UNIVERSITY OF KWAZULU-NATAL

The relationship between work-family conflict, psychological distress and physical symptoms of illness among office workers within the South African Police Service (SAPS)

By

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Declaration

I declare that this dissertation is my own unaided work. All citations, references and borrowed ideas have been duly acknowledged. It is being submitted for the degree of Masters in Social Science (Industrial Psychology) in the College of Humanities, School of Applied Human Sciences, University of KwaZulu Natal, Durban, South Africa. None of the present work has been submitted previously for any degree or examination in any other University.

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ABSTRACT

The aim of this study is to investigate the experience of work-family conflict and well-being among office workers within the South African Police Services (SAPS).

The balance between individuals' work and family domains has been a point of increasing concern in recent time. This is due to a multitude of factors. Firstly, there has been an increase in gender equity within the workplace, i.e. there are now more women in the workplace (Statistics South Africa, 2017). This has resulted in work-family conflict being experienced on a larger scale than in past years, and research has indicated that women experienced a higher rate of work being interrupted by family matters than men (Graaf, 2007). Secondly, there has been an increase in workplace diversity in South Africa (which refers to aspects other than gender, such as race, disability, etc.) which result in certain cultural factors needing to be taken into account.

The issue of work-family conflict can affect the well-being of employees negatively, both psychologically and physically. This is evidenced in the findings from studies conducted by Winefield, Boyd and Winefield, (2014) and Drummond, O'Driscoll, Brough, Kalliath, Siu,Timms and Lo, (2017), which indicate that work-family conflict results in stress, anxiety and depression, which manifests in different forms of physical illness such as insomnia, weight loss/gain, headaches, as well as more serious effects such as coronary heart disease, which can be fatal. This can also impact the functioning and productivity of employees, as employees who are ill stay away from work, with over 156 working days being lost per annum. In addition, presenteeism poses a challenge as employees who attend work, may not engage in tasks due to psychological distress and physical illness (The South African Depression and Anxiety Group, 2015).

Work-family conflict and well-being can be conceptualised through the use of Bronfenbrenner's (1979) Ecological Systems Theory, Role Theory, which was posited by Kahn, Goode, Wolfe and Rosenthal in the 1960's, Boundary Theory (Ashforth, Kreiner & Fugate, 2000) as well as Well-Being Theory (Seligman, 2011). This is due to each of the first three theories mentioned above positing that individuals can be understood through the different roles they play within the various systems in their lives (i.e. work, family, community, etc.), as well as the consequent impact of their conflicting duties and responsibilities on their well-being, conceptualised by Seligman's (2011) Well-Being Theory.

The study fell within the quantitative research paradigm and followed a cross-sectional design, which was used on a sample of office workers within the SAPS (N=202). A biographical questionnaire, the Work-Family Conflict Scale (Carlson, Kacmar & Williams, 2000), the General Well-Being Schedule (Dupuy, 1978) and the Physical Symptoms Inventory (Spector & Jex, 1998) were administered. For the purpose of this study, statistical analysis was conducted via the use of the Statistical Package for Social Sciences (SPSS) (IBM Corp., 2017). Additionally, in order to determine the construct validity and Cronbach's alpha of the instruments used, statistical analysis was conducted, which revealed Cronbach's alpha coefficients ranging from a=0.85 to a=0.87.

The results of the study revealed positive relationships between work-family conflict and physical symptoms of illness, age and physical symptoms of illness, number of children one has and work-family conflict as well as children under the age of six years old and work-family conflict. Furthermore, the results of the research yielded negative relationships between the number of children one has and general well-being as well work-family conflict and general well-being. Additionally, the results of the research conducted portrayed that work-family conflict is a predictor of general well-being as well as physical symptoms of illness.

The present study paves the way for further research into the phenomenon. These studies should focus on further examining the relationship between the variables mentioned above. This is due to the fact that an increased focus on the above factors is a step toward alleviating work-family conflict and high levels of psychological distress and physical illness.

<div align="center">**CHAPTER ONE: INTRODUCTION**</div>

1.1. Introduction

This chapter of the study explains the background of the research as well as the objectives and research questions. In addition, it provides a brief overview of each chapter to be included in this study and ends with a summary.

1.2. Background

The work of theorists such as Renshaw, Kanter and Pleck in the 1970s' formed the pathway for further research into the concept of work-family conflict. According to Greenhaus and Singh (2003) and Akkas, Hossain and Rhaman (2015), work-family conflict is a type of inter-role conflict, whereby the respective pressure and expectations from the family and work spheres are in some respect mutually incompatible. This means that when an individual meets the expectations of one role, for example work demands, it results in an individual experiencing difficulty in meeting expectations in the other role, for example family demands.

The balance between individuals' work and family domains has been a point of increasing concern in recent time. This is due to a multitude of factors. Firstly, there has been an increase in gender equity within the workplace, i.e. there are now more women in the workplace (Statistics South Africa, 2017). This has resulted in work-family conflict being experienced on a larger scale than in past years, and research has indicated that women experienced a higher rate of work being interrupted by family matters than men (Graaf, 2007). Secondly, there has been an increase in workplace diversity in South Africa (which refers to aspects other than gender, such as race, disability, etc.) which result in certain cultural factors needing to be taken into account. This is evidenced in empirical results which show that certain cultural groups experience varying degrees of work-family conflict (Steyl & Koekemoer, 2011). The results showed that people within the African culture experienced the greatest amount of work-family

conflict. A reason could be that for cultures which are family orientated, such as in African culture, attending prayers, funerals, rites of passage, etc., are deemed extremely important and form a core part of their social, moral and religious values (Idgang, 2015). Thus, these employees experience work-family conflict as they attempt to fulfil their duties and responsibilities within the work and home domains. Additionally, factors such as, marital status (Steyl & Koekemoer, 2011) as well as the age and number of children employees have (Mjoli, Dywili & Dodd, 2013) play a part in the experience of work-family conflict as this results in additional strain on the individual to fulfil responsibilities at work as well as at home. This is due to individuals being obligated to balance their commitments within the work domain as well as the home domain, as they are required to be involved in their spouses' and children's' lives. Thus, it is evident that work-family conflict is a significant issue within the organisational arena.

According to Zhou, Da, Guo and Zhang (2018), the issue of work-family conflict can affect the well-being of employees negatively, both psychologically and physically. This is evidenced in the findings from studies conducted by Winefield, Boyd and Winefield, (2014) and Drummond, O'Driscoll, Brough, Kalliath, Siu,Timms and Lo, (2017), which indicate that work-family conflict results in stress, anxiety and depression, which manifests in different forms of physical illness such as insomnia, weight loss/gain, headaches, as well as more serious effects such as coronary heart disease, which can be fatal. This can also impact the functioning and productivity of employees, as employees who are ill stay away from work, with over 156 working days being lost per annum. In addition, presenteeism poses a challenge as employees who attend work, may not engage in tasks due to psychological distress and physical illness (The South African Depression and Anxiety Group, 2015).

Within the South African context, work-family conflict is posing as serious a problem as in other countries around the world (Segal, 2014). This problem is compounded as a result of

South Africa's cultural norms and the prevalence of patriarchy. Thus, variables of culture as well as gender need to be taken into account as they may increase the likelihood of work-family conflict (Jaga, 2014, Idgang, 2015). The changing role of women is an example which provides support for the above assertion. There are now more women entering into the workplace, and according to a study conducted by De Klerk and Mostert (2010), the results indicated that men are now experiencing higher levels of work-family conflict due to having to engage more in household activities, such as household chores and child rearing.

Although there has been a wealth of research conducted on work-family conflict around the world (Kossek & Ozeki, 1998, Poelmans, 2005, Li & Angerer, 2014), there exists a gap in South African literature on work-family conflict among office workers. Literature has indicated that office workers are under severe strain due to working overtime and being over worked (Innes, 2013). For example, according to the South African Depression and Anxiety Group (2015), approximately 156 working days are lost per annum due to physical and psychological illness. The implication of this is that such strain could result in work-family conflict, as the employees would be focused on work activities, resulting in conflict within the family domain as well as an increased demand for them to attend to family responsibilities. Furthermore, most of the literature in South Africa focuses on work-family conflict among nurses (Makola, Mashegoane, & Debusho, 2015), police officers (Bazana & Dodd, 2013) as well as factory workers (Mjoli, Dywili & Dodd, 2013) and there has been little to no research conducted on work-family conflict among office workers within the South African Police Services (SAPS). This is an important facet of the South African workforce to study, as the office workers within the SAPS work in a high stress environment, as well as perform duties which are important in the efficient running of the police services. Therefore, it is evident that the levels of work-family conflict, as well as the role it plays in the health and well-being of office workers in the SAPS, is pertinent for further investigation.

Thus, the aim of this study is to investigate whether office workers in the South African Police Services experience work family conflict, as well as the extent of such conflict in terms of employee well-being (i.e. psychological distress and physical illness).

1.3. Research Objectives

The aims of this study are as follows:

1. To determine whether there is a relationship between work-family conflict and employee well-being in terms of psychological distress and physical illness.
2. To determine whether work-family conflict predicts employee well-being in terms of psychological distress and physical illness.
3. To determine whether demographic variables play a role in work-family conflict and employee well-being in terms of psychological distress and physical illness.

Stemming from the objectives of the current study, the following research questions are to be answered in this study:

1. Is there a relationship between work-family role conflict and employee well-being in terms of psychological distress and physical illness?
2. Is work-family role conflict a predictor of employee well-being in terms of psychological distress and physical illness?
3. Do demographic variables play a role in work-family conflict and employee well-being in terms of psychological distress and physical illness?

1.4. Structure of the Study

Chapter 1: Introduction

This chapter provides an introduction into the fundamental aspects of the study, which entails the background of the current study, the study objectives as well as the research questions.

Chapter 2: Literature Review

There are two sections within this chapter. The first section provides definitions and a detailed review of work-family conflict and employee well-being (in terms of psychological distress and physical illness), which is the focus of this research. The second part consists of the theoretical framework for the current study, which includes a discussion of the Ecological Systems Theory, Role Theory, Boundary Theory as well as Well-Being Theory.

Chapter 3: Research Methodology

This chapter provides information on the method of research, research design, sampling method, data collection and method in which the data is analysed.

Chapter 4: Results

In this chapter, the results from the study are provided in table form.

Chapter 5: Discussion

This chapter provides a discussion of the results yielded in the context of existing literature.

Chapter 6: Recommendations and Conclusion

This chapter includes recommendations for future research as well as conclusions which can be drawn from the study.

1.5. Summary

In summary, this chapter provides an introduction to the research topic as well as a background to the current study. Additionally, the objectives of the study and the research questions are listed herein and a brief description of each aspect of this study is provided.

The next chapter provides a review of the literature on work-family conflict and employee well-being, in terms of psychological distress and physical illness.

CHAPTER TWO: LITERATURE REVIEW

2.1. Introduction

The purpose of this chapter is two-fold, with the first being to provide a detailed review of work family conflict and employee well-being in terms of psychological distress and physical illness. The second purpose is to discuss the theoretical framework of the current study, i.e. Ecological Systems Theory, Spillover Theory, Role Theory, Boundary Theory as well as Well- Being Theory.

Research has shown that 90 to 95% of employees have reported that they experience work-family conflict (Williams & Boushey, 2010). A wealth of research has shown that work-family conflict is a prevalent phenomenon in the South African context (Bagraim & Harrison, 2013, Segal, 2014, Jaga, 2014). This indicates that the phenomenon of work-family conflict is fast-becoming, if not, already, a significant issue within the occupational arena. Individuals play many different roles in life, each of which may be as demanding as the next, resulting in role conflict. Work-family role conflict refers to a situation whereby the demand from family and work are mutually incompatible (Kansas Workforce Initiative, 2010). Work-family conflict has been the focus of numerous studies, resulting in a wide variety of literature on the topic. The results from such studies show that work-family conflict is linked to aspects such as gender-based differences, depression, cultural norms, age, anxiety, number and age of the children employees have, stress, marital status as well as dual earner couples (Graf, 2007, Koekemoer, 2011, Steyl & Koekemoer, 2011, Mjoli, Dywili & Dodd, 2013, Drummond, O'Driscoll, Brough, Kalliath, Siu,Timms & Lo, 2017).

Therefore, as a large portion of the research conducted on work-family conflict revealed that it is a significantly stressful experience, with the above mentioned factors (i.e. marital status or number of children, etc.) being the cause of the strain, it can be posited that work-family

conflict can be linked to aspects of psychological distress, and consequently physical illness (Charkhabi, Sartori & Ceschi, 2016 and Ugwu, 2017). This is because psychological distress is commonly associated with physical symptoms such as insomnia, headaches, excessive weight loss/gain, etc. (Poms, Fleming & Jacobsen, 2016). Thus, the purpose of this review is to investigate the phenomenon of work-family conflict among employees, specifically, office workers, as well as investigate the relationship between work-family conflict and well-being. Hence, the concept of work-family conflict is discussed, including the different variables which affect it, and thereafter, aspects of psychological distress and physical illness will be discussed respectively.

