role and family interfering with work role. The influences that these conflict exerts in interfering with individual workers general psycho-physiological functioning and well-being have generally been neglected (see Aryee, 1992; Boles, Howard, & Donofrio, 2001; Cohen, 1997; Eby, et al., 2005; Kanter, 1997; Netemeyer, et al., 1996; Perry-Jenkins, et al., 2000). A few studies that have attempted to show that work-family conflict at individual level is associated partly with depression, substance abuse; hypertension and overall poor physical and psychological well-being were rather inconclusive (see Ajala, 2004; Adekola, 2010; Lawson, Noblet & Rodwell, 2009).

The goal of this study therefore, is to expand the understanding of work-family and family-work conflicts by exploring work characteristics, family characteristics, psycho-physiological and health implications. To accomplish this goal, we draw on emerging theoretical model that examines how work interferes with the family role and family interfering with work roles (Boles, Howard, & Donofrio, 2001; Frone et al, 1992; Cohen, 1997; Eby, et al., 2005; Kanter, 1997; Netemeyer, et al., 1996; Perry-Jenkins, et al., 2000). The study employs quantitative data obtained from a sample of employed dual-income earners in cosmopolitan Lagos to (a) explore the prevailing work characteristics as reported by workers themselves (b) identify the prevailing family structure and characteristics (c) identify job-related demands associated with elevated work-family conflict, and (d) determine whether work-family and family-work conflict is associated with psycho-physiological outcomes.

Statement of the Problem

Today, in Nigeria and virtually all over the world conflict between work and family has reached a crisis stage among dual-income families and employed single parents. Researchers have come to implicitly agree that increases in work demand and non-work role are primary cause of “work interfering with family” conflict and “family interfering with work” (e.g. Parasuraman et al, 1996; Carlson & Kacmar, 2000; Carlson, Brooklyn & Wadsworth, 2003). There is also an increasing incidence of declining physical, physiological and psychological wellbeing of workers across all sectors of work life. As a function of this, the capacity of men and women to successfully fulfill their conventional dual roles of taking care of their non-work life and work life issues is perceived to be fast declining. Seriously speaking, the impact of this multiple roles on both men and women do not only have work performance implications (Netemeyer et al., 2004; Frone et al., 1997), but also to a large extent have psycho-physiological consequences on workers as well.

One direct implication of this is that work-family conflicts occur when participation in the work (family) role is made more difficult by the virtue of participation in the family (work) role (Greehaus & Buetell, 1985) and vice-versa. This perceived lack of work-life balance which is particularly common in the big cities like Lagos, Kano, Kaduna, Abuja, Enugu, Ibadan, Port Harcourt and Warri etc. is suspected to be responsible for the upsurge in workers’ health challenges in recent times. In the metropolitan Lagos, impatience, emotional outburst, anger, aggression, mood swings, negative affects and stressful life-style are commonplace behaviour issues. It is an understatement to say that anger and aggression are almost permanently written on faces of people. This growing phenomenon does exclude even the rich and middle class citizens. The malady has assumed a critical mass, and because of mental and psychological health implications a better understanding of this ugly development is not only expedient now, but it a matter of utmost importance. A visit to any medical institution within Lagos Metropolis in the last two decades gives a loud indication that their facilities are stretched to the limit. The question then is why? The answer is the sheer increase in the number people (i.e. workers –private and public) with health challenges. Many private organization are now spending more to cater for their teaming workers, while middle and upper income workers are spending their fortune seeking medical assistance to the health challenges foisted on them by the very nature of family-work role and work-family role conflicts. This is moderated by work and family characteristics.

Moreover, these inter-role conflicts seem to be the potential precipitants of psycho-physiological dysfunctions among these dual-income earners, disposing them to serious health issues, if allowed to continues for a long period of time. Available literature shows that efforts have been expended over the past two decades to unearth the possible cosequences of the difficulties employees have in balancing their work and family commitments (see Kossek,

Colquitt & Noe, 2001; Ahmad, Baba, & Hassan, 1999; Westman, 2001; Mesmer-Magnus & Viswesvaran, 2005; Melendez, Tomas, Oliver & Navarro, 2007). Several important personal outcomes of work and family conflict have been identified in research with psychological symptoms such as higher stress (Chapman *et al.*, 1994; Googins, 1991), increased depression (see Googins, 1991; Michael *et al.*, 2004; Howard & Donofrio & Bole, 2004), physical ailments (Frone, Russell, and Cooper, 1997), increased somatic complaints (see Higgins & Duxbury, 1992; Burke, 1988; Kossek & Lautsch, 2008), poor life satisfaction (Adams *et al.*, 1996; Aryee, 1992; Higgins *et al.*, 1992; Rice *et al.*, 1992), poor quality of family life (Higgins *et al.*, 1992; Martins *et al.*, 2002) and lower energy levels (Googins, 1991). Furthermore, the presence of children was related to increase feelings of pressure in marriage and contributed to stress and lower life satisfaction (Brett, Stroh, and Reilly, 1992).

Nevertheless, literature search has revealed that a number of gaps exist in this area of research, for example, little is known about the relationship between work characteristics and work-family conflict (Pleck *et al.*, 1980; Parasuraman *et al.*, 1996; Carlson & Kacmar, 2000; Carlson *et al.*, 2003), family characteristics and family-work conflict (Beauregard, 2006; Fu & Shafer, 2001; Major *et al.*, 2002; Frone, Yardley, & Markel, 1997; Greenhaus, & Parasuraman, 1986; Higgins, Duxbury, and Irving, 1992; Higgins & Duxbury, 1992; Michael *et al.*, 2004; Kossek & Lautsch, 2008), and psychological well-being and work-family and family-work conflicts (e.g. Lazarus & Folkman, 1984; Boles *et al.*, 2001; Yavas *et al.*, 2008; Cordes & Dougherty, 1993; Maslach & Jackson, 1981; Gaines & Jermier, 1983; Karatepe & Baddar, 2006). Studies on the implications of work-family and family-work conflicts on such variables as employee's emotional stability, affectivity and stress symptoms are completely not available in the scientific literature in Nigeria.

Going by this observation, these predominantly Euro-American studies may not be generalisable to other countries, especially Nigeria. This omission and paucity of relevant literature, especially for Nigeria, are the gaps in our knowledge which this study aims to fill.

