

**WORK-FAMILY CONFLICT, SHIFT WORK AND ROLE
AMBIGUITY AS PREDICTORS OF OCCUPATIONAL STRESS
AMONG NIGERIAN POLICE OFFICERS**

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ABSTRACT: In Nigeria, many police officers exhibit low motivation and substandard job performance due to occupational stress. Research shows that 91% of officers suffer psychological issues linked to job-related stress (Hasin et al, 2023; de Krijger et al, 2025). This study examined the joint and independent effects of shift duty, work-family conflict, and role ambiguity on occupational stress among police personnel in Abeokuta, Ogun State. Guided by the Conservation of Resources Theory and Spill-Over Theory, the study adopted a cross-sectional design with 265 purposively selected participants (M age = 23.6, SD = 14.3). Data were collected using a 52-item questionnaire that covered demographics and validated scales: Shift Work developed by Netemeyer, Boles, and McMurrain's (1996) ($\alpha = .81$), Work-Family Conflict ($\alpha = .77$), Role Ambiguity developed by Rizzo et al. (1970) ($\alpha = .79$), and Occupational Stress developed by Karasek (1985). ($\alpha = .74$). Multiple regression analysis revealed that the three predictors jointly contributed to occupational stress. Shift duty (and role ambiguity) were significant predictors, while work-family conflict was not. ANOVA revealed a significant effect of shift duty, with morning shift officers reporting higher stress levels. Female officers experienced significantly more stress than males. Additionally, demographic variables collectively predicted stress, with religion being the only significant independent predictor. These findings have implications for considering psychological variables in managing the work schedules of police officers to reduce their occupational stress and improve effective and efficient performance. It equally highlights the critical need for structured interventions focused on managing shift schedules, improving role clarity, and implementing gender-responsive support systems to reduce occupational stress among Nigerian police officers

Keywords: Work-Family Conflict, Role Ambiguity, Shift Work, Occupational Stress, Nigeria Police Personnel

INTRODUCTION

In everyday life, we all experience feelings of pressure or annoyances placed on us by others or by events or incidents, and we attempt to cope with, adapt to, or adjust to these pressures. Policing is a stressful occupation. Police officers are exposed to stressors that are inherent in the organization and operations of law enforcement. Similar to their counterparts around the world, many Nigerian police officers are exposed to high levels of stress, making them vulnerable to stress-related mental

health conditions and other non-communicable diseases. Occupational stress remains one of the most pressing challenges in contemporary law enforcement, particularly among police personnel in developing countries like Nigeria. The policing profession inherently exposes officers to unique stressors, including exposure to violence, rigid hierarchical structures, public scrutiny, and resource inadequacies. However, beyond these occupational hazards, internal organisational factors such as work-family conflict, shift work, and role ambiguity have been increasingly recognised as critical determinants of police stress (Adegoke, 2020; Onyishi et al., 2021). These psychosocial stressors not only undermine individual well-being but also compromise organisational effectiveness, leading to absenteeism, reduced morale, and diminished public safety outcomes (Ekundayo & Eze, 2022).

The Nigeria Police Force (NPF), as the foremost internal security institution, is often stretched beyond capacity. Officers routinely face structural and operational inefficiencies, which are compounded by personal and family challenges. While earlier studies focused on external pressures, such as crime rates and community-police relations (Ojedokun, 2019), there has been a shift in recent literature towards understanding the intra-organisational and psychosocial factors that influence stress levels among police personnel. This study focuses on three critical predictors—work-family conflict, shift work, and role ambiguity—as significant contributors to occupational stress among police officers in Abeokuta, Ogun State, Nigeria.

The demanding nature of police work places officers under immense psychological and emotional strain. One of the most critical contributors to this strain is work-family conflict (WFC)—a form of inter-role conflict in which the demands of work and family roles are mutually incompatible, making participation in one role more difficult due to pressures from the other (Greenhaus & Beutell, 1985). In policing, where irregular shifts, long working hours, and high-stakes decisions are the norm, officers often struggle to meet the expectations of both their professional and personal lives. This persistent imbalance frequently leads to occupational stress, characterised by emotional exhaustion, reduced job satisfaction, and physical health issues.