2.2. Conceptualisation of Variables

2.2.1. Work-family Conflict

The research domain of work-family conflict originated in the late 1970s with the works of Kanter, Rapport and Pleck (Essays UK, 2013). The theoretical foundations of the concept, on which subsequent research was based, is that the domains of family and work are interdependent and each require significant amounts of time and energy from individuals. This is due to the fact that each domain provides important aspects to enrich an individual's life, such as financial security and status (work domain) as well as love and support (family domain). Thus, each domain is more/less of equal importance to individuals, and as they are interdependent, conflicts can arise as a consequence (Mukanzi & Senaji, 2017).

From the year 2000 onwards, there has been an increased interest in the phenomenon of work-family conflict (Bianchie & Milkie, 2010). This is due to a variety of factors and changes which have occurred in the occupational arena over time, such as an increased number of women in the workplace, as well as a surge in other forms of diversity (i.e. race, culture, sexual orientation and disability).

The most commonly utilised terminology in literature on work-family conflict has been developed by Greenhaus and Beutell (Geszler, 2016). Thus, a well-rounded definition of work-family conflict was posited by Greenhaus and Beutell (1985) and was reiterated by Zhang and Liu (2011). This definition states that it as a type of inter-role conflict, whereby the expectations and role pressures posed by each domain (i.e. that of work and family) are mutually incompatible to some extent. This definition shows that there is a bidirectional element of work-family role conflict, with the term meaning that home responsibilities are interfered with by demands which are work related, and the term family-work role conflict meaning that work related responsibilities are impeded by family related demands. This means that the fulfilment of expectations and demands from one role (for example the work domain) is likely to result in an inability to fulfil the expectations and demands of another role (for example the home domain), or vice versa.

The focus of this study is on office workers within the South African Police Services (SAPS) in the Durban and surrounding areas. It is common knowledge that police officers in South Africa have a history of high rates of stress, substance abuse, suicide, as well as compromised psychological well-being, among others (Wassermann, 2016). Additionally, there have been various studies conducted on police officers within the SAPS and the phenomenon of work-family conflict, which show that police officers experience high levels of stress due to the nature of their work as well as additional factors such as meeting, as well as balancing, the demands of their home and work lives (Mostert, Cronje & Pienaar, 2006, Mostert, 2008, Bazana & Dodd, 2013). This could be a reason for their compromised physical and psychological well-being. However, a facet of SAPS structure has been largely neglected within the research domain; that of their office workers.

Office workers within SAPS are individuals who are tasked with administrative, clerical or secretarial duties and responsibilities. This can be a very stressful job, as they are the support

staff to the police officers, and therefore need to be well organised in order to ensure that police officers can undertake their work efficiently and effectively. Research has shown that poor administration or support staff leads to an increased level of stress for police officers (Frank, Lambert & Qureshi, 2017). Thus, the support staff also have a heavy burden to bear, as they are responsible for the smooth running of their unit/department.

Furthermore, there are three main types of work-family conflict, namely, time-based, strain-based and relationship-based conflict (Greenhaus & Beutell (1985). With regards to time-based conflict, this occurs when there is too much time being spent in one domain, which is of essential importance and cannot be forsaken in order to spend time in another role, thus resulting in an imbalance in one's time in the domains of work and family respectively. (Monafared, Soudagar & Hidaji, 2017). There are two forms of such conflict. Firstly, being that time related demands from one role make it impossible for one to adhere to the expectations and responsibilities in another domain, and secondly, due to certain time related demands and pressures, individuals may be physically present in one role, yet mentally preoccupied with another role. Thus, one of the essential challenges within time based conflict are that they are zero sum, which means that the more time one spends at work, there is less time made available for family related activities and vice versa (Bagger, Reb & Li, 2014). Within this type of conflict, there are certain sources of work and family role conflict. The first one deals with the number of hours one is required to work. Studies show that individuals who work long hours and have poor time management are more likely to experience a higher degree of work-family conflict and strain (Adams & Jex, 1999). In addition, studies have shown that flexibility with regards to work hours, have been linked to a decrease in work-family conflict, especially among employees with young children (Elmer, 2015). This is due to the number of children one has, as well as the age of the youngest child/children, impacting on the work-family conflict experienced by an individual, with more children and children younger than the age of 6

increasing home responsibilities, thus causing role conflict (Mjoli, Dywili & Dodd, 2013). In consensus with this, results yielded from a South African based study showed that employees who have children experience a higher degree of work-family conflict and stress when compared to employees who are childless (De Klerk & Mostert, 2010).

In addition, according to a study conducted by Mjoli, Dywili and Dodd (2013), individuals who are in the early stages of their lives, i.e. those who are younger, are more likely and willing to sacrifice family time in order to further themselves within the work domain. This, according to a study conducted by De Klerk and Mostert (2010) tends to result in younger people experiencing a small degree of home life interfering with their professional one. However, consequently there is a high degree of their work life affecting their home life negatively. This, according to De Klerk and Mostert (2010) portrays the inability of younger individuals to balance their work-family demands and responsibilities.

Furthermore, personality factors, such as personality traits and types, need to be taken into account with regards to time-based conflict, as it has been shown that Type A individuals, as well as people who have traits such as agreeableness and neuroticism, are more prone to experiencing work-family role conflict. This is due to individuals who are neurotic, being focused on negative affect and are thus likely to utilise their time inefficiently, and those who are agreeable are likely to be excessively cooperative, forgiving and kind, which could result in work-family conflict (Malekiha, Abedi & Baghban, 2012).

According to Greenhaus and Beutell (1985) as well as Ee, Teoh and Yen (2017), the second form of work-family conflict is that of strain. Strain, in this sense, means that stressors in one domain make it difficult for the individual to meet demands and expectations in another (Dierdoff & Ellington, 2008). There is extensive evidence to show that stressors at work can produce factors of fatigue, anxiety, tension, irritability and depression (Goyal, Singh, Sibinga,

Gould, Rowland-Seymour, Sharma & Ranasinghe, 2014). According to Ee, Teoh and Yen (2017), work related conflict sources include ambiguity with regards to what is expected of individuals, level of concentration required, changes to work environment, etc. Studies have shown that role ambiguity and conflict in the workplace can result in work-family conflict due to individuals feeling confused as to what is expected of them at work, thus requiring extra effort ant time in the work domain (Ee, Teoh and Yen (2017). Furthermore, research conducted among office workers has shown that one of the main reasons for their stress and burnout is excessive workload and the amount of overtime they have to engage in (Innes, 2013). Situations such as these are likely to result in time based work-family conflict, as spending too much time attempting to meet work demands may cause conflict in their family lives.

Additionally, family related sources of conflict include divergence within the family domain, differences in career orientations between husbands and wives (i.e. dual-earner couples and marital status) and a lack of family support. This has been shown to play a role in work-family conflict (Ochsner, 2012). This is because both partners have work responsibilities and family responsibilities which they need to balance, which causes work-family conflict. Such conflict can have negative effects on their health (Poms, Fleming & Jacobsen, 2016). In addition, dual-earner couples face extra problems, such as men feeling insecure if their wives are doing better than them at work and earning more (Greenhaus, Callanan & Godshalk, 2000). Thus, women have a greater likelihood of experiencing more work satisfaction than marriage satisfaction. This imbalance between work and family can cause conflict as well as distress (Charkhabi, Sartori & Ceschi, 2016). However, in contrast to this, a study conducted by De Klerk and Mostert (2010) showed that marital status does not play a role in work-family conflict, a finding which was supported by Mjoli, Dywili and Dodd, (2013).

In addition, with regards to dual-earner relationships, spousal support can serve as a buffer against role conflict (Parasuraman, 1992, Selvarajan, Cloninger & Singh, 2013). This is

exemplified in results yielded from a study conducted in the South African context. According to Steyl and Koekemoer (2011) unmarried employees experienced a higher degree of the negative effects of work-family conflict when compared to those who are married, which can be chalked down to the single employees not having physical support (helping with the children or household chores) or emotional support at home, resulting in the individual feeling isolated or lonely.

In this domain, research has yielded results which show that a lack of family support can result in work-family conflict among individuals, especially with regards to prolonged working hours (Pitt-Catsouphes, Kossek & Sweet, 2015). For example, among office workers in the SAPS, where employees work in a high stress environment, and are often inundated with work due to the nature of their employment, they are likely to experience strain in the form of anxiety, fatigue, etc.

The last form of work-family conflict to be discussed is behaviour based conflict. Here, patterns of expected behaviour in one role may not match the expected behaviours in another role (Dierdoff & Ellington, 2008). According to a recent study conducted by Geszler (2016), males tend to be expected to be emotionally stable, dominant and assertive in the workplace. However, in the family domain, they may be expected to be warm, caring and emotional. Thus, an individual's inability to comply with and adjust to the different behavioural expectations of the work and family domains could result in work-family role conflict. This type of conflict also fits in with gender roles and cultural contexts to be discussed below (Steyl & Koekemoer, 2011).

Gender and cultural differences need to be taken into account with regard to work-family role conflict, due to cultural and societal norms often dictating one's role in either the work or family domains (Mortazavi, Pedhiwala, Shafiro & Hammer, 2009). In a study conducted by

Steyl and Koekemoer (2011) it was found that African employees experienced a higher level of work-family conflict than those who did not. A possible reason for this is that each culture is different. For instance, in African cultures it is deemed vital to attend ceremonies such as funerals and prayers (Idgang, 2015). Furthermore, a study conducted among South African people showed that 53.7% of employees are required to work away from home on a regular or occasional basis, which can result in additional strain and work-family conflict (De Sousa, 2013).

In addition, gender stereotypes as well as gender roles are currently prevalent (Geszler, 2016), which could inform the experience of work-family conflict among the office workers in the SAPS. Studies have shown that there are several gender differences with regards to societal expectations and behavioural norms, with most societies expecting women to put the most amount of effort into being mothers and/or housewives (Opie & Henn, 2013, Jaga, 2014). Furthermore, it was found that women reported higher rates of work being disrupted by family factors than men and also reported greater fatigue from their work roles than men (Graf, 2007, Wang & Cho, 2013), which could be due to societal expectations of women, i.e. they may be required to be responsible for household chores and child care in addition to their work responsibilities.

The concept of gender egalitarianism, which alludes to societal norms that dictate roles for men and women, as well as the promotion of gender equality (Annor, 2015) is an important factor to be noted in the context of gender roles and work-family conflict. In countries such as South Africa, where patriarchy is still practiced, gender roles also need to be accounted for. These gender roles are informed and shaped through the culture/traditions of the place, i.e. South Africa (Albertyn, 2009). Such roles can result in work-family conflict in the realm of time, strain and behaviour based types of conflict. For example, a working woman may find it difficult to meet the expectations of her husband/family to be the good wife/woman, i.e.

cleaning, cooking, raising the children, etc., as her role as a working woman may take up a lot of her energy and time, resulting in work-family conflict (Opie & Henn, 2013). This is portrayed in South African research conducted by Opie and Henn (2013) among White, Indian, Coloured and African working women, which revealed that they experienced significantly high levels of work-family conflict, as they are required to be good employees as well as good mothers and wives. This is further evidenced in research conducted by Jaga (2014), which showed that working women in South Africa are to a large extent still deemed responsible for childcare and domestic duties, especially in households with gendered cultures. Thus, it is evident that a low gender egalitarian culture, according to Annor (2015), is likely to result in a greater difference in work-family conflict experienced by men and women respectively, than in countries where there is a high gender egalitarian culture.

In addition to this, research conducted found that men who have spouses who are housewives showed higher levels of quality of life, marital adjustment and job satisfaction than men who had spouses who had careers (Allard, Haas & Hwang, 2011, Ladge, Humberd, Watkins & Harrington, 2015). This shows that gender roles still play a part in perceptions men have of women, and what is expected of women within the family relationship. Thus, it can be seen that gender does indeed play a significant part in work-family role conflict and needs to be given due attention.

However, according to a South African study conducted by De Klerk and Mostert (2010), men showed significantly higher levels of work-family conflict. One possible reason for this phenomenon is that many men are now engaging in household activities as a result of their spouses/significant others entering the working world (Kossek & Lee, 2017). As a result of traditional gender roles beginning to evolve, men are currently choosing to take a more participative role in child rearing and household activities. Therefore, an increasing amount of

men are finding it difficult to balance their home and work lives and deal with their respective demands (Kossek & Lee, 2017).

It is important to note that while there are negative aspects of work-family role conflict, according to Hammer, Cullen, Neal, Sinclair and Shapiro (2005), there are also elements of positive spill-over. According to Gryzywacs (2000), this spill-over essentially means that aspects in one role (for example work) may improve aspects in other roles (for example at home). Such aspects include factors of multitasking and interpersonal communication, which are important in work and home settings. Similarly, workplace based values such as curiosity and autonomy influence the values of parents who are employed, resulting in these values being promoted in their families.

Building on the theories postulated by Sieber (1974) and Edwards and Rothbard (2000), Hanson, Hammer and Colton (2006) posits that there are three aspects of positive spillover which should be taken into account. The first aspect is behaviour based instrumental positive spillover, which compromises of two factors, i.e. skills and behaviours. For example, certain skills learned in one domain, such as interpersonal communication and multitasking, may prove beneficial in another domain. Value based instrumental positive spillover is the second aspect to be discussed, which entails values which are learned in one domain, proving beneficial in another domain (Hanson, Hammer & Colton, 2006). For example, individuals who are taught values of diligence, good work ethic, autonomy and obedience, within the home domain, are likely to flourish in the work domain.