Objectives of the Study

The purpose of the study is to explore psycho-pathological consequences of work characteristic, family characteristic, work-family and family-work conflict among workers in cosmopolitan Lagos. Specifically, this study has three focal points:

1. To examine the influence of Work-Family Conflict (WFC) and Family-Work Conflict (FWC) on emotional stability among dual income earners in Lagos metropolitan environment.
2. To investigate the influence of Work-Family Conflict (WFC) and Family-Work Conflict (FWC) on affects among dual income earners in Lagos metropolitan environment.
3. Empirically determine the influence of Work-Family Conflict (WFC) and Family-Work Conflict (FWC) on stress symptoms experienced by dual income earners in Lagos.
4. To establish gender and organizational differences in reported level of psychological disorders among public and private sector workers.
5. To investigate the pattern psychopathological consequences of strained Work-Family Conflict (WFC), Family-Work Conflicts (FWC) as reported by private sector female workers, compared to the counterparts in the public sector.

THEORETICAL FRAMEWORK

Under a stressful condition, conflict arises between the demands of workplace and our individual ability to meet the challenges of work or nonwork, or conflict before us. It is this discrepancy that leads to stressful feelings and subsequent responses to stress by the affected

worker. Many theories postulated to explain work-family conflict but for this study, the *Role-Strain Theory* and Job-Demand-Control model appears most appropriate.

- (i) The *Role-Strain* theory postulates that work responsibilities compete with family responsibilities for limited time, physical energy and psychological resources (Greenhaus & Beutell 1985; Small & Riley 1990). Role theory has provided a useful framework to understand how men and women attempt to balance multiple roles. Within role theory, the *scarcity hypothesis* (Chapman, Ingersoll-Dayton, & Neal, 1994; Marks, 1977) proposes that the amount of time and energy individuals have is constant (fixed). Thus, an increase in roles results in the increased likelihood of role conflict, overload and negative repercussions. William & Alliger (1994) contend that competition for these limited resources by the work and family responsibilities lead to role strain which results in negative consequences in both work place and the family. Likewise, a scarcity of energy creates conflict that produces stress and anxiety. There is evidence that multiple roles lead to perceptions of conflict and overload and have negative repercussions for the well-being and performance of employees (Alpert, and Culbertson, 1987; Burke, 1988; Frone, Russell, and Barnes 1986; Frone, Russell, and Cooper, 1992a; Googins, 1991). The theory postulates that long hours of work (like we have in the banks and most private sector workplaces) have negative effects on families and for workers who struggle to strike a balance between work and family demands (Hubbart 1997). Carlson, Kacmer & Williams (2000), noted that work family conflict occurs when the amount of time devoted to one role makes it difficult for the person to participate in another role. For instance, if one devotes long hours at home or work, it is most likely to be impossible for the same person to find enough time for work or family hence conflict becomes inevitable. Gutek, Searte & Kelly (1991) observed that the amount of time devoted to work, contributes to conflict between work and normal life of the individual.
- (ii) The *Job-Demand-Control* (JDC) model (Karasek, 1979). JDC identifies two essential aspects of work environments: job control (decision latitude) and psychological job demands. Later, Johnson and Hall (1988) proposed an extension of Karasek's (1979) Job-Demand-Control model, resulting in the Demand-Control-Support model. They found that employees in high strain jobs experience high job demands, low job control and low social support. The role-strain theory to work-family conflict applies to women in the Private and public sectors, as they attend to family responsibilities (e.g childbearing and socialization, carrying out household chores, attending to the demand from spouse and relations) and work responsibilities (punctualities, deadlines, service delivery) and the competition for the limited resources (time, energy and psychological capital). This competition may make it difficult for working mothers in the sectors to participate effectively in both work and family making role-strain inevitable. Since it appears that getting into paid employment and shouldering family responsibilities result in conflict, it would be necessary to investigate the effect of the emerging psychosocial factors on employee's psychological wellbeing of not only women in paid employment but also men.

LITERATURE REVIEW: CONCEPTUAL CLARIFICATION

Work family conflict is defined as a form of inter-role conflict which occurs when an individual has to face incompatible role pressures from work and family (Greenhaus & Beutell, 1985). It generally espouses the extent to which work and family related responsibilities interfere with each other. Conventionally, work-family conflict is posited to be bidirectional, such that work can interfere with family (i.e. work-family conflict) and family can interfere with work: i.e. family-work conflict; (Frone, Yardley, & Markel, 1997; Hammer, Allen & Griggsby, 1997; Abbott, Wallace & Tyler, 2005) There are three forms of work family conflict: time-based,

strain-based and behaviour-based conflicts. Time-based conflict refers to overlapping schedules and tasks. Strain-based conflicts indicate mental and emotional strain demands related to the roles and behaviour-based conflicts concern the acceptability of individuals' behavioural patterns (Rantanen, Pulkkinen, & Kinnunen, 2005; Lazarus & Folkman, 1984). Examples of time based conflict in previous studies are working hours (see Greenhaus & Beutell, 1985; Kinnunen & Mauno, 1998), work schedules and shift work (Greenhaus & Beutell, 1985; Hammer et al, 1997) as well as the responsibility for young children (see Burke & Moffett, 1988; Ajala, 2004; Hill, 2005; Okonkwo, 2010; Obiora, 2015).

In contrast, strain based conflict arises from lack of supportive work group and organizational culture (Hill, 2005) and low spouse support (Greenhaus & Beutell, 1985; Burke & Moffett, 1988; Hammer et al, 1997). Various studies consistently show that individuals report higher levels of work family conflict compared to family work conflict (O'Driscoll, Brough, & Kalliath, 2004; Hammer, Allen & Grigsby, 1997). In addition, the combination of work and non work life appears essential to accurately evaluate work related psychological wellbeing and has received increasing attention (Brough & O'Driscoll, 2005; O'Driscoll et al, 2004). Indeed, work family conflict was found to be a longitudinal predictor of employee wellbeing and a negative predictor of psychological wellbeing (Brough & O'Driscoll, 2005; Hammer, Allen & Grigsby, 1997).

Numerous studies have revealed negative outcomes of work family conflict on individuals, including decreased life satisfaction (Aryee, 1992) and heavy drinking (Ross, Lahelma, & Rahkonen, 2006) as well as negative outcomes for the organization including absenteeism and stress (Chapman, Ingersoll-Dayton, Neal, 1994) and higher turnover intentions (Burke & Moffett, 1988; Fuß, Nübling, Hasselhorn, Schwappach, & Rieger, 2008; Haar, 2004; Adekola, 2010). However, the majority of researchers have focused on women respondents in investigating work family conflict studies. Thus, one aim of the present study is to include both male and female respondents, in order to address concerns that have been raised by several scholars (see Bardoel, Cieri, & Santos, 2008; Hill, 2005). So far, these three variables (psychosocial environment, work family conflict and organizational justice) have been investigated separately. There has been little discussion on the combination of these variables in prior research: work family conflict and psychosocial work environment (Pal & Saksvik, 2008); psychosocial work environment and organizational justice (Lawson, Noblet, & Rodwell, 2009). Similarly, most studies

EMPIRICAL REVIEW

A review of 20 years of empirical research using Karasek's (1979) JDC model reported that high demands and low control in work environments are associated with lower psychological wellbeing and job satisfaction, burnout and other forms of psychological distress (Doef and Maes, 1999; Lazarus & Folkman, 1984; Abbott, Wallace & Tyler 2005), and significantly impact employee wellbeing (Noblet, 2003). Jobs characterized by high psychological demands and low social support have also been found to have a negative impact on employee mental health, vitality and burnout (Escriba-Aguir & Tenias-Burillo, 2004) and job satisfaction (Huda, Rusli, Naing, Tengku, Winn, & Rampal, 2004). These jobs are also positively associated with anxiety, stress and depression (Edimansyah, Rusli, Naing, Rusli, Winn & Ariff, 2008).