For members of the Nigerian Police Force (NPF), the challenges are intensified by structural issues such as poor remuneration, inadequate staffing, lack of psychosocial support, and public hostility. These factors amplify work demands and reduce recovery time, leaving little room for quality family interaction. Research shows that unresolved work-family conflict can escalate stress levels, lower morale, and contribute to absenteeism, burnout, and even unethical behaviour (Adebayo, 2019; Lasisi, 2021). Moreover, police officers in Nigeria often lack institutional mechanisms such as flexible scheduling, mental health services, or family support programs that could help manage the dual burden of professional and domestic responsibilities.

Occupational stress is a pervasive issue in law enforcement, where the nature of police work inherently exposes officers to a variety of stressors, including long hours, life-threatening situations, and high public expectations. One of the most significant contributors to stress in this profession is shift duty—the requirement for officers to work irregular and often rotating schedules, including nights, weekends, and holidays. Shift work disrupts normal sleep patterns, affects family life, impairs cognitive function, and has been strongly linked to physical and psychological health problems such as insomnia, depression, anxiety, and cardiovascular diseases.

In the Nigerian Police Force (NPF), where officers frequently face inadequate staffing, poor infrastructure, and heightened security challenges, shift duty exacerbates the already stressful nature of policing. Officers are often required to work multiple consecutive shifts with little rest, leaving them vulnerable to burnout, fatigue, and reduced job performance. The unpredictability and imbalance associated with shift schedules also hinder work-life balance, leading to strained family relationships and diminished personal well-being.

Studies have shown that police officers working night and rotating shifts report significantly higher levels of stress than their counterparts on regular day shifts. This suggests that shift duty not only affects the operational efficiency of officers but also poses a substantial threat to their mental and physical health.

Occupational stress has emerged as a significant concern in modern policing, with wide-ranging consequences for the mental health, job performance, and overall well-being of police personnel. Among the many organisational stressors within law enforcement, role ambiguity—defined as the lack of clarity regarding job expectations, responsibilities, or authority—has been consistently identified as a major contributor to occupational stress. When police officers are uncertain about their duties or how their performance is evaluated, they are more likely to experience anxiety, frustration, and reduced job satisfaction.

In the policing context, role ambiguity can stem from overlapping responsibilities, inconsistent directives from superiors, unclear communication, and frequent changes in standard operating procedures. In countries like Nigeria, where the police force operates in often volatile, under-resourced, and politically complex environments, role ambiguity is further compounded by structural inefficiencies, lack of proper training, and the blurred lines between civil law enforcement and military-type duties. These conditions heighten psychological strain, leading to symptoms such as burnout, emotional exhaustion, and disengagement.

Empirical studies have shown a strong correlation between role ambiguity and elevated levels of stress among police officers. The uncertainty associated with unclear job roles not only affects decision-making and response efficiency but also undermines morale and increases vulnerability to occupational hazards.

LITERATURE REVIEW

The contribution of the police in the maintenance of law and order is pivotal to the national development of any country. However, policing is one of the most stressful and demanding occupations (Purba & Demou, 2019). Inherent in the routine of police officers is daily exposure to stressful situations, which occur at higher frequencies in the police than in most other professions (Purba, 2019). The work schedule of a police officer involves long stretches of relative inactivity, followed by unpredictable and stressful bursts of high-intensity events that demand urgent responses to life-threatening emergencies (Kales & Soteriades, 2017). Other sources of stress are constant exposure to people in pain and suffering, threats to officers' safety and well-being, being in possession of firearms (Purba, 2019), and responsibility for maintaining peace and protecting lives and properties.

In Nigeria, police officers are exposed to stress from multiple sources, including their occupation, family, and community. The occupational stresses that Nigerian police officers experience include confronting armed criminals, lack of sleep, excessive work in fighting crime, and sitting for long hours at a desk completing paperwork (Lateef, 2019). Research has shown that 80% of the variance in police officers' job performance is explained by their exposure to stress inherent in policing duties (Chikwen, 2017). Performing routine duties leaves many police officers with insufficient time to adequately take care of their own families (Sousa & Mendes, 2023). The communities that the police serve in Nigeria also undervalue their contributions to law and order in the society (John, 2017). As a result, police officers are stigmatised and operate in one of the most hostile work environments (Ruwan, 2020)

The constables face the greatest levels of stress among the police rank and file. Although constables face multiple challenges such as controlling angry mobs, countering insurgency operations, traffic control, and security during political rallies and religious festivals, they are expected to be calm and composed while undertaking these tasks (Ruwan, 2020). Due to exposure to high levels of stress, Nigeria police officers are vulnerable to many stress-related mental health conditions including depression, anger disorders, mood swings, burnout, post-traumatic stress disorder (PTSD), and suicidal ideation (Lateef, 2019) as well as risk factors for cardiovascular conditions such as hypertension and abdominal obesity (Hussain & Ajuwon, 2020)