The third aspect is that of affective positive spillover. This entails the emotions experienced in one role being transferred into another role (Hanson, Hammer & Colton, 2006). For example, an office worker within SAPS, may receive good news within their family domain, which may then be transferred into their work domain, thereby serving as a buffer against negative affect,

news or situations in the work domain, or vice versa. This positive spill-over has been linked to psychological well-being among employees, whereby the higher the positive spill-over, the higher the levels of psychological well-being and an increased quality of life (Chen, Powell & Greenhaus, 2009).

Therefore, it is evident that the concept of work-family conflict encompasses various facets, which are important in understanding the work-family/family-work dynamic. The interdependence of the work and family domains can put a lot of strain on an individual, which, as mentioned above, can have serious health effects, both physical and psychological (Charkhabi, Sartori & Ceschi, 2016 and Ugwu, 2017). This brings the concept of employee well-being to the fore.

According to research conducted by Winefield et al. (2014), work-family conflict is seen as a predictor of employee well-being, showing that there is a relationship between the level of work-family conflict experienced by individuals and their state of well-being. This work-home interface forms an important aspect when looking at the concept of employee well-being, as it may be viewed as a whole person concept, which means that all aspects which have an effect on employee functioning and health have to be taken into account in order to get a good representation of wellbeing (Pruyne, 2011).

2.2.2. Employee Well-being

Work-family role conflict can have a negative effect on the well-being of employees within an organisation, as it results in strain due to the individuals not being able to meet all expectations of their different roles (Mutambudzi, Javed, Kaul, Prochaska, & Peek, 2017). Well-being has been defined by the World Health Organisation (2001), as a state of mental, physical and social good health, not just the absence of disease. This definition goes on to state that one who is in

a state of well-being can deal with the stressors of life effectively, be productive as well as find meaning in life.

Employee well-being may be defined as:

> a positive state in which the individual is able to function at or near their optimal level, whether defined and measured in terms of physical, mental, emotional and/or social functioning, with significant implications for the individual, their family and community, the organisation and society at large.
>
> (Pruyne, 2011, p. 4)

It is noteworthy that there are two sides to the wellbeing coin, namely distress and eustress (Szabo, Tache, & Somogyi, 2012). Eustress is a term derived from the Greek prefix "eu", which means "well" or "good" and was coined by Hans Seyle (1974). Eustress literally means good stress. However, the term may be defined as a positive response one has to a stressor, which are based on an individual's feelings at that time as well as the location and timing of the stressor. It is the type of stress which is not overwhelming to an individual and which is seen as an exciting challenge. For example, staring a new job may be stressful, however, eustress comes in when the individual feels excited and motivated to impress the boss and perform well (Quinones, Rodriguez-Carvajal & Griffiths, 2016). Furthermore, according to research conducted, there is a positive relationship between aspects of quality of life, satisfaction with life, mental well-being and eustress (O'Sullivan, 2010). This follows the notion that if one is experiencing eustress then one's quality of life would be higher than one who is experiencing distress. Further, this would imply that one is satisfied and not experiencing the negative impact of work-family conflict. This would have positive implications on the psychological aspects of an individual, as stress viewed from a positive view would be less likely to pose a threat to well-being (Quinones, Rodriguez-Carvajal & Griffiths, 2016). Thus, one's feelings about one's

quality of life would be indicative of one's experience of work-family conflict and subsequently eustress or distress.

According to Seligman (2011), in order for individuals to be in a state of positive well-being, they need to possess positive emotion, engagement, relationships, meaning and accomplishment.

For the purpose of this study well-being is focused on in terms of psychological distress and physical illness. Psychological distress can be defined as emotional suffering which can result in symptoms of stress, anxiety, depression, loss of interest, changes in appetite and sleeping patterns, etc. (Batty, Russ, Stamatakis & Kivimäki, 2017). These life occurrences include daily issues such as negative work experiences or social experiences, which could impact on an individual's mental health resulting in psychological distress. Negative work and social experiences can fall under work-family conflict (Poms, Fleming & Jacobsen, 2016).

Various studies have portrayed that there are links between the three main types of work-family role conflict, gender and psychological distress (Bowen, Govender, Edwards & Cattell, 2018, Abubakar, 2018). With regards to strain based conflict, there are significant relationships with aspects of psychological depression. According to a study conducted by Kinman et al. (2012), results showed that there was a strong correlation between strain and poor mood of individuals. This indicates that employees who experience strain based work-family conflict are likely to also experience symptoms of psychological distress.

Behaviour based conflict can result in individuals feeling very stressed and strained due to an inability to balance roles (Monafared, Soudagar & Hidaji, 2017). This implies that there is a possibility that employees may not be as engaged in work activities, as their mind may be elsewhere while they are physically present at work. This is evidenced in a recent study conducted by Rothmann and Baumann (2014), which showed that employees' inability to

balance responsibilities from the work and family domains has resulted in low levels of engagement at work, as well as impeded employees' ability to find meaning.

Furthermore, results from a study conducted by Deshpande and Balyan (2014) have indicated that there is a significant relationship between psychological distress and work-family conflict, thus implying that finding a balance is important. According to Drapeau, Marchand and Beaulieu-Prevost (2012), psychological distress is generally higher in women than in men, which could be due to differences in personality traits as well as gender roles and expectations. Additionally, according to Aneshensel (2012), the reason why more women report the experience of psychological distress than men is that work often affects the home life which can induce feelings of guilt and result in distress. However, it is important to note that this does not mean that all men are less distressed than all women. This is evidenced in research indicating that men experience a similar degree of work-family conflict as their female counterparts, resulting in psychological distress (Pitt-Catsouphes, Kossek & Sweet, 2015). A possible reason for this could be the increasing role of women in the workplace, which has consequently resulted in an increase of involvement in the home domain among men. Thus, it can be seen that the aspect of gender needs to be taken into account when looking at the concept of work-family conflict itself.

An additional aspect which is important is that of one's relations with others, as it is a factor which one needs to possess in order to be in a state of well-being (Steyl & Koekemoer, 2011). This is highlighted in the literature above, which, according to the above named authors, shows that the relations employees have with others form the basis of social support. Thus, having social support can ease the stress or strain one is experiencing and can improve the state of people's wellness.

Additionally, according to Liu and Zhou (2017), work-family conflict, through various studies conducted, has been associated with psychological distress, poor physical health, as well as work related stress and a decrease in employee life and job satisfaction. With regards to psychological distress, studies have shown that anxiety and depression have a strong correlation to physical symptoms of illness and according to research conducted, psychological distress can result in physical illnesses, such as migraines, influenza, weight loss, weight gain, insomnia and coronary heart disease, which can be fatal (Batty, Russ, Stamatakis & Kivimäki, 2017). This does not only have an effect on the well-being of the employee, but also on the functioning and effectiveness of the organisation, as employees who are ill, and are suffering from either stress, anxiety and/or depression, as well as physical illness, may require time off from work, which will result in the efficiency of the organisation being impacted upon (Crous, 2016). This phenomenon can be seen in the results which research has yielded. According to Crous (2016), research conducted by Occupation Care South Africa and Statistics South Africa in 2014, revealed that R16 billion per year is lost due to absenteeism and that approximately 15% of employees are absent on any given day. Additionally, it was found that the main reasons for absenteeism include physical illness, lack of childcare, depression, disengagement as well as burnout. Furthermore, when employees experience work-family conflict, their job commitment, ability to engage in strategic planning, as well as their performance are negatively affected (Liu & Zhou, 2017).

It is therefore evident that work-family conflict may be a significant issue with regards to the strain it puts on employees. Subsequently, this can severely impede their physical and psychological health and well-being. In the South African context, with cognisance taken of the additional factors of culture, gender roles, as well as demographic variables, role conflict may pose an even greater challenge for many employees. However, it is also evident that work-family role conflict may be positive for certain individuals and thus result in a higher state of

mental well-being due to positive spill-over. Thus, the aforementioned discussion, coupled with the increased focus on employee well-being in the workplace, provide a strong basis for research into the concept of work-family conflict. Further research into this dynamic has facilitated the creation of South African based knowledge as there has been little to no research conducted on work-family conflict among office workers within SAPS. Therefore, the concept of work-family conflict and its role in psychological and physical health among office workers within the South African Police Services (SAPS) is investigated.

2.3. Theoretical Framework

Given the literature on the constructs of work-family conflict and employee well-being, the current study is focused on how the aforementioned concepts are related, as well as the impact of work-family conflict on employee well-being. The Ecological Systems Theory of Bronfenbrenner (1979) can best describe these dynamics. The theory was introduced by Bronfenbrenner in the 1970's and is based on the premise that an individual's development spans over his/her life time and can be optimally understood through looking at how his/her environment interacts with his/her characteristics (Bronfenbrenner, 1994). Another theory which is comprised within Bronfenbrenner's framework is that of Role Theory, which was conceptualised by Kahn, Goode, Wolfe and Rosenthal in the 1960's (Barling, Kelloway & Frone, 2005). This theory forms the basis of work-family conflict as it posits that all individuals have roles to play in the different facets of their lives, which is quite demanding and strenuous as it is almost impossible to fulfil all role expectations due to these expectations conflicting in some way. Additionally, Boundary Theory (Ashforth, Kreiner & Fugate, 2000) and Border Theory, which are similar, fit well under Ecological Systems Theory and assists in conceptualising the work-family role conflict interface. These theories state that individuals have different roles within different domains in life, which are separated by borders which may be physical, psychological or temporal in nature (Ashforth, Kreiner & Fugate, 2000). Lastly,

with regards to the well-being aspect of this study, Seligman's (2011) Well-Being Theory will be used in order to conceptualise the relationship between work-family conflict and employee well-being.

According to Bronfenbrenner (1994), the environment is comprised of four systems, which are hierarchical in nature. These are: the microsystem, mesosystem, exosystem and the macrosystem. The microsystem deals with patterns of social roles, interpersonal relations and activities which an individual is faced with. These activities and relations occur in certain settings, such as school, home/family and work. This system is in accordance with the above literature as individuals are faced with activities from their respective home and work spheres, which can impact their interpersonal relationships, such as spousal relations (Greenhaus, Callanan & Godshalk, 2000, Theunissen, Van Vuuren & Visser, 2003). Within the microsystem of an individual, Spillover Theory (Belsky, Perry-Jenkins & Crouter, 1985) can be applied with regard to work-family conflict. This is due to Spillover Theory dealing with either negative or positive spill over in the work and family microsystem of an individual (Xu, 2009). For instance, rigidly structured work-family interactions spillover in terms of behaviour, energy and time are likely to be negative (Krishna & Lakshmypriya, 2016). The mesosystem can be described as a system of microsystems, i.e. relationships between two or more microsystems, for instance work and home/family. This can be tied in with the literature on family-work role conflict, as it deals with the relationship of work life and family life and how it impacts the individual. According to role theory, people have various roles to fulfil (for example, family duties and work duties), which, are a part of differing domains as stated by boundary/ border theory and, through the extent of demands, results in inter-role conflict (Barling, Kelloway & Frone, 2005). This can be very stressful for people and can result in illness, as stated in the literature above.

The third system is that of the exosystem, which is similar to the mesosystem, with the exception that the individual is not present in one of the microsystems (Bronfenbrenner, 1994). For example, an exosystem would be reflected in the relationship between one's spouse's work life and one's home life (Barling, Kelloway & Frone, 2005). This system is also applicable as, mentioned in the literature on work-family role conflict, an individual's work life may affect their family life, which includes their spouse and children. The macrosystem deals with patterns of cultures, sub-cultures, beliefs, life styles and customs which are imbedded in the above mentioned systems. In terms of the macrosystem, factors of culture are important to understand, especially in the South African context, as certain cultural norms affect role conflict. In terms of the literature, aspects of gender roles, patriarchy (low gender egalitarianism) and culture should be given due attention. This is due to the fact that, in terms of inter-role conflict posited by role theory, in cultural contexts, there are specific gender roles which individuals are expected to conform to, and which dictate the way they should behave. This fits in with the behaviour based type of conflict mentioned in the literature above, whereby individuals are expected to behave in different ways within differing domains, which is further complicated due to gender roles. This adds to the demands and pressures of individuals, as it will lead to conflict in the familial domain if not balanced.

In addition to the aspect of gender within the South African context, cultural backgrounds play an important role (Steyl & Koekemoer, 2011). This is due to the fact that different cultures each have their respective traditions and norms. For instance, as mentioned in the literature above, a study conducted by Steyl and Koekemoer (2011), showed that African employees experienced more work-family conflict than that of other race groups, which could be attributed to the fact that it is considered disrespectful by many within the African culture, to miss important ceremonies such as weddings, prayers and funerals. It is important to note that this type of occurrence can also be found in other cultures as well, not just among African culture.