Escriba-Aguir and Tenias-Burillo (2004) found that low job control and low co-worker support were associated with poor psychological wellbeing, as job control can reduce fatigue in high psychological job demands among nurses (Yperen & Hagedoorn, 2003). Gimeno, Benavides, Benach, and Martinez (2004) indicated that in high strain conditions, high psychological job demands and low job control were associated with higher absenteeism

among non permanent employees. Googins and Burden (1997) examined the effects of multiple role demands on job-family role strain among men and women, parents and non-parents. The study established that female parent's experienced reduced level of well-being compared with men. Also found out was that job-family role strain predicted reduced wellbeing. Similarly, family responsibilities and high job-role strain predicted decreased level of well-being among male workers.

Donaldson and Grant-Vallone (2001) investigated consequences of work-family conflict on employee well-being over time among diverse non-professional employees. The results revealed that work-family conflict predicted employee well-being over and above social desirability bias. Work-family conflict was found to be a valid longitudinal predictor of employee's positive well-being. Both cross-sectional and longitudinal analyses were consistent across self-reports and co-worker reports. Frone et al. (1997) earlier in a similar study examined the influence of work distress, work overload, and work time commitment on work-family conflict. The study found that work distress, work overload, and work time commitment were positively related to work-family conflict. However, family distress, parental overload, and parental time commitment were positively related to family-work conflict.

Grzywacz, Arcury Marin, Burke, Carrillo, Coates and Quandt (2007) investigated experiences and health implications of work-family conflict among 200 immigrants' Latino employees of a poultry product procession industry. Using in-depth interview and survey the study attempted to expand the understanding of culture and industry in shaping employees experience and consequences of work-family conflict. Result indicated that immigrant Latinos in poultry processing experienced infrequent work-to-family conflict. Also, both the level and the antecedents of work-family conflict differed by gender, with physical demands contributing to greater conflict for women but not men. The result demonstrated clearly the need to modify the traditional models of work-family conflict to reflect the needs and circumstances of diverse worker in the new global economy.

Hammer, Saksvik, Torvatn & Bayazit (2004) examined the contributions of organizational level norms about work requirements and social relations, and work-family conflict to job stress and subjective health symptoms, controlling for Karasek's job demand-control-support model of psychosocial work environment in a sample of 1,346 employees from 56 food and beverage industries. Hierarchical modeling analyses showed that organizational norms governing work performance and social relations, and work-to-family and family-to-work conflict explained a significant amount of variance for job stress. The cross-level interaction between work performance norms and work-to-family conflict was also significantly related to job stress. Work-to-family conflict was significantly related to health symptoms, but family-to-work conflict and organizational norms were not. Burke and El-Kot (2010) in a similar study also investigated work situation characteristics, personality factors, job behaviours, work outcomes, and psychological wellbeing as correlates of work family conflicts among 242 managers. The study concluded that both stable personality characteristics (e.g. need for achievement) and job demands were positively associated with work family conflict. Moreover, work family conflict had negative relationships with work outcomes and indicators of psychological well-being.

Hasnain, Ansari, Ali and Sharma (2012) examined gender differences in work-family and family-work conflicts, occupational stress and life satisfaction among managers. The study by extension determined percentage of variance in life satisfaction accounted for by work-family conflict, family-work conflict, and occupational stress. Analysis revealed that male managers had significantly greater means on all the variables investigated (i.e. work-family conflict,

family-work conflict and life satisfaction than female managers. The result also revealed significant difference in different dimensions of occupational stress, role overload, role conflict and strenuous working conditions, and in all dimensions male managers had greater mean scores than female managers. The study concluded that work-family conflict, family-work conflict, and occupational stress together contributed 16% of observed variance in employees' life satisfaction.

Michel et al. (2011) in a meta-analysis of the antecedents of work-family conflict investigated the influence of role stressors, work role involvement, work social support, work characteristics, and personality work-family conflicts. They concluded among their findings that work domain variables predict work-family conflict and that family domain predict family-work conflict. The study also examined cross-domain relationships between work and family and found that work role stressors and work social support are predictors of family-work conflict, while family role stressors, family involvement, family social support, and family characteristics are predictors of work-family conflict.

Lee, Zvonkovic and Crawford (2013) in a related study also investigated married women's feelings of balance between their occupational and family roles among 274 married full-time employees. Also, connection between their work and leisure lives, work-to-family conflict and work-family facilitation, role balance, satisfaction with experience at work and at home, and the social support received were examined with structural equation modeling. Result showed that satisfaction with experience in one sphere is stronger and more important than the hours spent doing activities in that sphere when accounting for married women's role balance. In what appears to be a similar study Boyar, Maertz, Mosley, and Carr (2008) showed that both perceived work and family demands have significant direct domain-specific effects on work interfering with family and family interfering with work. The study also clearly establish that family domain variables of hours in care giving, number of children living at home, marital status and family role conflict were positively related to perceived family demands. By extension, different types of family demands such as marital disagreements, household demands, children's problems (e.g. emotional problems), and kin demands were positively related to family-work conflict (Voydanoff, 2005a).

Research Questions

In this paper, we examine the psycho-physiological outcomes of work/family characteristics, work-family/family-work conflicts among women and men in a sample of dual-earner couples. Specifically, we address three primary research questions:

1. Will there be significant positive relationship between work-family conflict, family-work conflict, and emotional instability among dual income earners in Lagos
2. Will there be significant positive relationship between work-family conflict, family-work conflict, and reported stress symptoms among dual income earners in Lagos.
3. Will there be significant positive relationship between work-family conflict, family-work conflict, and affectivity among dual income earners in Lagos.
4. Will workers in private organizations report high level of psychological disorders compared to their public sector counterparts
5. Will Female workers in the private sector employee's that report highly strained work-family conflict, highly strained Family-Work Conflicts will report higher levels of psychological disorders.