Recent studies have confirmed that many police officers in Nigeria have poor knowledge about stress (John-Akinola & Ajayi, 2020). They apply unhealthy coping mechanisms to deal with occupational stress, including excessive use of alcohol and abuse of stimulants to stay awake while on rotational night shift duty, and they also deploy excessive aggression on the citizenry (Akindele-Oscar & Bello, 2019). As the first responders to many risky situations, police officers need skills to successfully manage stress not only for their mental health but also for the safety of the communities they serve (Patterson & Chung, 2012). Given the important role they play in maintaining law and order in society, police officers need to be mentally and emotionally healthy to perform their policing duties effectively and efficiently. Existing stress-related studies have recommended the development of an appropriate stress prevention and management programme targeting the police (Hussain & Ajuwon, 2020). This is an indication of the lack of, or an ineffective, internal mechanism to deal with the problem.

RELATED STUDIES

Work-Family Conflict and Occupational Stress

Work-family conflict (WFC) occurs when the demands of work and family roles are mutually incompatible, leading to strain in one or both domains (Greenhaus & Allen, 2019). In the policing profession, the rigid schedules, unpredictable emergencies, and long working hours make balancing family obligations difficult. For officers in Nigeria, where extended family responsibilities and cultural expectations are high, this conflict can be particularly acute (Amah, 2020). Akinyemi and Ogungbamila (2021) found that Nigerian police officers who report high levels of work-family conflict are more likely to experience burnout, emotional exhaustion, and depressive symptoms.

Furthermore, WFC has gendered dimensions within the Nigerian context. Female officers, in particular, often bear the brunt of domestic responsibilities alongside their professional duties. Studies such as those by Ajayi et al. (2023) suggest that married female police officers in Nigeria are at greater risk of stress due to unmet family expectations, social stigma, and institutional rigidity regarding maternity or family-related leave. These conflicts affect not only their mental health but also their engagement and productivity at work.

Recent empirical work by Musa and Dogo (2024) has shown that police personnel with high WFC scores are significantly more likely to report physiological symptoms of stress, including hypertension, fatigue, and insomnia. The study highlights the importance of organisational policies that foster work-life balance, including flexible scheduling and psychological support systems.

Shift Work and Occupational Stress

Shift work is a standard feature in policing, given the need for 24-hour law enforcement coverage. While shift rotations are operationally necessary, they can disrupt circadian rhythms, impair cognitive functioning, and strain social relationships (Alabi & Ehigie, 2020). In Nigeria, shift patterns often lack structure, and officers frequently endure back-to-back or excessively long shifts due to understaffing or emergencies.

Research by Edeh and Ifeoma (2021) among personnel in Lagos and Ogun States found that irregular and prolonged shifts were strongly associated with increased levels of occupational stress. The study revealed that officers working night shifts reported more incidents of mood disorders, sleep disturbance, and irritability compared to those on regular day shifts. Similarly, Adewale and Omolara (2022) demonstrated a significant correlation between night shift frequency and absenteeism among officers in southwestern Nigeria.

In Abeokuta, anecdotal evidence and institutional reports highlight the adverse effects of shift work on officers' social life and physical health. Poorly managed shifts result in officers missing key family events, losing social support, and facing chronic fatigue—factors that collectively fuel occupational stress. More recent work by Salawu and Adepoju (2025) has emphasised the urgent need for data-driven shift management systems and wellness programs that help mitigate the harmful impact of irregular work hours.

Role Ambiguity and Occupational Stress

Role ambiguity refers to uncertainty about job responsibilities, performance expectations, and authority levels. It is a major organisational stressor, particularly in bureaucratic institutions like the police, where hierarchical chains of command are often blurred (Okonkwo & Olalekan, 2020). In the Nigeria Police Force, poorly defined job roles, inconsistent task assignments, and frequent transfers without orientation amplify this problem. Role ambiguity affects officers' confidence and decision-making capacity. A study by Yusuf and Afolabi (2023) found that Nigerian officers who reported high levels of role ambiguity were more prone to anxiety, role conflict, and feelings of helplessness. The lack of clarity leads to duplicated efforts, interdepartmental tension, and disciplinary issues, which contribute to overall occupational stress.