Thus, it is evident that macrosystemic phenomena can influence employee levels of work-family conflict, which in turn could increase the level of strain, resulting in symptoms of psychological distress, such as stress, anxiety and/or depression, with other manifestations in the form of physical illness.

According to border theory (Clark, 2000), work-family conflict occurs mostly within the ecological systems of the mesosystem and exosystem (Ashforth, Kreiner & Fugate, 2000). This ties in with the literature on work-family role conflict in terms of the work domain and the family domain (mesosystem) as well as the fact that often an individual's microsystem will have a relationship with another microsystem which they are not a part of (exosystem). Furthermore, there are two factors which could affect the level of conflict between differing domains. The first aspect deals with flexibility, which is the ability of an individual to perform a role outside of the usual domain. For example, an individual may choose to do work at home or work at organisations which have implemented flexitime initiatives, which allow individuals to work less hours in order to balance the demands from both work and home domains. According to Elmer (2015), flexibility with regards to work hours, has been proven to reduce work-family conflict, especially among employees with young children.

However, a study conducted by Downes and Koekemoer (2011), in South Africa showed that, while flexitime can increase employee commitment, loyalty and less work-family conflict, which could decrease symptoms of stress, anxiety, depression, there were certain challenges. These challenges included a shortage of critical resources, maintaining productivity and understanding the concept of flexitime.

Permeability is the second factor and deals with the ease in which thoughts, people and materials from one domain enter into another. These factors facilitate integration between the work-home interface and could result in easy transition from one domain to another, yet poorly

managed, may lead to increased work-family conflict (Barling, Kelloway & Frone, 2005). This then implies that by keeping a tight structure and boundary between home and work, one would decrease work-home conflict and interference. In the South African context, permeability may be a challenge due to gender roles. The reason for this is that, as mentioned in the above literature, gender roles are influenced significantly from cultural/traditional norms, which dictate what roles men and women should fill, respectively (Albertyn, 2009). For example, a working woman, who while at work, is consumed with thoughts of her ill child, or with household chores (i.e. cooking, cleaning or attending to children) to be completed once her work day is over, may experience work-family conflict. Furthermore, attempts are being made to address gender inequality in South Africa. For instance, according to Hearne (2014), women and men have equal access to basic as well as advanced knowledge, for every 100 business leaders who are male, there are 57.5 female business leaders and there is a ratio of 58:42 in terms of male to female entrepreneurs (Hearne, 2014). It is also evident, while there has been an improvement in gender equity, the discrepancy between men and women is still quite significant.

However, it is important to note that, regardless of this existing discrepancy, there has been an increase in women in the workplace over the years (South African Human Rights Commission, 2017). This can cause certain issues, such as an inability to enter another domain (i.e. work), as women may still, while at work, be preoccupied by what is going on in the family domain, or vice versa, which could lead to work-family conflict, strain and symptoms of psychological distress. Furthermore, research conducted by (De Klerk & Mostert, 2010) has shown that men are now experiencing a higher level of work-family conflict than women, which can be attributed to the increase of women in the workplace, resulting in men having to get more involved in the home domain.

In addition, individuals have a certain amount of control over their boundaries and may choose to keep things segmented to reduce work-family role conflict or, if choosing to be flexible and allow permeability, make arrangements with the family to reduce conflict. Therefore, the experience of role conflict will depend on aspects of the individual as well as of the two domains in question. With reference to the literature, boundary/border theory fits in with the aspect of personality factors, which need to be taken into account, as these would affect the extent of work-family role conflict. The reason for this is that it has been shown that Type A individuals, as well as people who have traits such as agreeableness and neuroticism, are more prone to experiencing work-family role conflict. This is due to individuals who are neurotic, being focused on negative affect and are thus likely to utilise their time inefficiently, and those who are agreeable are likely to be excessively cooperative, forgiving and kind, which could result in work-family conflict (Malekiha, Abedi & Baghban, 2012). In addition, certain individuals prefer working long hours due to their personality factors of conscientiousness and agreeableness (Malekiha, Abedi & Baghban, 2012), which would result in them experiencing more conflict, as they would have strict boundaries, yet poor time and role conflict management due to not making appropriate arrangements with the family. This is evidenced in the fact that it has been found that a lack of family support can result in work-family conflict (Korabik & Lero, 2004), which has been stated in the literature above. Additionally, given the above literature, there are other aspects of an individual which will influence their level of work-family conflict, as the culture of an individual usually dictates their level of involvement with family activities, which could increase the demands from the home domain, resulting in strain, stress and other psychological distress symptoms.

Furthermore, given the literature on work-family conflict and employee well-being, it can be seen that one of the bases of such conflict is strain. This is seen as negative, as it can result in anxiety, depression, fatigue, etc. (Charkhabi, Sartori & Ceschi, 2016 and Ugwu, 2017). Thus,

through the experience of inter-role conflict, described by role theory, individuals are at a high risk of experiencing symptoms of psychological distress (stress, anxiety and depression) as well as physical illness (fatigue, headaches, etc.) (Katz & Kahn, 1978, Charkhabi, Sartori & Ceschi, 2016). However, it is important to note that work-family role conflict may not have exclusively negative effects as is evident in the above literature on positive spill-over of multiple roles. This essentially means that due to having a variety of roles, one would acquire aspects of role privileges, ego gratification, resources and status security, which each act as a buffer against negative feedback one may receive in different roles and which compensate for work-family conflict and/or interference (Sieber, 1974, Chen, Powell & Greenhaus, 2009).

Thus, while multiple roles in differing domains can result in inter-role conflict, a level of permeability between domains actually serves as a buffer against negative feelings which one role can bring. This is evidenced in the following example: A working parent receives a good performance appraisal at work, goes home and receives his/her child's school report and finds out that their child did poorly. The permeability of thoughts from work (positive performance appraisal) into the domain of the home can result in a buffering effect. This could then reduce levels of distress felt by the individual and increase their satisfaction with life, which is indicative of eustress experienced by individuals (O'Sullivan, 2010).

Furthermore, given the above literature on well-being and work-family conflict, it is evident that there is a relationship between the two variables. Seligman's (2011) Well-Being Theory will now be used in order to provide a framework for well-being within the context of this study. According to this theory, Positive emotion, Engagement, Relationships, Meaning and Accomplishment (PERMA) are five elements which individuals should nurture in order to be classified as healthy. These dimensions are aspects which people often pursue for their own sake, which is the reason why it has a place in well-being (Forgeard, Jayawickreme, Kern & Seligman, 2011). Positive emotion is the first factor of Well-Being Theory and is a well-studied

facet with regards to well-being and includes feelings such as being excited and joyful. In terms of work-family conflict, numerous studies have shown that there is a direct link between individuals' emotions and role demands, with high levels of work-family conflict resulting in high levels of psychological distress, i.e. strain, stress, anxiety, etc. (Katz & Kahn, 1978). Such psychological distress will lead to a significant lack of positive emotion, which according to Well-Being Theory is plays an important part in an individual's wellness.

The second facet of Well-Being Theory is that of engagement, and is referred to as a psychological state whereby an individual feels absorbed in the task they are doing. As portrayed in the literature above, employees, who have difficulty balancing the demands of their role as a member of an organisation and a member of their respective families, experience a lack of engagement with the tasks they are required to complete at work (Rothmann & Baumann, 2014), as they may be preoccupied with thoughts on familial matters whilst at work. Conversely, they may be at home, yet be preoccupied with thoughts of work, which could also cause strain within the family and /or their relationships with significant others (Greenhaus & Beutell, 1985, Rothmann & Baumann, 2014). For example, an office worker for SAPS, who has been exposed to a particularly high profile case at work, may be intrigued and be preoccupied with the case while at home. This can result in tension/conflict within the home/family domain. Spillover Theory is applicable here, with regards to factors of spill over and crossover. This aspect provides insight into the impact of work on the home domain, with regard to work related emotions from the employee being transferred onto family members, especially the partner/spouse (Krishna & Lakshmypriya, 2016). Spillover deals with the transference of well-being from one domain to another. For example, an office worker within the SAPS may experience high volumes of work, resulting in time based work-family conflict. Crossover deals with transference across individuals, whereby job demands, and subsequent

stress/strain can cross over between family members. This ties in with the third aspect of Well-Being Theory to be discussed, i.e. relationships.

Relationships include social support, which is the belief that one is esteemed, loved, valued and cared for. In terms of work-family conflict, this aspect is of great importance, as well as debate. The reason for this is that numerous studies have been conducted on relationships and social support within the domain of work-family conflict, with the results being mixed. This is exemplified in a recent study showing that marital status and spousal support can serve as a protective barrier against the negative impact of stress caused by attempting to balance the responsibilities from home and work domains, respectively, through providing social support (Steyl & Koekemoer, 2011). On the other hand, research conducted by Mjoli, Dywili and Dodd (2013), showed that marital status does not play a significant role in the work-family conflict domain.

The fourth facet of Well-Being Theory is that of meaning, which has various definitions. According to Seligman (2011), it refers to a sense of belonging and the service of something larger than the self. Baumeister (1992) posits that the term meaning is defined as a response to the question of "what is the meaning of my life". It is based on one's experience of their life and how meaning is attached to one's experiences. Research has shown that many individuals gain meaning from the work which they do or activities which they carry out. For example, the support staff (office workers) within SAPS may gain meaning from the work that they engage in, as they may believe that they are a small part of a significantly large force of good (crime fighting). However, other studies showed that meaning can stem from social support and relationships (Forgeard, Jayawickreme, Kern & Seligman, 2011). This ties in with the previous facets of engagement and relationships, as it shows how individuals acquire a sense of meaning. Thus, if employees do not have a sense of engagement as well as strong, supportive

relationships, they may find it difficult to find meaning in life, due to the negative effects of attempting to balance their different role expectations and demands.

The last construct within Well-being Theory is that of accomplishment. This refers to factors of success, achievement and mastery in a particular context or domain (Forgeard, Jayawickreme, Kern & Seligman, 2011). It has also been defined on an individual level as reaching a desired state or making progress towards certain goals. Employees who find it difficult to acquire a level of engagement in work tasks, due to being preoccupied by expectations of them in their family domain, may not put enough effort into acquiring a sense of accomplishment. Thus, it is evident that each of the facets of Seligman's (2011) theory are interrelated and have links to work-family conflict.

It is evident that inter-role conflict can arise from the mesosystem, exosystem as well as the macrosystem, and can be explained through Ecological Systems Theory, Boundary and Border Theory. In addition to this, work-family conflict was conceptualised through Well-Being Theory, indicating that there is link between work-family conflict and a decreased state of well-being among employees. However, it is important to note that work-family conflict can have a positive effect for the individual in terms of well-being and quality of life if managed correctly.

2.4. The Present Study

A conceptual and theoretical basis of the study was provided by the above literature review. The purpose of this study was to investigate the relationship between work-family conflict and employee well-being, in terms of psychological distress and physical illness, among office workers. For the purposes of the current study, workers within SAPS are focused on exclusively. Additionally, the majority of the research conducted within the work-family conflict domain in South Africa, has focused on the nursing sector (Beekhan, 2008), police officers (Bazana & Dodd, 2013), miners (Steyl & Koekemoer, 2011) etc. The domain of office

workers, especially those within SAPS, has been largely neglected. Thus, the present study will seek to bridge the gap found in South African based literature on work-family conflict.

Therefore, the above has evidenced that work-family conflict and well-being can be conceptualised through the use of Bronfenbrenner's (1979) Ecological Systems Theory, Role Theory, which was posited by Kahn, Goode, Wolfe and Rosenthal in the 1960's, Boundary Theory (Ashforth, Kreiner & Fugate, 2000) as well as Well-Being Theory (Seligman, 2011). This is due to each of the first three theories mentioned above positing that individuals can be understood through the different roles they play within the various systems in their lives (i.e. work, family, community, etc.), as well as the consequent impact of their conflicting duties and responsibilities on their well-being, conceptualised by Seligman's (2011) Well-Being Theory.

2.5. Summary

A review of the literature on work-family conflict as well as employee well-being, in terms of psychological distress and physical illness, was discussed in order to provide a conceptualisation of the constructs, thus, laying the foundations for the current study.

CHAPTER THREE: METHODOLOGY

3.1. Introduction

This section seeks to explain certain important aspects of the current study. These aspects are the research design, sample, procedure, ethical considerations and methods of data collection, as well as data analysis. Each of these factors are considered imperative to any research undertaking as it explains the nature of the study, how the study is to be conducted, instruments of measurement used, as well as the population sample used for the study.

3.2. Research Methodology

3.2.1. Research design

The research design for this particular study is positivist in nature as the study aims to demonstrate the relationship between social phenomena (Mann, 2003), that is, the relationship between work-family role conflict and employee well-being (psychological distress and physical illness), as well as whether work-family conflict is a predictor of well-being, with the first aspect being the independent variable and the latter being the dependent variable. Under the positivist paradigm quantitative methods are often used (Mann, 2003), as is the case with the current study. Thus, the quantitative research paradigm is most suited to the current study as it looks at relationships between variables and allows the researcher to find meaning from statistical data with regard to these relationships (Mann, 2003). It also allows for information to be derived from the statistics with regards to prediction, and allows for the researcher to answer certain questions, i.e. Which variable predicts what? and What does that mean?