Research Hypotheses

1. There will be a significant positive relationship between work-family conflict, family-work conflict, and emotional instability among dual income earners in Lagos

2. There will be a significant positive relationship between work-family conflict, family-work conflict, and reported stress symptoms among dual income earners in Lagos.
3. There will be a significant positive relationship between work-family conflict, family-work conflict, and negative affects among dual income earners in Lagos.
4. Workers in private organizations will report high level of psychological disorders compared to their public sector counterparts
5. Female private sector employee's that reported highly strained work-family conflict, highly strained family-work conflicts will report higher level of psychological disorders.

Sample

Six hundred and twenty six (626) full time employees of public and private organisations comprises of 363 males and 263 females working and living in the cosmopolitan Lagos environment participated in the study. The average age for men was 39 ($SD = 5.3$) and 36 for women ($SD = 4.5$). Using a preselected population professional student's worker, a combination of accidental and purposive sampling techniques was employed to select participants for the study. About a quarter of the respondents (27% of the men, 25% of the women) had a Ordinary National Diploma (OND) and Higher National Diploma (HND) or less; one third of the respondents (33% of men, 38% of women) had a 4-year Ordinary National Diploma (OND) and Higher National Diploma (HND) degree, and more than a third had some graduate training or a bachelor degree (40% of men, 36% of women). All respondents were employed full-time which is a condition for inclusion in the study. Both men and women had been at their current jobs an average of 5 years, ranging from less than a year to at least 15 years. Men had been employed in the same occupation for an average of 9 years. Over half of the respondents were employed as a middle management cadre (21 % of men, 23% of women) or professionals (38% of men, 39% of women). Twenty-one percent of the women and 7% of the men were employed as administrative support staff.

Design

Cross sectional survey design was used in this study.

Instruments

1. *Work-to-Family Conflict (WFC Scale)*. Work family conflict was measured using the Work Family Conflict Scale designed by Netemeyer, Boles & McMurrian (1996). The scale consists of two subscales: work-family conflict (WFC: 10-items scale) and family -work conflict (FWC: 5-items scale). There were 15 items measuring general demand, time and strain conflict. Respondents were asked to give ratings from 1= strongly disagree to 7= strongly agree for WFC and FWC to be rated on a five point Likert scale. Total scores for each subscale ranges from between 5 and 35 (for WFC) and 5 and 25 (for FWC), where the higher scores reflect greater perception of conflict. Cronbach's alpha coefficients were 0.92 and 0.87 for total conflict, WFC and FWC, respectively.
2. *Stress Symptom Checklist (SS Checklist)*. Experienced health and stress symptom occasioned by work-family conflict and family-work conflict was measured by Stress Symptoms Checklist designed by Edmund J. Bourne (1998) and published by Hyland behavioural Health. The scale consists of two subscales (1) Physical symptoms 29-items, (2) Psychological symptoms 23-items. The scale instructs the participant to check each of the items that describe a symptom the have experienced to any significant degree during the last one month. The total number of items checked determine the stress level of the participant (e.g. 0 – 7 items checked implies low stress level; 8 – 14 items checked implies moderate stress level; 15 – 21 items checked implies high stress level and 22 above items checked implies very high stress level).

3. *Affectivity*: Affectivity was measured by Positive Affect and Negative Affect Schedule (PANAS) developed by Watson, Clark and Tellegen (1988) to measure positive and negative affects. PANAS comprises of two subscales, a 10-item Positive Affects (PA) and a 10-item Negative affects (NA). Morris (1995) reported internal consistency reliability of PA = 0.86 and NA = 0.91, and Schaubroeck & Jones (2000) reported PA = 0.85 and NA = 0.83 internal consistency, respectively. For PA, the higher the score the greater the tendency to experience a positive mood. For NA, the higher the score, the greater tendency to experience a negative mood. See the table for further details for the purpose of scoring and identification of PA and NA.
4. *Emotional Instability*: Emotional instability was measured by two scales (i) *Emotional Labour Scale (EML-Scale)*, was developed by Kruml & Geddes (2000a). The scale is a 6-item scale that measure two aspects of underlying behavioural mechanisms of manifesting as emotional labour. It is specifically designed to understand how various personal and job-related characteristics contribute to emotional labour. Four items measure Emotional effort (EMT) with a reliability alpha of 0.66, and two item that measures emotional dissonance with a reliability alpha of 0.68 as obtained by the Authors. All items are directly scored. (ii) *Emotional Exhaustion Scale (EE-Scale)*, which is a 9-item scale adapted by Maslach and Jackson (1981) from the original 22-item Maslach Burnout Inventory to assess the level of people's emotional exhaustion in the workplace. The scale is based on 7-point Likert scale ranging from 7 = strongly agree to 1 = strongly disagree. Maslach (1981), Jackson, Schwab & Schuler (1986) and Abraham, (1998) reported internal consistency reliability of 0.87, 0.89 and 0.90 respectively. Maslach reported Criterion-related validity of 0.29. Scoring was done with Authors manual. The lower your total score (i.e. 12 is the lowest possible score), the lower is the individual's level emotional exhaustion. On the other hand, the higher your score (i.e. 84 is the highest score), the greater the individual's level of emotional exhaustion. A score of 45 places a person at the mid-point between exhaustion and relaxed.

Procedure

Data was collected at three time points over the course of the school year using group administration procedures from three groups of students undergoing professional courses in the faculty of Social Sciences University of Lagos. Students were gathered in the hall and provided information about the confidentiality of their responses. They were informed that it was voluntary to participate and that they could choose not to participate in the study. The instructions for completing the questionnaires were read out aloud by trained research assistants. Additional research assistant provided mobile monitoring to assist participants where necessary. Before the questionnaires were administered participants were strictly informed that the survey was meant for those who are married, dual-income earners, workers working and residing in the Lagos Metropolis only.

RESULTS

Data collected in this study was subjected to statistical analysis obtaining the mean score and standard deviation of all the variables. The hypotheses postulated were tested with correlation and linear multiple regression analysis. Multivariate ANOVA test was used to establish the relationship between all the criterion variables and the predictor variables.

Table 1: Descriptive Statistics of all Measures by Gender and Organisational Types

Criterion Variables	Psychological Measures	Public Organisations Workers				Private Organisations Workers			
		Male		Female		Male		Female	
		Mean	SD	Mean	SD	Mean	SD	Mean	SD
Emotional Instability	Emotional Exhaustion	38.23	2.71	37.14	1.53	37.39	2.73	37.14	1.82
	Emotional Dissonance	8.46	2.51	10.87	2.04	8.41	2.43	10.65	2.01
	Emotional effort	24.31	3.37	23.70	3.36	24.05	1.08	24.46	1.36
Stress Symptoms	Physical Symptoms	13.32	1.50	14.05	2.99	16.28	2.64	19.63	2.62
	Psychological Symptoms	17.33	2.66	18.17	1.77	14.72	1.32	14.20	1.98
	Somatic Symptoms	11.33	1.06	16.17	2.77	12.72	2.02	16.20	1.18
Affectivity	Negative Affects	35.37	4.12	38.55	3.23	33.29	4.23	34.88	3.44
	Positive Affects	34.29	6.20	35.38	6.68	36.99	6.67	36.06	8.40

Results in Table 1 shows that stress symptoms were generally higher among private sector workers compared to their public sector counterparts. Specifically, physical stress symptom was particularly higher among private sector than public sector workers, psychological stress symptoms was higher among public sector workers than private sector. However, reported experienced somatic stress symptoms shows similar pattern within and between gender and organisation. Similarly, negative affect was higher among public sector workers compare to private sector workers, while positive affect was higher among private sector. In term of emotionality it appears that all workers both public and private are predisposed to emotional disorder as the mean scores obtained across the three levels of emotionality investigated shows no significant difference.

Hypotheses 1: *There will be a significant positive relationship between Work-Family Conflict (WFC), Family-Work Conflict (FWC), and emotional instability among dual income earners in metropolitan Lagos*

Table 2a: Summary of Inter-Correlation Matrix of Predictor Variables and Criterion Variables

Variables	Mean	SD	1	2	3	4	5
1. Family-work conflict	21.13	5.82	1.00				
2. Work-family conflict	33.72	7.02	.218**	1.00			
3. Emotional Exhaustion	37.51	5.49	.379**	.113**	1.00		
4. Emotional Dissonance	9.40	2.56	.353**	.104**	.120*	1.00	
5. Emotional Effort	24.16	3.60	.106	.116	.128*	.028	1.00

** Correlation is significant at the 0.01 level (1-tailed)

* Correlation is significant at the 0.05 level (1-tailed)

Table 2a present the summary of Pearson's correlation analysis between the predictor variables (Work-Family Conflict and Family-Work Conflict) and the Criterion variables. Results indicated that work-family conflict had significant positive correlations with emotional exhaustion ($r = .113^{**}$ at $p < .01$), and with emotional dissonance ($r = .104^{**}$ at $p < .01$). Similarly, Family-work conflict had positive significant correlations with emotional exhaustion ($r = .379^{**}$, at $p < 0.01$), and emotional dissonance ($r = .353^{**}$ at $p < .01$) respectively. Notably, inter-correlation between emotional exhaustion, dissonance and effort shows significant positive correlations, which suggest that emotional distress among the participants, is partly established.

In order to determine whether work characteristics, family characteristics, work-family conflict and family-work conflicts significantly predict workers psychological outcomes, multiple regression analysis was computed. The result is presented in Table 2b.

Table 2b: Summary of Multiple regression analyses showing the independent and joint prediction of employee's psycho-physiological disorders

<i>Dependent Variables</i>	Unstandardized Coefficients		Standardized Coefficients	T	Pv	R	R ²	F	
	B	Std. Error	Beta						
<i>Emotional Exhaustion</i>									
a_Family-work conflict	.111	.031	.142	3.52	P<.05	.380	.144	9.43*	P<.05
a_Work-family conflict	.123	.038	.131	3.25	P<.05				
<i>Emotional dissonance</i>									
1. Family-work conflict	.010	.014	.029	.75	P>.05	.354	.125	45,01*	P<.05
2. Work-family conflict	.152	.017	.346	9.06	P<.05				
<i>Emotional Effort</i>									
1. Family-work conflict	.009	.021	.018	.452	P>.05	.019	.000	.115	P>.05
2. Work-family conflict	.006	.025	.010	.255	P>.05				

Predictors: Work- Family Conflict and Family-Work Conflict, * p>0.01

a. Dependent Variable: Emotional Exhaustion; b. Dependent Variable: Emotional dissonance; c. Emotional Effort

Tabl 2b shows regression analysis results, which indicates clearly that Work-Family Conflict contributes substantially to the prediction of the observed emotional exhaustion (Beta= .131, t= 3.25 at p < 0.05), and Emotional Dissonance (34.6%: Beta= .346, t= 9.060 at p<0.05), Family-Work Conflict accounted for about 14.4% of the observed Emotional Exhaustion 14.4%: (Beta= .144, t= 3.52 at p < 0.05) an insignificant 2.9% of observed emotional dissonance (2.9%: Beta= .029, t= .75 at p>0.05) among the workers under reference. Likewise for Emotional Effort as observed was not significantly explained by both Work-Family Conflict and Family-Work Conflicts (Beta= .018, t= .452 at p > 0.05).

Hypotheses 2: *There will be a significant positive relationship between Work-Family Conflict (WFC), Family-Work Conflict (FWC), and reported stress symptoms among dual income earners in metropolitan Lagos*

Table 3a: Summary of Inter-Correlation Matrix of Predictor Variables and Criterion Variables

Variables	Mean	SD	1	2	3	4	5
1. Family-work conflict	21.13	5.82	1.00				
2. Work-family conflict	33.73	7.02	.318**	1.00			
3. Physical Stress Symptoms	16.20	4.99	.389**	.231**	1.00		
4. Psychological stress Symptoms	17.57	4.98	.221*	.410*	.220*	1.00	
5. Somatic Stress Symptoms	21.93	7.44	.502*	.213**	.144*	.282*	1.00

** Correlation is significant at the 0.01 level (1-tailed)

* Correlation is significant at the 0.05 level (1-tailed)

Inter-correlation matrix in table 3a presented above shows significant positive correlations between Family-Work Conflict and physical stress symptoms (r = .318** at p<0.01), psychological stress symptoms (r = .221* at p<0.05) and somatic stress symptoms (r = .502* at p<0.05), respectively. Similarly, Work-Family Conflict correlated positively with physical stress symptoms (r = .389** at p<0.01), psychological stress symptoms (r = .410* at p<0.05) and somatic stress symptoms (r = .213* at p<0.05), respectively. Significant positive inter-

correlation observed between predictors and the criterions measures also establishes the preponderance of stress symptoms as reported by the participants.

To study the relationship between Work-Family Conflict and Family-Work Conflicts on workers observed stress symptoms as reported, multiple regression analyses were carried out with each of the three stress symptoms scales as dependent variables as presented in Table 3b below.