Additionally, this research follows a cross sectional design, which involves the study being carried out at one point in time (Mann, 2003). Thus, the data was gathered one time, with no subsequent follow-up studies. Furthermore, a quantitative cross sectional design was best

suited for this study, as it not time consuming. Cognisance was taken of time constraints due to the nature of the work the participants engaged in (i.e. office workers within SAPS).

3.2.2. Non-probability Judgemental Sampling

The population, for the purpose of this study, consists of office workers from various units/departments of the South African Police Services in Durban, South. Permission to conduct the research within the various units or departments of SAPS was obtained from the Deputy Provincial Commissioner in Human Resources, Major General L.N Ngembe, through communicating via e-mail. The sampling method used was non-probability judgemental sampling, which is also known as purposive sampling. This method entails that the sample is picked based on the specific needs of the researcher, which in this case are office workers within SAPS. Two hundred and ten questionnaires were received, however, due to 8 being incomplete, a total of 202 questionnaires were utilised for the purposes of the current study. The demographics of the sample includes individuals from various backgrounds, in terms of race, vernacular, culture, religion, marital status and age, among others. These demographics are listed in Table 1 below.

3.2.3. Participants

The researcher began contacting the office of the Provincial Commissioner of the South African Police Services in order to attain permission to conduct research within the various police stations in the Durban and surrounding areas. Permission was granted by the Provincial Commissioner's office, and areas permitted to participate in the study included the following clusters: Brighton Beach, Chatsworth, Durban Central, Inanda, Phoenix, Pinetown, Umlazi as well as the Durban Provincial Office. Thereafter, various police stations were approached in order to inquire which police stations would be interested in participating in the study. Ultimately, the study sample consisted of eight police stations and the Provincial Office. Three hundred questionnaires were distributed to office workers, however, 90 were not returned, and

of those that were returned to the researcher, 8 were incomplete. The police stations included as well the number of participants who completed questionnaires are as follows: Bellair SAPS (9), Point SAPS (8), Westville SAPS (5), Pinetown SAPS (37), Umkomaas SAPS (18), Phoenix SAPS (28), KwaMashu SAPS (19), Durban Central SAPS (39). The Provincial Office consisted of 39 participants.

Thus, the study consisted of 202 participants (see Table 1). The sample was dominantly female (59.6%). The majority of the participants fell within the 41 – 55 and 26 – 40 year old age group, and 50.2% of the sample were married, with 71.9% of the sample having one child or more.

Table 1

Demographics and Frequency Table

Demographic		(N) Frequency	%
Gender	Male	82	40,4
	Female	121	59,6
Age	18-25 years old	24	11,8
	26-40 years old	72	35,5
	41-55 years old	100	49,3
	56-65+ years old	7	3,4
Race	African	99	48,8
	Coloured	16	7,9

	Indian	63	31,0
	Asian	5	2,5
	White	20	9,9
Language	Tswana	1	0,5
	Sotho	1	0,5
	Zulu	93	45,8
	Xhosa	4	2,0
	English	90	44,3
	Afrikaans	13	6,4
	Other	1	0,5
Relationship status	Single	54	26,6
	Married	102	50,2
	Widowed	6	3,0
	In a relationship	41	20,2
Partner's employment status	Yes	108	53,2
	No	48	23,6
	Not Applicable	47	23,2
Number of children	None	57	28,1
	One	62	30,5
	Two	52	25,6
	Three	20	9,9
	Four	7	3,4
	Five	4	2,0
	More than five	1	0,5

Children under 6	Yes	61	30,0
	No	142	70,0

3.3. Methods of Data Collection

The method of data collection used for this study is that of the quantitative survey, which entailed the administration of questionnaires. This usually includes a formalised set of questions in order to obtain information from respondents (Malhotra, 2009). As the research design is positivist and quantitative in nature, questionnaire use is applicable as it allows for data to be collected in a standardised manner, ensuring that it is internally coherent and consistent for analysis, which assisted in the in the achievement of the aims of the study.

There are four parts to the questionnaire for this study. The first part comprises of the demographic section. The second part consists of the Work-Family Conflict Scale (Carlson, Kacmar & Williams, 2000), the third is the General Well-Being Schedule (Dupuy, 1978) and the fourth is the Physical Symptoms Inventory (Spector & Jex, 1998).

3.3.1. Biographical Questionnaire

This questionnaire was designed in order to provide demographic information which is pertinent to the current study. The questionnaire seeks to provide information on age, race, gender, relationship status, home language, whether there are dual earner couples, number of children people have as well as whether people have children under the age of six.

3.3.2. Work-Family Conflict Scale

The Work-family Conflict Scale was developed by Carlson, Kacmar and Williams (2000) in order to bridge the gap they had found in the literature, which showed that there was no measurement instrument that gauged all dimensions of work-family conflict (Godek, 2012). There are six sub-scales which form the Work-family Conflict Scale in its entirety. These sub-

scales reflect the concept of work-family conflict as well as its dimensions. There are three dimensions of work-family conflict, which are: time based work-family conflict, behaviour based work-family conflict and strain based work-family conflict. Furthermore, there are a total of eighteen items which measure each of the dimensions. Examples of the items on the scales are as follows: "My work keeps me from my family activities more than I would like." (time based work-family conflict), "When I get home from work I am often too frazzled to participate in family activities/responsibilities." (strain based work-family conflict) and "The behaviors I perform that make me effective at work do not help me to be a better parent or spouse." (behaviour based work family conflict) (Carlson, Kacmar & Williams, 2000).

Each of the items are rated on a five point Likert-type scale, with one being "strongly agree" to five being "strongly disagree". A high score on the Work-family Conflict Scale indicates high levels of work-family conflict. The Work-family Conflict Scale (Carlson et al., 2000) had an alpha coefficient of 0.87, which is significantly above the standard of 0.70, showing the internal consistency of the measure to be valid and reliable. In South African, studies conducted by Braghin (2009) and Opie and Henn (2013) have shown an alpha coefficient of 0.92 and 0.86 respectively. Thus, indicating the internal consistency of the measure to be valid and reliable in the South African context.

3.3.3. The General Well-being Schedule

The General Well-being Schedule was developed by Dupuy (1978) for the United States Health and Nutrition Examination Survey, and reflects the theories of well-known theorist Kurt Lewin (McDowell, 2006). The General Well-being Schedule provides a broad indicator of individual subjective feelings of distress and psychological well-being. The scale measures an individual's inner state rather than conditions which are external in nature, such as an individual's neighbourhood.

Positive and negative affect are reflected within the General Well-being Schedule and there are six sub-scales which are measured. These sub-scales are as follows: positive well-being ("How have you been feeling in general?"), self- control ("Have you been in firm control of your behavior, thoughts, emotions, or feelings?"), vitality ("Have you been waking up fresh and rested?"), anxiety ("Have you been bothered by nervousness or your "nerves"?"), depression ("Have you felt so sad, discouraged, hopeless, or had so many problems that you wondered if anything was worthwhile?") and general health ("Have you been bothered by any illness, bodily disorder, pain, or fears about your health?").

The scale has a total of eighteen items, each of which has a time frame of "during the last month". Fourteen of these items utilise six point response scales, while the four remaining items use a response type which runs on a continuum from zero to ten, with adjectives on each end. Note that an adapted version was utilised for the purposes of the current study, and items 15 to 18 were removed. The reason for this is that the researcher was required to take cognisance of the time taken to complete each questionnaire, as the nature of the participants' vocations necessitated this. In terms of the reliability and validity of the adapted General Well Being scale has an alpha co- efficient of 0.85, which is above the standard of 0.70 and is, therefore, deemed internally consistent (McDowell, 2006). In South African, a study conducted by Wissing (2006) have shown an alpha coefficient of 0.91. Thus, indicating the internal consistency of the measure to be valid and reliable in the South African context.

3.3.4. The Physical Symptoms Inventory

The Physical Symptoms Inventory was developed in by Spector and Jex (1998). The scale measures somatic physical health symptoms which, according to many researchers, are thought to be associated with psychological distress (Spector & Jex, 1998). The original Physical Symptoms Inventory originally had eighteen items, however, it has been changed over time by Spector and Jex (1998), with the result that it now has twelve items. The reason for these

changes is that five of the six items were rarely endorsed and the sixth item of "backache" was removed due to it overlapping with "Musculoskeletal Disorder" (MSD).

This is a Likert type scale and ranges from one (Not At All) to five (Everyday), with higher scores indicating a high frequency of experience of illness. Additionally, the scale requires respondents to indicate the frequency of their experience of certain physical somatic illnesses over the past thirty days/month. Examples of the items are as follows:

Over the past month, how often have you experienced each of the following symptoms?

1. An upset stomach or nausea

2. Trouble sleeping

3. Headache

(Spector & Jex, 1998, p. 1)

In terms of internal consistency, the Physical Symptoms of Illness Scale (Spector and Jex, 1998) is a causal indicator and as such alpha coefficients are irrelevant. The measure has been used in South African Studies, such as in a study entitled 'Predictors of burnout among HIV nurses in the Western Cape' (Roomaney, Steenkamp & Kagee, 2017).

3.4. Study Procedure

Gaining access to the office workers in the South African Police Services (SAPS) departments was done through contact with the Provincial Commissioner's office (primary gatekeeper). A research proposal was sent to the gatekeeper for perusal.

Once permission was obtained, the researcher approached the Human Resources manager or the Station Commander (secondary gatekeeper) of each police station in order to receive permission to use the SAPS employees (i.e. office workers) for the purposes of the current

study. The nature of the study was explained in detail and it was ensured that the relevant secondary gatekeeper had a comprehensive understanding of the nature of the study. Additionally, any questions that each secondary gatekeeper had were answered by the researcher.

The secondary gatekeeper distributed the questionnaires and left a labelled box (provided by the researcher) in which employees could deposit their completed questionnaires. The researcher and the secondary gatekeepers agreed on a period of time in which the questionnaires should be completed (i.e. 2 weeks). Thereafter, once the agreed upon period of time had subsided, the researcher picked up the completed questionnaires. Furthermore, creating an atmosphere of honesty and transparency was attempted. This was done through handing out informed consent forms to participants, which explained the nature of the study as well as the fact that their participation was on a voluntary basis and that their identities will remain anonymous at all times.

3.5. Ethical considerations

Various ethical considerations were adhered to regarding the current study. Firstly, an informed consent form was drafted so that participants would have the following information: the nature and purpose of the research, contact details and identity of the researcher as well as supervisor, the fact that participation was voluntary, confidentiality of all information, anonymity of participants as well as freedom of participants to choose to withdraw from the research at any time without prejudice.

Secondly, the data collected is stored in a safe or vault in the Department of Psychology at Howard College Campus. The only people who have access to the data will be the researchers. This is done in order to maintain confidentiality. The data will be stored for a duration of five years, thereafter it will be destroyed via shredding all of the questionnaires which were administered and completed. Additionally, when entering the data into the statistical computer

program, no personal details or names were recorded and only researchers had access to the computer. For the purposes of identification, the participants were assigned numbers. This was done to ensure that the anonymity of the participants was upheld. Furthermore, after five years the evidence stored on the computer will be erase and purged.

3.6. Data Analysis

Furthermore, the data collected during the research stage was analysed using the Statistical Product and Service Solutions package (IBM Corp., 2017). The data was recorded and coded onto the SPSS spread sheets. Next, certain tests were carried out in order to answer the research questions.

Descriptive tests were carried out in order to describe the distribution of the scores for the variables of work-family conflict and employee well-being. This entails results on the means (statistical average), standard deviation (the deviation of the distribution of the scores from the mean), minimum and maximum scores, kurtosis (which is used to establish peakedness) and skewness (which is used to determine whether the results are negatively or positively skewed) for each of the variables. Next, the internal consistency of measures were assessed by

conducting factor analysis tests. According to Tavakol and Dennick (2011), the accepted value of the Cronbach alpha ranges from 0.70-0.90. The above mentioned descriptive statistics are essential as they, not only describe the distribution, but also build the foundation for inferential statistical analysis.

As this study focuses mainly on the relationship between variables, Pearson product-moment correlational tests were conducted next using SPSS in order to assist in gaining insight into the phenomena of work-family role conflict and employee well-being, i.e. psychological distress and physical illness, and whether or not there was a significant relationship between the two. Pearson correlation coeffecients as well as the significant levels were focused on in order to investiagte for significant values. This was done once the correlation matrix was computed. According to Cohen, Cohen, West and Aiken (2013), effect sizes of relationships show how important the yielded results are, with medium effect size ranging from 0.30 to 0.49 and a large effect size ranging from 0.50 upwards. Additionally, the statistical significance level for this study is $P=0.05$. Thus, medium or large relationships were considered as practically significant.