Table 3b: Summary of Multiple regression analyses showing Relative Contribution of the predictor Variable to the Prediction of Stress Symptoms

<i>Dependent Variables</i>	Unstandardized Coefficients		Standardized Coefficients	T	Pv	R	R ²	F	
	B	Std. Error	Beta						
Physical stress Symptoms									
1_ Family-work conflict	.134	.024	.189	4.838	P<.05	.389	.151	31.14	P<.05
2. Work-family conflict	.168	.033	.196	5.032	P<.05				
Psychological Stress Symptoms									
1_ Family-twork conflict	.220	.029	.137	5.908	P<.05	.412	.169	21.55	P<0.05
2. Work-family conflict	.101	.035	.113	4.319	P<.05				
Somatic Stress Symptoms									
1. Family-work conflict	.102	.026	.111	3.268	P<.05	.503	.253	19.06	P<.05
2. Work-family conflict	.170	.058	.140	4.985	P<.05				

*Predictors: Work- Family Conflict and Family-Work Conflict, * p>0.01*

- a. *Dependent Variable: Physical Stress Symptoms;*
- b. *Dependent Variable: Psychological Stress Symptoms;*
- c. *Somatic Stress Symptoms*

Results as presented in Table 3b shows that Work-Family Conflict explained 19.6% of the variance in observed physical stress symptoms (Beta= .196, t= 5.032 at p<0.05), about 11.3% of reported psychological stress symptoms (Beta= .113, t= 4.319 at p<0.05) and likewise about 14.0% of variance in somatic stress symptoms reported (Beta= .140, t= 4.985 at p<0.05). In similar manner Family-Work Conflict significantly explained variance in reported physical stress symptoms (18.9%: Beta= .189, t= 4.838 at p<0.05), psychological stress symptoms (13.7%: Beta= .137, t= 5.908 at p<0.05) and somatic stress symptoms (11.1%: Beta= .111, t= 3.268 at p<0.05). Further, R² and its associated F-ratios for the three prediction models presented in Table.....revealed significant joint predictions of physical stress, psychological and somatic stress symptoms. This result by implication revealed that the joint influence of WFC and FWC accounted for 15.1% of the observed variance in reported physical stress symptoms, 16.9% of variance in psychological stress symptoms and 25.3% of somatic stress symptoms.

Hypotheses: 3: *There will be a significant positive relationship between Work-Family Conflict (WFC), Family-Work Conflict (FWC), and affectivity among dual income earners in metropolitan Lagos.*

Table 4a: Summary of Pearson's 'r' Inter-Correlation Matrix of Independent Variables and employee's Affectivity

Variables	Mean	SD	1	2	3	4
1. Family-Work conflict	21.13	1.82	1.00			
2. Work-Family conflict	33.72	1.34	.218	1.00		
3. Negative Affects	36.26	2.32	.129**	.122**	1.00	
4. Positive Affects	36.83	3.07	.044	.038	-.028	1.00

** Correlation is significant at the 0.01 level (1-tailed)

Work-family conflict reported by workers was generally very high (work-family conflict: mean = 33.72; SD = 1.34) as shown in Table 4a. However, family-work conflict was generally low (Family-Work Conflict: mean = 21.13; SD = .93) compared to the reported Work-Family Conflicts. Further, affectivity as examined was found to be on the high side considering the norm score reported for emotional affectivity. It does also appears that the participants reported fairly high level of mood disorders -emotionality (Negative Affects: mean = 36.26; SD = 4.33), and this appears to cut-across all categories of workers given the associated standard deviation. Work-Family Conflict correlated positively with negative affect ($r = .129^{**}$ at $p < 0.01$). Likewise, Family-Work Conflict show a significant positive correlation with negative affects as reported among the sampled participants ($r = .122^{**}$ at $p < 0.01$).

In order to investigate significant prediction of emotional affectivity among the workers, a multiple regression analysis was computed and the summary of results provided in Table 4b below.

Table 4b: Summary of Multiple regression analyses showing the independent and joint prediction of stress symptoms on family-to-work and work-to-family conflict

Model	Unstandardized Coefficients		Standardized Coefficient Beta	T	pv	R	R ²	F	Pv
	B	Std. Error							
Model a : Prediction of Negative Affects									
a_Family-work conflict	.103	.086	.109	4.447	P<0.05	.123	.015	4.833	P<0.05
a_Work-family conflict	.206	.071	.118	3.901	P<.05				
Model b : Prediction of Positive Affects									
b_Family-work conflict	.155	.049	.127	3.142	P<.05	.130	0.017	5.392	P<0.05
b_Work-family conflict	-.007	.041	-.010	-.246	ns				

Predictors: family-to-work and work-to-family conflict

a. Dependent Variable: Negative Affects; b. Dependent Variable: Positive Affect

Table 4b showed that work-family conflict independently contributed significantly to the prediction of the observed Negative Affect among the workers (Beta= .118, $t = 3.901$ at $p < 0.05$) and did not contribute to the observed Positive Affect (Beta= -.007, $t = -.246$ at $p > 0.05$). The result implies that work-family conflict accounted for about 11.5% of the observed variance in Negative Affect among the workers. Similarly, family-work conflict independently contributed significantly to the prediction of the observed variance in Negative Affect (Beta= .109, $t = 4.447$ at $p > 0.05$), as well as the explained variance in Positive Affect (Beta= .127, $t = 3.142$ at $p < 0.05$).

Hypothesis 4: *Workers in private organizations will report high levels of psychological disorders compared to their public sector counterparts*

In order to test this hypothesis a two factor MANOVA was computed using gender and organizational type as independent variables with workers emotional exhaustion, emotional dissonance, emotional effort, physical and psychological stress symptoms as dependent variables. Summary table of MANOVA results is presented in Table 5a.

Table 5a: 2x2 MANOVA Summary Table Showing the Influence of Gender and Organizational Factor on Employee’s Psychological Disorders

Source	Emotional Exhaustion R ² = .173		Emotional Dissonance R ² = .200		Emotional Effort R ² = .005		Physical Stress Symptoms R ² = .133		Psychological Stress Symptoms R ² = .355		Wilk’s Lambda
	MSQ	F-cal	MSQ	F-cal	MSQ	F-cal	MSQ	F-cal	MSQ	F-cal	
Gender (A)	68.33	2.27	816.25	155.09*	1.38	0.10	1892.37	87.11*	3.77	0.15	.704
Org. Type (B)	26.87	0.89	2.80	0.53	9.49	0.73	229.73	10.57*	123.69	12.53*	.980
A * B	27.26	0.90	1,12	0.21	38.73	2.99	5.34	0.46	70.47	2.84	.988

*F-cal. is Significant at p<0.05.

Results in Table 5a shows that gender influence was significant on emotional dissonance (F-ratio = 155.09*, p<0.05; Wilk’s Lambda = .704) and physical stress symptoms (F-ratio = 87.11*, p<0.05; Wilk’s Lambda = .704). by implication , this result implies that gender explained about 17.3% and 13.3% of the observed variance in workers emotional dissonance and physical stress symptoms respectively given the eta square (R²) generated by the computations. Also, organizational type was significant on physical stress symptoms (F-ratio = 10.57*, p<0.05; Wilk’s Lambda = .980). Similarly, organizational type was significant on psychological stress symptoms (F-ratio = 12.55*, p<0.05; Wilk’s Lambda = .980). Expectedly, male and female workers in public sectors reported greater mean emotional dissonance more than private sector. Private sector workers reported more physical stress symptoms compared to their counterpart in private sector, while their public sector counterparts reported greater psychological stress symptoms than the private sector (see Table5b).