Lastly, multiple regression tests were conducted. This type of analysis is flexible and can be used in cases where a quantitative variable (either an independent/dependant variable) needs to be analysed in relation to any other variable (which are expressed as predictor or independent variables), which may have a contribution among the variables (Pallant, 2011). Additionally, in order to determine if work-family conflict can predict employee well-being, standard multiple regression was conducted. When analysing the results from multiple regression, the R squared value was examined in order to determine the percent and amount of variance of the dependent variables (employee well-being) is explained by the independent variable (work-family conflict). Next, the beta coefficients (standardised coefficients) were examined in order to determine which variable is a better predictor of the independent variable. The last aspect investigated is that of the significant levels ($P<0.05$) in order to see if the prediction is

statistically significant. Therefore, multiple regression analysis assists in determining if work-family conflict is a predictor of employee well-being.

3.7. Summary

This chapter of the study explains the aspects of research design, research measurements, ethical considerations, research sample as well as the analysis of the data collected.

CHAPTER FOUR: RESULTS

4.1. Introduction

This chapter involves the tabulation and interpretation of results yielded from the statistical analysis of the data. The descriptive statistics of the current sample are portrayed herein. In addition, the relationship between variables were examined through the use of Pearson's product-moment correlation coefficients and the predictive role of the variables were investigated through the utilisation of regression analysis.

4.2. Descriptive Statistics

The descriptive statistics as well as the Cronbach Alpha scores for the scales of measurement utilised in this study (i.e. the Work-Family Conflict, General Well-Being and Physical Symptoms of Illness questionnaires) are depicted in Table 2. The Cronbach Alpha coefficients portrayed in Table 5 clearly show that the scales utilised in this study are reliable. This is due to the $\alpha > 0.7$, which according to Pallant (2011) is in accordance with statistical guidelines. Upon examination of Table 2, it is evident that the scores on Work-Family Conflict and Physical Symptoms of Illness are negatively skewed, indicated by the scores being clustered to the right at the high values. The score on General Well-Being, however, is clustered to the left at the low values, which is indicative of positive skewness. The kurtosis scores in Table 2 indicate that Work-Family Conflict and General Well-Being distribution of scores are flat. Alternatively, the Physical Symptoms of Illness score indicates a peaked distribution of the scores. Therefore, the data portrayed in Table 2 indicate a normal distribution of the scores on each scale.

Table 2

Descriptive Statistics and Cronbach Alpha of Scales Utilised

Variable	N	Min.	Max.	Mean	S.D	Skewness	Kurtosis	Cronbach Alpha (α)
Total WFC	203	18	90	46.965	13.087	0.409	0.568	0.930
Total GWB	203	1	70	45.738	12.703	-0.561	0.442	0.915
Total PSI	203	12	60	22.847	8.449	1.127	1.397	0.895

4.3. Pearson Product Moment Correlation Coefficients

Pearson Product Correlation tests were conducted in order to ascertain the relationship between Work-Family Conflict, General Well-Being and Physical Symptoms of Illness. The results are as follows.

The relationship between Work-Family Conflict and General Well-Being was investigated using Pearson product-moment correlation coefficient (as portrayed in Table 3). The results showed a strong negative correlation between the two variables, r (203) = -.586; p<.01, with lower levels of work-family conflict being associated with higher levels of well-being. Furthermore, analysis revealed that Work-Family Conflict had a practically significant (large effect) with General Well-Being.

The relationship between Work-Family Conflict and Physical Symptoms of Illness was investigated using Pearson product-moment correlation coefficient (as portrayed in Table 3). The results showed a medium positive correlation between the two variables, r (203) = .475; p<.01, with high levels physical symptoms of illness associated with high levels of work-family

conflict. Furthermore, analysis revealed that Work-Family Conflict had a practically significant (medium effect) with Physical Symptoms of Illness.

Table 3

The Relationship between Work-Family Conflict, Physical Symptoms of Illness and General Well-Being

		Total WFC	Total PSI	Total GWB
Total WFC	Pearson Correlation	-	.475[**+]	-.586[**++]

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

+ Practically significant (medium effect >0.30)

++ Practically significant (large effect >0.50)

Pearson correlation coefficients were utilised in order to investigate the relationship between the demographic variables utilised in the current study and work-family conflict, general well-being as well as physical symptoms of illness. The results, which are portrayed in Table 4, are as follows.

First, a small positive correlation was found between age and physical symptoms of illness, r (203) = .189; p<0.01, with an increase in age associated with an increase in physical symptoms of illness.

Second, a small positive correlation was found between number of children and work-family conflict, r (203) = .222; p<0.01, with an increase in the number of children one has being associated with an increase in work-family conflict.

Third, a small positive correlation was found between number of children and physical symptoms of illness, r (203) = .205; p<0.01, with an increase in the number of children one has being associated with an increase in physical symptoms of illness.

Fourth, a small positive correlation was found between relationship status and work-family conflict, r (203) = .143; p<0.05, with an increase in relationship status (i.e. marriage, long-term relationship) being associated with an increase in work-family conflict.

Fifth, a small positive correlation was found between having children under the age of 6 years old and work-family conflict, r (203) =.148; p<0.05, with an increase in the number of children under the age of 6 years old being associated with an increase in levels of work-family conflict.

Last, a small negative correlation was found between number of children and general well-being, r (203) = -.261; p<0.01, with an increase in the number of children one has being associated with a decrease in levels of general well-being.

Table 4

The Relationship between Demographic Variables and Work-Family Conflict, General Well-Being and Physical Symptoms of Illness

		1	2	3	4	5	6	7	8	9	10
1. Gender	Pearson Correlation	1	-	-	-	-	-	-	-	-	-
2. Age	Pearson Correlation	0,099	1	-	-	-	-	-	-	-	-
3. Race	Pearson Correlation	-0,108	$.275^{**+}$	1	-	-	-	-	-	-	-
4. Relationship	Pearson Correlation	$-.187^{**+}$	$-.186^{**+}$	-0,085	1	-	-	-	-	-	-
5. Partner Employment Status	Pearson Correlation	0,021	0,069	-0,040	$-.394^{**++}$	1	-	-	-	-	-
6. Children	Pearson Correlation	-0,040	$.326^{**++}$	$-.210^{**+}$	0,100	-0,059	1	-	-	-	-

		1	2	3	4	5	6	7	8	9	10
7. Children Under 6	Pearson Correlation	0,016	.292**+	.406**++	-.162*+	.168*+	-.326**++	1	-	-	-
8. Total WFC	Pearson Correlation	-0,087	0,042	-.176*+	.143*+	-0,050	.222**+	.148*+	1	-	-
9. Total GWB	Pearson Correlation	-0,073	-0,071	.194**+	-0,086	-0,077	-.260**+	0,103	-.586**+++	1	-
10. Total PSI	Pearson Correlation	0,058	.189**+	-0,010	0,126	0,073	.205**+	-0,003	.475**++	-.673**+++	1

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

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

+ Practically significant (small effect >0.10)

++ Practically significant (medium effect >0.30)

++ Practically significant (large effect >0.50)

4.4. Independent Samples T-test

An independent sample t-test was conducted in order to compare the Work-Family Conflict scores for males and females (see Table 5). There were no significant differences in scores for males (M=48.3415, SD=13.5748) and females (M=46.0331, SD=12.7180); $t(201) = 1.235$, $p>0.05$. The magnitude of the differences in the means was very small (eta squared = 0.75%), which means that only 0.75% of the variance in work-family conflict is explained by gender.

An independent sample t-test was conducted in order to compare the General Well-Being scores for males and females (see Table 6). There were no significant differences in scores for males (M=46.8859, SD=12.2995) and females (M=44.9752, SD=12.9643); $t(201) = 1.041$, $p>0.05$. The magnitude of the differences in the means was very small (eta squared = 0.53%), which means that only 0.53% of the variance in general well-being is explained by gender.

An independent sample t-test was conducted in order to compare the Physical Symptoms of Illness scores for males and females (see Table 7). There were no statistically significant differences in scores for males (M= 22.4561, SD=8.1465) and females (M= 23.2479, SD= 8.6586); $t(201) = -0.820$ $p>0.05$. The magnitude of the differences in the means was very small (eta squared = 0.82%), which means that only 0.82% of the variance in physical symptoms of illness are explained by gender.

Table 5

Comparison of Work-Family Conflict Scores for Males and Females

		Levene's Test for Equality of Variances		t-test for Equality of Means					95% Confidence Interval of the Difference	
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	*Lower*	*Upper*
TotalWFC	Equal variances assumed	0,743	0,390	1,235	201	0,218	2,30841	1,86951	-1,37796	5,99477

Table 6

Comparison of General Well-Being Scores for Males and Females

		Levene's Test for Equality of Variances		t-test for Equality of Means					95% Confidence Interval of the Difference	
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Lower	Upper
TotalGWB	Equal variances assumed	0,031	0,861	1,041	201	0,299	1,89065	1,81666	-1,69151	5,47280

Table 7

Comparison of Physical Symptoms of Illness Scores for Males and Females

| | | Levene's Test for Equality of Variances | | t-test for Equality of Means | | | | | 95% Confidence Interval of the Difference | |
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Lower	Upper
TotalPSI	Equal variances assumed	0,003	0,954	-0,820	201	0,413	-0,99184	1,20952	-3,37680	1,39313

4.5. Regression Analysis

Standard linear progression was utilised in order to ascertain whether Work-Family Conflict predicts General Well-Being. The independent variable was Work-Family Conflict and the dependent variables were General Well-Being and Physical Symptoms of Illness. The results, as shown in Tables 8 and 9, indicate that two statistically significant predictions were found. First, the results indicated (Table 8) that Work-Family Conflict is a predictor (R squared =0.344 and p<0.01) of General Well-Being, which is statistically significant (p<0.01). Upon review of Table 8, it can be seen that the model as a whole contributed to 34% of the variance in General Well-Being. Second, the results indicated (Table 9) that Work-Family Conflict is a predictor (R squared =0.226 and p<0.01) of Physical Symptoms of Illness, which is statistically significant (p<0.01). Upon review of Table 9, it can be seen that the model as a whole contributed to 22% of the variance in Physical Symptoms of Illness.

Table 8

General Well-Being as a Predictor of Work-Family Conflict

Variable	R	R Square	Adjusted R Square	SE	Sig.
General Well-Being	.586	0,344	0,340	10,31647	0.000**

Note: ** Statistically significant p< 0.01

Table 9

Physical Symptoms of Illness as a Predictor of Work-Family Conflict

Variable	R	R Square	Adjusted R Square	SE	Sig.
Physical Symptoms of Illness	.475	0,226	0,222	7,45288	0.000**

Note: ** Statistically significant p< 0.01

4.6. Summary

The purpose of this chapter was to provide the results of the statistical analysis conducted via SPSS 25 (IBM Corp., 2017). Results on factor analysis, descriptive statistics, Pearson product-moment correlation coefficients, as well as standard linear regression were reported in this chapter.

CHAPTER FIVE: DISCUSSION OF RESULTS

5.1. Introduction

The purpose of this chapter is to discuss the results of the present study within the context of prior research. The research questions of the current study are discussed along with its practical implications. Thereafter, a summary of this chapter is provided.

5.2. Discussion of Results

There objectives of the current study are three-fold. Firstly, the study aimed to determine whether there is a relationship between work-family conflict and employee well-being in terms of psychological distress and physical illness. Secondly, the study aimed to determine whether work-family conflict predicts employee well-being in terms of psychological distress and physical illness. Thirdly, the study aimed to determine whether demographic variables play a role in work-family conflict and employee well-being in terms of psychological distress and physical illness.

Reliability analysis was conducted on the Work-Family Conflict Scales (WFC), General Well-Being Scale (GWB) and the Physical Symptoms of Inventory (PSI). The results revealed that all the above measurement instruments had reliability coefficients that were significantly high. The Cronbach alpha coefficients were utilised in order to determine reliability and were found to be acceptable, according to the guidelines of Pallant (2011) ($\alpha > 0.70$). In addition, the results of all three measures showed that they are normally distributed. Therefore, the descriptive statistics have allowed for inferential analysis to be conducted.

Firstly, the study aimed to determine whether there is a relationship between work-family conflict and employee well-being in terms of psychological distress and physical illness. The results showed that a practical and statistically significant relationship was found between well-being and work-family conflict. The lower the levels of work-family conflict experienced by

SAPS office workers, the more likely they are to experience higher levels of general well-being. This finding is supported by studies (Kinman, McDowell & Cropley, 2012, Rothmann & Baumann, 2014) which have found that strain based work-family conflict as well as an inability to balance responsibilities from work and family domains are likely to result in symptoms of psychological distress (i.e. a reduced state of general well-being).

Secondly, the results showed that a practical and statistically significant relationship was found between work-family conflict and physical symptoms of illness. Results were indicative of the fact that the higher the levels of work-family conflict experienced by SAPS office workers, the more likely they are to experience symptoms of physical illness. This finding is in line with studies (Griep, Toivanen, Van Diepen, Guimarães, Camelo, Juvanhol, & Chor, 2016, Liu & Zhou, 2017) which have found that employees who experience high levels of work-family conflict have poor levels of physical well-being. A possible reason for this is that the strain of being unable to meet the demands of the work and family domains respectively may result in feelings of stress, anxiety and depression, which can subsequently negatively impact an individual's physical health.

The second aim of the current study was to determine whether work-family conflict predicts employee well-being in terms of psychological distress and physical illness.