Table 5b: Mean and Standard Deviations of the Interaction Cells

Dependent Variables	Gender	Organisational Type	Mean	SD	N
Emotional Exhaustion	Male	Private sector	37.39	5.73	202
		Public Sector	38.23	5.71	161
	Female	Private sector	37.14	4.84	152
		Public Sector	37.14	5.53	111
Emotional Dissonance	Male	Private sector	8.41	2.43	202
		Public Sector	8.46	2.51	167
	Female	Private sector	10.65	2.01	152
		Public Sector	10.87	2.04	111
Emotional Effort	Male	Private sector	24.05	4.08	202
		Public Sector	24.31	3.37	167
	Female	Private sector	24.46	3.36	152
		Public Sector	23.70	3.29	111
Stress Symptoms (Physical)	Male	Private sector	16.28	4.64	202
		Public Sector	13.32	4.50	167
	Female	Private sector	19.63	4.62	152
		Public Sector	17.05	4.99	111
Stress Symptoms (Psychological)	Male	Private sector	14.72	5.32	202
		Public Sector	17.33	4.66	167
	Female	Private sector	17.20	4.98	152
		Public Sector	18.17	4.77	111

Interaction between gender and organizational type was rather not significant, even though the interaction cell means reveals that more female workers in private sector workplaces reported more emotional exhaustion, emotional dissonance and psychological stress symptoms compared to their counterparts in the public sector. By implication, this result shows significant gender and organizational differences in stress with respect to emotional exhaustion, emotional dissonance, emotional effort and psychological stress symptoms, hence hypothesis three is hereby accepted.

Hypotheses: 5: Female private sector employee's that reported highly strained work-family conflict, highly strained family-work conflicts will report higher level of psycho-physiological disorders.

Table 6: 2x2x2 MANOVA Summary Table Showing the Influence of Gender, WFC and FWC on Employee's Psychological Disorders

Source	Emotional Exhaustion r = .018		Emotional Dissonance r = .210		Emotional Effort r = .011		Physical Stress Symptoms r = .128		Psychological Stress Symptoms r = .005		Work Stress r = .268		Wilk's Lambda
	MSQ	F-cal	MSQ	F-cal	MSQ	F-cal	MSQ	F-cal	MSQ	F-cal	MSQ	F-cal	
Gender (A)	92.668	3.09	213.82	40.90*	2.90	.22	480.24	21.83*	3.85	.15	398.02	8.67*	.896
WFC (B)	129.69	4.33*	19.65	3.76*	310.41	12.34*	327.76	10.26*	.16	.01	273.64	13.51*	.982
FWC (C)	116.34	9.21*	121.62	18.31*	.32	.02	224.09	11.01*	129.20	9.77*	116.61	10.36*	.998
A * B	105.97	3.53*	.50	.09	10.74	.82	6.47	.29	1.38	.05	1.87	.04	.992
A * C	35.62	1.19	33.40	6.39*	2.00	.15	1.66	.07	20.11	.80	33.36	.72	.987
B * C	81.94	2.73	2.12	.40	.39	.03	8.57	.39	1.67	.07	2.72	.05	.994
A * B * C	214.54	9.82*	30.49	5.83*	34.84	2.68	342.12	11.79*	18.84	1.35	232.29	8.45*	.984

Table 6 shows that gender influence was significant on emotional dissonance (F-ratio = 40.90*, $p < 0.05$; Wilk's Lambda = .896), physical stress symptoms (F-ratio = 21.83*, $p < 0.05$; Wilk's Lambda = .896) and overall work stress (F-ratio = 8.67*, $p < 0.05$; Wilk's Lambda = .896). Gender explained about 20,0%, 12.8% and 26.8% of the observed variance in workers

emotional dissonance, physical stress symptoms and work stress, respectively given the value of estimated eta square (R^2). Work-family conflict had significant main influence on emotional exhaustion (F-ratio = 4.33*, $p < 0.05$; Wilk's Lambda = .982), Emotional dissonance (F-ratio = 3.16*, $p < 0.05$; Wilk's Lambda = .982), emotional effort (F-ratio = 12.54*, $p < 0.05$; Wilk's Lambda = .982), physical stress symptoms (F-ratio = 10.21*, $p < 0.05$; Wilk's Lambda = .982) and overall work stress ((F-ratio = 13.51*, $p < 0.05$; Wilk's Lambda = .982). Similarly, family-work conflict yielded significant main influence on emotional exhaustion (F-ratio = 9.21*, $p < 0.05$; Wilk's Lambda = .998), Emotional dissonance (F-ratio = 18.31*, $p < 0.05$; Wilk's Lambda = .998), physical stress symptoms (F-ratio = 11.01*, $p < 0.05$; Wilk's Lambda = .998), and work stress (F-ratio = 10.36*, $p < 0.05$). The Result also shows that gender interacted with family-work conflict and significantly influence emotional dissonance (F-ratio = 6.89*, $p < 0.05$; Wilk's Lambda = .987). Expectedly, gender, work-family conflict and family-work conflict interaction produced significant influence of emotional exhaustion (F-ratio = 9.82*, $p < 0.05$; Wilk's Lambda = .984), emotional dissonance (F-ratio = 5.83*, $p < 0.05$; Wilk's Lambda = .984), psychological stress symptoms (F-ratio = 11.79*, $p < 0.05$; Wilk's Lambda = .984) and work stress (F-ratio = 8.45*, $p < 0.05$; Wilk's Lambda = .984). The result generally showed that female that experienced both strained work-family conflict and family-work conflict reported more psycho-physiological disorders compared to their male colleagues.

DISCUSSION

Our study examined the psycho-physiological consequences of work-family and family-work conflict among workers. Drawing from self-reports of workers, the study revealed that conflicts arising from the imbalance between family and work have serious psycho-social implications for the organizational members thereby supporting the conclusions of Frone et al, (1992), Netemeyer et al (1996) and Lawson et al (2009). It was established inter-alia that the conflicts in question are instructive for organizations and individuals because of its perceived implication for work-life and other negative consequences as posited by Galinsky, Aumann and Bond (2011) as well as Lockwood (2003) and Hammer et al, (1997). Our findings is rather not surprising giving the observe changes in the demographic make-up of the workforce coupled with economic hardships, rising cost of living, as well as rising number of women in paid employment in Nigeria in recent times. The entry of women, dual earner couples, and single parents in the workforce underlie this finding as previously reported by researchers (see Googins, 1991; Googins, GriYn, & Casey, 1994; Parasuraman, & Greenhaus, 1997). This is in line with the conclusions of Zedeck (1992), and amplified the findings of Donaldson and Grant-Vallone (2001) and Zerbe (2000) that work-family conflicts has profound implications for workers emotional instability and emotional dissonance, a position which was clearly established in this study. This finding is very important realizing the psychopathological behavioural outcomes that might result from severe emotional instability and dissonance on the mental health of affected individuals. Particularly, when there has been an increasing incidence of declining physical, physiological and psychological wellbeing of workers across all sectors of work life in the country.