The results showed that work-family conflict is a predictor of both general well-being (in terms of psychological distress), as well as physical symptoms of illness. A possible reason for this, as discussed in detail in the literature above, is that work-family conflict may result in strain/stress which subsequently has a negative impact on the psychological and physical well-being of employees. These findings are supported by studies (Grant-Vallone & Donaldson, 2001, Winefield, Boyd & Winefield, 2014, Connerley & Wu, 2016) which show that work-

family conflict explains a large amount of variance in psychological distress as well as physical illness, thus indicating its predictive ability.

It should be noted that the above findings are in line with the theoretical framework of this study, i.e. Ecological Systems Theory, Role Theory and Boundary Theory. This is due to employees having different roles and role related demands/expectations in the various domains or microsystems in their lives (i.e. family, work, society, etc.), and an inability to satisfy or meet these demands/expectations is likely to result in work-family conflict (as evidenced by the information yielded in the current study). Possible reasons for these findings include: the nature of the work done (for example, administrative duties within SAPS is voluminous) and the type of work environment and demands/expectations placed on the employees within each domain or system of their lives. Furthermore, the results yielded with regards to physical symptoms of illness and general well-being tie in with the theoretical framework of General Well-Being Theory. This is due to one of the main components of work-family conflict being that of strain, which largely arises from individuals' inability to adequately cope with the different stressors from each of their domains or microsystems in their lives. In addition, the experience of work-family conflict results in the decrease of general well-being (i.e. psychological distress) and an increase in physical symptoms of illness (i.e. headaches, weight-loss, indigestion, etc.). Possible reasons for the results yielded in the current study include: lack of engagement (Rothmann & Bauman, 2014), lack of social support and meaningful relationships (Krishna & Lakshmypriya, 2016).

The third aim of the study was to determine whether demographic variables play a role in work-family conflict and employee well-being in terms of psychological distress and physical illness.

Firstly, a statistically significant relationship was found between age and physical symptoms of illness. The older an employee is, the more likely they are to experience physical symptoms

of illness. This finding is supported by studies (De Klerk & Mostert, 2010, Mjoli, Dwyili & Dodd, 2013, Wolff, Rospenda & Richman, 2014) which have found that there is a link between work-family conflict, age as well as physical illness. Possible reasons for this finding include older employees being more at risk of becoming ill or having more responsibilities than their younger colleagues.

Secondly, a statistically significant relationship was found between the number of children an employee has and work-family conflict, with the more children one has, resulting in an increase in the experience of work-family conflict. Thirdly, in conjunction with this finding, a statistically significant relationship was found between number of children and general well-being; the more children one has, the more likely they are to experience a decreased level of general well-being in terms of psychological distress. Fourthly, in line with the above findings a statistically significant relationship was found between the number of children and physical symptoms of illness, with the more children an employee has, resulting in an increased likelihood of physical illness. These findings are supported by studies (Mjoli, Dywili & Dodd, 2013, Matysiak, Mencarini, & Vignoli, 2015, AlAzzam, AbuAlRub, & Nazzal, 2017) which have found that employees who have children experience work-family conflict and consequently lower levels of general well-being (i.e. psychological distress and physical illness). Possible reasons for this finding include: the stressors of having children and being a working parent (i.e. worrying about their well-being, ensuring they are taken care of while the employee is at work, etc.) and being unable to cope with the demands/expectations between the employee's family and work domain as well as the school domain of the child/children.

Fifthly, a statistically significant relationship was found between relationship status and work-family conflict. The more committed one is in a relationship, the more likely they are to experience an increase work-family conflict. This finding is supported by studies (Opie & Henn, 2013, Özkan, Esitti & Köleoğlu, 2015) which have found that employees who have more

family based responsibilities are likely to experience an increase in work-family conflict. A possible reason for this is employees being obligated to cope with various forms of commitments, each of which are equally important, however for completely different reasons,

Lastly, a statistically significant relationship was found between having children under the age of 6 years old and work-family conflict. The more children an employee has, who are aged 6 years old and under, the more likely they are to experience an increase in work-family conflict. This finding is supported by studies (Elmer, 2015, Schultz & Schultz, 2015) which have found that employees who have children under 6 years old experience high levels of work-family conflict. A possible reason for this finding is due to children of that age being excessively dependent on their parents for the majority of their needs.

In relation to gender, firstly, there was no statistically significant difference found between work-family conflict scores for males and females. This finding is supported by various studies conducted, i.e. Singh and Sharma (2017) and Shockley, Shen, DeNunzio, Arvan and Knudsen (2017). A possible reason for this finding could be that more men are assuming equal roles in the family domain, and more women are assuming more roles in the work domain, thus increasing the level of work-family conflict experienced by both genders to a point where there is no statistical difference.

Secondly, there was no statistically significant difference found between general well-being scores (in terms of psychological distress) for males and females. This finding is supported by various studies which were conducted, i.e. Jafari, Dehshiri, Eskandari, Najafi, Heshmati and Hoseinifar (2010) and Salleh and Mustaffa (2016). A possible reason for this could be that both male and female office workers within the SAPS experience similar levels of general well-being, as both genders are treated equally and given the same or similar task and responsibilities.

Lastly, there was no statistically significant difference found between physical symptoms of illness scores for males and females. This finding is in contrast to various studies conducted (Sweeney, Air, Zannettino, Shah, Galletly, 2015, Helgeson, 2016), which have found that there are significant differences between the experience of physical illness for males and females. A possible reason for this could be that, as both male and female office workers within the SAPS experience similar levels of general well-being, as both genders are treated equally and given the same or similar task and responsibilities, they are affected similarly with regard to physical symptoms of illness.

It should be noted that the above findings are in line with the theoretical framework of this study, i.e. Ecological Systems Theory, Role Theory and Boundary Theory. This is due to employees who have children being obligated to take on an additional role (i.e. parent/primary caregiver) in their home/family domain (i.e. microsystem). This can cause an employee to experience stress or strain, as having children is an important and often time-consuming responsibility, which is exacerbated when the children are under the age of 6 years old. This is due to children of that age being dependent on their parents for the majority of their self-care and activities of daily living (Elmer, 2015). An additional component of an individual's home/family domain is that of relationships, which often entail high levels of commitment and engagement, thus putting strain on an individual to meet these demands (Esitti & Köleoğlu, 2015). These microsystems in isolation, as mentioned previously, put strain on an individual, however, an individuals' work domain (i.e. microsystem) also provide its own set of demands/expectations, which individuals are obligated to meet, this can cause role conflict between the individuals' microsystems (or mesosystem), as evidenced by the results yielded from the current study. This is a result of an individual's inability to adequately meet and cope with the demands of each microsystem or role that he/she is obligated to fulfil.

5.3. Summary

In the current chapter, the findings of the empirical research were discussed. In addition, conclusions were drawn from these findings. The research questions of the present study were addressed within the context of the results of the study. Furthermore, conclusions, limitations and recommendations regarding the current study are discussed in the following chapter.

CHAPTER SIX: CONCLUSIONS, LIMITATIONS AND RECOMMENDATIONS

6.1. Introduction

Conclusions and contributions with regards to the literature findings and the results of the current study are discussed in this chapter. In addition, limitations of the study, as well recommendations for future research are presented herein.

6.2. Conclusions

The study aimed to understand the role of work-family conflict and well-being, in terms of psychological distress and physical symptoms of illness, among office workers within the South African Police Services. In addition, the current research examined the relationships between work-family conflict, general well-being, physical symptoms of illness and demographic variables (i.e. age, gender, marital status, dual earner couples, number of children and number of children under 6 years of age).

The study found that the majority of the office workers experienced work-family conflict, a decrease in general well-being (i.e. psychological distress) and an increase in physical symptoms of illness. In addition, the findings of the present study indicate that work-family conflict plays a role in the decrease of general well-being (in terms of psychological distress) and an increase in the experience of physical symptoms of illness among office workers in the South African Police Service.

Thus, this study provides insight into the area of work-family conflict among office workers within the South African Police Service, as an understanding of the issue at hand is imperative in finding a suitable solution (e.g. implementation of flexible working hours, renewed efforts of Employee Assistance Programmes, etc.).

6.3. Contributions

The present study contributes to an understanding of the research constructs in the following ways:

Firstly, the study contributes to the existing literature on work-family conflict. This is due to the fact that it stimulates an increased understanding of the effect of work-family conflict on general well-being and physical symptoms of illness among office workers. As there is a significant gap in the literature on work-family conflict among office workers in the South African Police Service, the present study addresses this phenomenon.

Secondly, this study contributes to the creation of literature within a South African context, as previously work-family conflict, psychological distress and physical illness studies were focused on police officers exclusively. Thus, the current study is valuable as it creates awareness around the problem of work-family conflict, general well-being (in terms of psychological distress) and physical symptoms of illness among office workers in the South African Police Service. Thus, the results of the present study provide an insight into work-family conflict within a stressful vocation such as office workers within the South African Police Service, and paves the way for further research in to the phenomenon.

6.4. Limitations

Firstly, a significant limitation of the study is that the response rate was poor, with 33% of the sample not sending the questionnaires back. Thus, the sample size of the study was reduced to 203. Secondly, the data for the present study was derived from self-report questionnaires. This can affect the validity and reliability of the data, as the participants may have answered the questions in ways which reflect what they believe is socially acceptable. This may have resulted in responses which do not reflect their true feelings and opinions. Lastly, the cross-sectional design of the study has certain limitations, such as, one cannot analyse behaviour over a period of time. In addition, cross sectional studies may not be able to provide definite cause and effect

relationship between variables. This is due to the fact that these types of studies are conducted at one moment in time; it does not account for events occurring prior to, or after, the study has been conducted.

6.5. Recommendations

As mentioned previously, there has been limited research conducted on work-family conflict, general well-being and physical symptoms of illness among office workers within the South African Police Service. Thus, the present study paves the way for further research into the phenomenon. These studies should focus on further examining the relationship between the variables mentioned above. This is due to the fact that an increased focus on the above factors is a step toward alleviating work-family conflict and high levels of psychological distress and physical illness.

6.6. Summary

This chapter marks the completion of the current research study. The objective and research questions were herein addressed.

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Appendix A Letter of Informed Consent

The relationship between work-family conflict, psychological distress and physical symptoms of illness among office workers within the South African Police Service (SAPS).

Dear Participant

As a part of my Psychology Masters Degree, I am conducting research. The aim of this research is to determine the relationship between work-family role conflict and well- being of office workers within the SAPS.

The objectives of this study include three main points. The first objective is to determine whether there is a relationship between work-family role conflict and employee well-being. The second objective is to determine whether work-family role conflict is a predictor of employee well-being. The last objective is to determine whether demographic variables play a role in work-family conflict and employee well-being in terms of psychological distress and physical illness.

The process of data collection involves the single administration of a questionnaire, which consists of four sections, namely a biographical/demographic section, The Work-family Conflict Scale, the General Well-Being Scale and the Physical Symptoms Inventory. The questionnaire should take approximately 20 minutes to complete and the participation in the study is on a completely **voluntary** basis and participants may withdraw at any time they wish at no cost or penalty. The involvement in this study will not require certain information, such as names, and all information given will be kept strictly **confidential** and **anonymous.** For identification purposes, the participants will be assigned numbers when the researchers are working with the information received in order to protect the anonymity of the participants.

The **data collected will be stored securely** in a safe or vault on campus premises and will be destroyed after a five year period via the shredding of documents. Further, while there is no compensation for participating, such money or material rewards, there will be no risk of the research material dealing with personal or traumatic experiences of participants. However, should the need arise, the researcher will be available to answer questions and/or discuss any issues which the participant may have.

Please feel free to contact the researcher or the supervisors of the study, Ms. Shaida Bobat and Professor Johanna Buitendach, for further information, or if there are any concerns or queries. With regards to the rights of the participants and the ethical aspects thereof, kindly contact Ms. Phumelele Ximba in the Humanities and Social Science Research Ethics Office.

<u>**Contact Details:**</u>

Ms. Shaida Bobat	Ms. Phumelele Ximba	Miss Upasana Singh
Supervisor	Ethics Officer	Researcher
Contact details: bobats@ukzn.ac.za	031-2603587	0783383358

Prof. Johanna Buitendach

Co-supervisor

(031) 260 2047

<u>Declaration of Informed Consent</u>

I have been informed about the nature, purpose and procedures for the study: The relationship between work-family role conflict and well- being of the employee. I have also received, read

and understood the written information about the study. I understand everything that has been explained to me and I consent to take part in the study.

I understand that I may withdraw from the study at any time, should I so desire and that the information that I provide will remain anonymous and confidential and be used by the researcher for research purposes exclusively.

Participant:

_____

Signature   Date

Witness/ Research Assistant:

_____

Signature   Date

Appendix B Biographical Questionnaire

Please indicate answers through ticking the appropriate box.