Drawing on emerging theoretical models that examine the influence of work role and family role on work psychologist (Boles, Howard, & Donofrio, 2001; Cohen, 1997; Crouter, 1984; Eby, et al., 2005; Kanter, 1997; Netemeyer, et al., 1996; Perry-Jenkins, et al., 2000) which have variously concluded that work roles interferes with family roles. In line with this, our findings revealed that physical, psychological and somatic stress symptom was higher among the workers under reference as espoused in hypothesis 2. This finding indicates/explains possible reasons for the rising incidents of psycho-somatic and cardiovascular illnesses among workers in the country in recent times. Our findings also supported the findings of many previous studies (see Crouter, 1984; 1996; Perry-Jenkins, et al., 2000; Boles, Howard, & Donofrio, 2001;

Cohen, 1997; Eby, et al., 2005; Kanter, 1997; Netemeyer, et al., 1996; Obiora, 2015), which established that work-family conflicts interferes with individual workers general psycho-physiological functioning and well-being. Specifically, the present study demonstrate that work-family (role strain) experienced by the workers have led to the appearance of some specific psychological symptoms such as; higher level of stress symptoms as earlier reported by previous findings (see Chapman *et al.*, 1994; Googins, 1991), physical ailments (see Frone, Russell & Cooper, 1997), increased somatic complaints (see Burke, 1988; Lawson et al, 2009; Hammer et al, 1997), physical ailments (Frone, Russell and Cooper (1997).

Our third set of findings explained the inter-relationship between work-family conflicts, family-work conflict and affectivity among sampled dual income earners workers. Results established that work-family conflict was high among sampled workers, while family-work conflict was generally very low. This is not surprising, because many dual income earners seek support from “house helps” and “family member” in home management affairs, thereby reducing the role strain arising from family/home fronts on work role. Further, affectivity was found to be higher among female, particularly mood disorder -emotionality (negative affects). The result demonstrated the appearance of a growing trend of increasing negative affects and decreasing positive affects which is potential signpost of the onset of psychological disorders. This finding underscores the psychological significance of the incidence of marital instabilities occasioned by inability of dual income couples to balance their work-role with family-role. The findings is consistent with that of Lazarus and Folkman (1984), Hammer et al (1997) and Okonkwo, 2010 which found that women engaged in formal employment in order to increase their family’s economic status, and that such engagement have been largely responsible for the incidence of limited time people spend with their families. This dual role as wife/mother and formal sector employees are stressful and so women work twice as hard as their men counterparts in order to excel at home and at work thereby predisposing them to cognitive overload and mood swings.

Another finding of our study revealed that psycho physiological disorders were higher among workers in private sector compared to their counterparts in the public sector. This is in consonance with the findings of Zerbe (2000) and Nwankwo Kanu and Obi (2012), which revealed that emotional dissonance, physical stress symptoms were higher among female workers compared to their male counterparts. Also, it is established that emotional dissonance was higher among public sectors workers than private sector; physical stress symptoms were higher among private sector workers public sector and psychological stress symptoms higher among public sector than the private sector. Little wonder, medical institutions within Lagos Metropolis both private and public have facilities stretched to the limit due to the number of people with health challenges. In fact, many private organization are now spending more to cater for their teaming workers, while middle and upper income earners workers are spending fortune to seek medical assistance for several health challenges foisted on them the very nature family-work role and work-family role conflicts. This growing trend in health challenges among worker requires urgent interventions by appropriate occupational health and safety policy.

In order to explore more specific aspects of the influence of work-life balance on the difficulties employees have in balancing their work and family commitments, we tested for the influence of gender, work-family, and family-work conflicts on psycho-physiological disorders. Our finding established that female that experienced both strained work-family conflict and family-work conflict reported more psycho-physiological disorders compared to their male and female colleagues. This finding is supported by the findings of Netemeyer et al, (1996), Galinsky, Aumann & Bond (2011) and Lockwood (2003) that conflicts arising from the

imbalance between family and work have been shown to more psycho-social implications for female than male. This finding is probably not surprising given the increasing multiple role status of working women and the heightened the level of imbalance between work role and family role. Sadly, this inter-role conflict which usually arose as a result incompatible multiple roles has been established to have profound negative implication for performance at work (see Greenhaus & Beutell, 1985; Kopelman, Greenhaus, & Connelly, 1983).

CONCLUSIONS

This study examined the psychopathological consequences of work-family and family-work conflict among dual income earner workers. The increasing incidence of declining physical, physiological, psychological wellbeing and mental health of workers across all sectors of work life and its implications for mental health informed the study. The findings showed that emotional exhaustion, emotional effort, physical and psychological stress symptoms had significant positive correlations with family-work and work-family conflict. Also, negative affect had a positive significant correlation with family-to-work conflict and work-to-family conflict, while female workers reported both strained work-family conflict and family-work conflict, and consequently reported higher levels of psycho-physiological disorders compared to their male colleagues. Moreover, psychopathological symptoms (i.e. emotionality, negative affect and psycho-physiological stress symptoms) were higher among private sector workers compared to public sector counterparts.

The findings of this study have far reaching implications for organizational human resources intervention strategies to improve quality of work life of men and women in paid employment across Nigeria. Given the significance of these findings to occupational health and safety among workers, there is an urgent need for appropriate psycho-therapeutic intervention in the workplaces in Lagos metropolis. Our findings therefore, the findings underscore the need for government sector as well as private organizations should make provision for flex time or on-site child care centres that would help to provide resources supporting family care or flexibility in the timing of work to enable women's participation in both work and family roles. Also, organisations should put in place appropriate occupational Health and Safety (OHS) systems to identify, and minimise occupational health related risks at the workplace. A thriving business community should seek to create jobs, wealth, good leadership, safe and healthy working conditions that is sensitive to work and family role balance essential for production of goods and provision of services. Therefore, managers have a legal and moral duty to safeguard the physical and emotional health and safety of those who work for them, and the exercise of these duties needs to be seen as central to their organizational strategic management. This will go a long way to reduce the potential growing incidence of workplace psycho-physiological and acute emotional disorders and other debilitating mental health issues.

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