1. **Sex**

Male	1
Female	2

2. **What is your age ?(In years)**

3. **How would you describe yourself**

African	1	Asian	4
Coloured	2	White	5
Indian	3	Other (Please specify) _____	6

4. **What is your first/home language?**

Tswana	1	Pedi	7
Sotho	2	Tsonga	8
Zulu	3	Venda	9
Xhosa	4	English	10
Siswati	5	Afrikaans	11
Ndebele	6	Other (Please Specify) _____	12

5. **What is your relationship status?**

Single	1	Married	2	Widowed	3	In a relationship	4

6. If you are currently in a relationship, does your partner also have a job?

Yes	1
No	2
Not Applicable	3

7. How many children do you have?

None	1	One	2	Two	3	Three	4	Four	5	Five	6	More than five	7

8. Do you have children who are aged 6 and below?

Yes	1
No	2
Not Applicable	3

Appendix C Work-Family Conflict Scale (Carlson, Kacmar & Williams, 2000)

	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
Time-based work interference with family					
1. My work keeps me from my family activities more than I would like.					
2. The time I must devote to my job keeps me from participating equally in household responsibilities and activities.					
3. I have to miss family activities due to the amount of time I must spend on work responsibilities.					
Time-based family interference with work					
4. The time I spend on family responsibilities often interferes with my work responsibilities.					

5. The time I spend with my family often causes me not to spend time in activities at work that could be helpful to my career.					
6. I have to miss work activities due to the amount of time I must spend on family responsibilities.					
Strain-based work interference with family					
7. When I get home from work I am often too frazzled to participate in family activities/responsibilities.					
8. I am often so emotionally drained when I get home from work that it prevents me from contributing to my family.					
9. Due to all the pressures at work, sometimes when I come home I am too stressed to do the things I enjoy.					

Strain-based family interference with work					
10. Due to stress at home, I am often preoccupied with family matters at work.					
11. Because I am often stressed from family responsibilities, I have a hard time concentrating on my work.					
12. Tension and anxiety from my family life often weakens my ability to do my job.					
Behavior-based work interference with family					
13. The problem-solving behaviors I use in my job are not effective in resolving problems at home.					
14. Behavior that is effective and necessary for me at work would be counterproductive at home.					
15. The behaviors I perform that make me effective at work					

do not help me to be a better parent or spouse.				
Behavior-based family interference with work				
16. The behaviors that work for me at home do not seem to be effective at work.				
17. Behavior that is effective and necessary for me at home would be counterproductive at work.				
18. The problem-solving behaviors that work for me at home do not seem to be as useful at my work.				

Appendix D The General Well-Being Schedule (Dupuy, 1978)

Name_____   **Section**_____   **Date**

_____

Lab A1-1 The General Well-Being Scale

For each question, choose the answer that best describes how you have felt and how things have

    been going for you during the past month.

   1.   **How have you been feeling in general?**

  5_____**In excellent spirits**

  4_____**In very good spirits**

  3_____**In good spirits mostly**

  2_____**I've been up and down in spirits a lot**

  1_____**In low spirits mostly**

  0_____**In very low spirits**

2. Have you been bothered by nervousness or your "nerves"?

        0_____**Extremely so—to the point where I could not work or take care of things**

        1_____**Very much so**

        2_____**Quite a bit**

        3_____**Some—enough to bother me**

        4_____**A little**

        5_____**Not at all**

3. Have you been in firm control of your behavior, thoughts, emotions, or feelings?

     5_____Yes, definitely so

     4_____Yes, for the most part

     3_____Generally so

     2_____Not too well

     1_____No, and I am somewhat disturbed

     0_____No, and I am very disturbed

4. Have you felt so sad, discouraged, hopeless, or had so many problems that you wondered if anything was worthwhile?

     0_____Extremely so—to the point I have just about given up

     1_____Very much so

     2 _____Quite a bit

     3 _____Some—enough to bother me

     4_____A little bit

     5_____Not at all

5. Have you been under or felt you were under any strain, stress, or pressure?

     0_____Yes—almost more than I could bear

     1_____Yes—quite a bit of pressure

     2_____Yes—some, more than usual

     3_____Yes—some, but about usual

     4_____Yes—a little

     5_____Not at all

6. How happy, satisfied, or pleased have you been with your personal life?

5_____Extremely happy—couldn't have been more satisfied or pleased

4_____Very happy

3_____Fairly happy

2_____Satisfied—pleased

1_____Somewhat dissatisfied

0_____Very dissatisfied

7. Have you had reason to wonder if you were losing your mind, or losing control over the way you

act, talk, think, feel, or of your memory?

5_____Not at all

4_____Only a little

3_____Some, but not enough to be concerned

2 _____ Some, and I've been a little concerned 1

_____Some, and I am quite concerned

0_____Much, and I'm very concerned

8. Have you been anxious, worried, or upset?

0_____Extremely so—to the point of being sick, or almost sick

1_____Very much so

2 _____Quite a bit

3 _____Some—enough to bother me

4_____A little bit

5_____Not at all

9. Have you been waking up fresh and rested?

5_____Every day

4_____Most every day

3_____Fairly often

2_____Less than half the time

1_____Rarely

0_____None of the time

10. Have you been bothered by any illness, bodily disorder, pain, or fears about your health?

0 _____All the time

1 _____Most of the time

2 _____A good bit of the time

3_____Some of the time

4 _____A little of the time

5_____None of the time

11. Has your daily life been full of things that are interesting to you?

5 _____All the time

4_____Most of the time

3_____A good bit of the time

2_____Some of the time

1_____A little of the time

0_____None of the time

12. Have you felt downhearted and blue?

0 _____All of the time

1 _____Most of the time

2 _____A good bit of the time

3 _____Some of the time

4_____A little of the time

5_____None of the time

13. Have you been feeling emotionally stable and sure of yourself?

5_____All of the time

4_____Most of the time

3_____A good bit of the time

2_____Some of the time

1_____A little of the time

0_____None of the time

14. Have you felt tired, worn out, used up, or exhausted?

0 _____All of the time

1 _____Most of the time

2 _____A good bit of the time

3_____Some of the time

4_____A little of the time

5_____None of the time

Appendix E The Physical Symptoms Inventory-12 Item Version (Spector & Jex, 1998)

Please tick the answer which applies to you the most.

Over the past month, how often have you experienced each of the following symptoms?	**Not at all**	**Once or Twice**	**Once or twice per week**	**Most days**	**Every day**
1. An upset stomach or nausea	1	2	3	4	5
2. Trouble sleeping	1	2	3	4	5
3. Headache	1	2	3	4	5
4. Acid indigestion or heartburn	1	2	3	4	5
5. Eye strain	1	2	3	4	5
6. Diarrhea	1	2	3	4	5
7. Stomach cramps (Not menstrual)	1	2	3	4	5
8. Constipation	1	2	3	4	5
9. Ringing in the ears	1	2	3	4	5
10. Loss of appetite	1	2	3	4	5
11. Dizziness	1	2	3	4	5
12. Tiredness or fatigue	1	2	3	4	5

Appendix F Ethical Clearance

UNIVERSITY OF ™
KWAZULU-NATAL

INYUVESI
YAKWAZULU-NATALI

02 November 2015

Ms Upasana Singh (210506860)
School of Applied Human Sciences – Psychology
Howard College Campus

Dear Ms Singh,

Protocol reference number: HSS/1298/015M
Project title: Work-family role conflict and its impact on employee well-being in terms of psychological distress and physical illness in selected organisation in KwaZulu-Natal

Full Approval – Expedited Application

In response to your application received on 03 September 2015, the Humanities & Social Sciences Research Ethics Committee has considered the abovementioned application and the protocol have been granted **FULL APPROVAL**.

Any alteration/s to the approved research protocol i.e. Questionnaire/Interview Schedule, Informed Consent Form, Title of the Project, Location of the Study, Research Approach and Methods must be reviewed and approved through the amendment/modification prior to its implementation. In case you have further queries, please quote the above reference number.

PLEASE NOTE: Research data should be securely stored in the discipline/department for a period of 5 years.

The ethical clearance certificate is only valid for a period of 3 years from the date of issue. Thereafter Recertification must be applied for on an annual basis.

I take this opportunity of wishing you everything of the best with your study.

Yours faithfully

....
Dr Shenuka Singh (Chair)

/ms

Supervisor: Ms Shaida Bobat and Professor JH Buitendach
Academic Leader Research: Dr Jean Steyn
School Administrator: Ms Ayanda Ntuli

Appendix G Research Request Approval

South African Police Service

Suid-Afrikaanse Polisiediens

Umbutho Wamaphoyisa Aseningizimu-Afrika

Our Reference / U Verwysing / Inkomba Yakho		THE PROVINCIAL COMMISSIONER
My Reference / My Verwysing / Inkomba Yami	25/7/12/2/3 (298)	KWAZULU-NATAL
Enquiries / Navrae / Buza	Colonel A.D. van der Linde / CAC R. Moodley	P O BOX 1965
Telephone / Telefoon / Ucingo	031 – 325 4841 / 6116	**DURBAN**
Fax No / Faks No	031 – 325 6022	4000

Ms U. Singh
87 Bayswater Road
BELLAIR
4094

Dear Ms Singh

RE: RESEARCH REQUEST: WORK FAMILY ROLE CONFLICT AND ITS IMPACT ON EMPLOYEE WELL-BEING IN TERMS OF PSYCHOLOGICAL DISTRESS AND PHYSICAL ILLNESS IN SELECTED ORGANISATIONS IN KWAZULU-NATAL: MASTERS DEGREE - UNIVERSITY OF KWAZULU-NATAL: RESEARCHER: U. SINGH

Attached, please find Head Office minute 3/34/2 dated 2015-06-25 regarding permission to conduct the above-mentioned research.

Recommendation to conduct the said research has been granted in terms of National Instruction 1/2006 (SAPS Research Policy).

Approval from the office of the Provincial Commissioner is hereby granted to conduct the said research at the SAPS Provincial Office as well as Durban Commercial Crime.

Page 1 of 3

RE: RESEARCH REQUEST: WORK FAMILY ROLE CONFLICT AND ITS IMPACT ON EMPLOYEE WELL-BEING IN TERMS OF PSYCHOLOGICAL DISTRESS AND PHYSICAL ILLNESS IN SELECTED ORGANISATIONS IN KWAZULU-NATAL: MASTERS DEGREE - UNIVERSITY OF KWAZULU-NATAL: RESEARCHER: U. SINGH

In addition to the previous paragraph, the research study can also be conducted only at the following Police Stations:

- **Brighton Beach Cluster**
  (SAPS Brighton Beach, SAPS Cato Manor, SAPS Wentworth)

- **Chastworth Cluster**
  (SAPS Bellair, SAPS Chatsworth, SAPS Malvern, SAPS Mariannhill)

- **Durban Central Cluster**
  (SAPS Durban Central, SAPS Durban North, SAPS Point)

- **Inanda Cluster**
  (SAPS KwaMashu)

- **Phoenix Cluster**
  (SAPS Phoenix)

- **Pinetown Cluster**
  (SAPS Pinetown, SAPS Westville)

- **Umlazi Cluster**
  (SAPS Amanzimtoti, SAPS Umlazi)

Paragraph 4 of minute 3/34/2 dated 2015-07-02 from the Office of National Strategic Management must be adhered to.
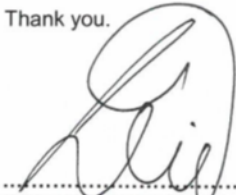
108

Attached, please find statement of undertaking that must be completed and returned to this office (MoodleyRohine@saps.gov.za) prior to the commencement of the research study.

For any queries, please contact Colonel A.D. van der Linde on the following numbers:

Office: 031 325 4841
Cell: 082 496 1142

Thank you.

....MAJOR GENERAL
DEPUTY PROVINCIAL COMMISSIONER: HUMAN RESOURCE MANAGEMENT:
KWAZULU-NATAL
L.N. NGEMBE

DATE: 10/07/2015

Appendix H Ethical Clearance Recertification and Approval of Title Change

UNIVERSITY OF ™
KWAZULU-NATAL

INYUVESI
YAKWAZULU-NATALI

23 May 2019

Ms Upasana Singh (210506860)
School of Applied Human Sciences – Psychology
Howard College Campus

Dear Ms Singh,

Protocol reference number: HSS/1298/015M
New project title: The relationship between work-family conflict, psychological distress and physical symptoms of illness among office workers within the South African Police Service (SAPS)

Approval Notification – Amendment / Recertification Application

This letter serves to notify you that your application and request for an amendment and Recertification received on 08 April 2019 has now been approved as follows:

- Change in Title
- Recertification – 01 year

Any alterations to the approved research protocol i.e. Questionnaire/Interview Schedule, Informed Consent Form; Title of the Project, Location of the Study must be reviewed and approved through an amendment /modification prior to its implementation. In case you have further queries, please quote the above reference number.

PLEASE NOTE: Research data should be securely stored in the discipline/department for a period of 5 years.

The ethical clearance certificate is only valid for period of 3 years from the date of original issue. Thereafter Recertification must be applied for on an annual basis.

Best wishes for the successful completion of your research protocol.

Yours faithfully

....
Dr Shamila Naidoo (Deputy Chair)

/ms

Cc Supervisor: Ms Shaida Bobat and Professor JH Buitendach
Cc Academic Leader Research: Professor Ruth Teer-Tomaselli
Cc School Administrator: Ms Ayanda Ntuli