In rural and semi-urban commands like Abeokuta, role ambiguity is compounded by insufficient training, political interference, and a lack of communication from superior officers. Empirical findings by Nwosu et al. (2024) show that the less clarity an officer has about their operational responsibilities, the higher the likelihood of job dissatisfaction and psychological distress. These findings call for improved training programs, clear job descriptions, and feedback mechanisms within the force.

Statement of the Problem

Policing in any part of the world is seen as very stressful, both for the government and the police officers. Attempts to study and manage this phenomenon have concentrated primarily on contextual and limited dispositional factors. Very few, if any, have considered psychological variables such as the work/family conflict situation, role ambiguity and work shift in balancing the nature of the work and the psychological well-being of the officers. If these dimensions of the police work are deeply interrogated in the form of research, a probable answer(s) might emerge towards reducing the occupational stress experienced by the police officers, particularly in Nigeria. Occupational stress remains a critical challenge within the Nigerian Police Force, significantly affecting officers' performance and psychological well-being. Studies reveal that over 90% of Nigerian police officers experience psychological distress and injuries linked to work-related stress (Adegoke, 2014; Rose & Unnithan, 2015).

While international studies have identified role ambiguity, shift work, and work-family conflict (WFC) as key stressors (Yongkang et al., 2014; Rajaratnam, 2011; Abushaikh & Sheil, 2006), limited empirical evidence exists within the Nigerian context. Specifically, the effect of role ambiguity—where job responsibilities are unclear—has been inconsistently linked to occupational stress (Ahmadi et al., 2013). Additionally, irregular shift schedules have been associated with burnout symptoms, yet their specific impact on Nigerian police officers remains underexplored (Vila, 2016). Likewise, WFC, which leads to fatigue and absenteeism, has received scant attention among Nigerian police personnel. Despite these well-documented stressors globally, few studies have examined their combined influence on occupational stress within Nigeria's policing context. This study, therefore, aims to fill this critical gap by investigating the predictive nature of role ambiguity, shift duty, and work-family conflict on occupational stress among police officers in Nigeria, and suggests ways of ameliorating the occupational stress being experienced by these officers.

Objectives of the Study

- 1 To examine if work-family conflict and role ambiguity will have a significant joint and independent influence on occupational stress among Police Personnel in Abeokuta, Ogun State.
- 2 To investigate if police personnel on the morning shift will score significantly higher on occupational stress compared to their counterparts on the morning and night shifts.
- 3 To ascertain if female police personnel will score higher on occupational stress compared to their male counterparts.

- 4 To determine if socio-demographic variables (age, gender, marital status, rank, educational qualification, etc.) will have significant joint and independent influence on occupational stress among Police Personnel in Abeokuta, Ogun State.

Hypotheses

1. Work-family conflict and role ambiguity will jointly and independently predict occupational stress among Nigerian Police Personnel in Abeokuta, Ogun State.
2. Police personnel on the morning shift will report significantly higher levels of occupational stress compared to their counterparts in other shifts.
3. Female will significantly score higher on occupational stress than their male counterparts.
4. Age, marital status, years in service and religion will jointly and independently predict occupational stress among Nigerian police personnel in Abeokuta metropolis

METHODOLOGY

Design

This study employed an ex-post facto research approach to examine the connection between the variables of interest. This is because the variables of interest already exist within the respondents, and therefore no manipulation was involved. The independent variables are role ambiguity, work-family conflict and shift work, and the dependent variable was occupational stress.

Settings

This research was conducted among police personnel at the Abeokuta, Ogun State Police Headquarters, Eleweeran, Abeokuta, and three other Police Divisional Headquarters in Abeokuta, Ogun State, Nigeria, which have a total population of 2,000 police officers. The participants were selected from the Police Headquarters, Eleweeran. Divisional Police Headquarter, Obantoko division. Divisional Police Headquarters, Lantoro, all in Abeokuta Metropolis. The rationale behind the selection was based on the fact that the above-mentioned divisional police station has a large number of police personnel, and they handle more critical cases and workload compared to other stations.

Sampling Technique

The purposive sampling method was utilised because there was a constraint in accessing the sample in the senior officer category, and the confidentiality policy that the researchers needed to follow. The participants in the study consist of 265 police personnel, with a mean age of 45 (age range: 18-65). Their sex shows that 161(60.8%) were Males and 104(39.2%) were females. Ethnicity of the participants shows that, 181(68.3%) were Yoruba, 36(13.6%) were Hausa, 48(18.1%) were Igbo. Religion distribution revealed that, 158(59.6%) were Christian, 107(40.4%) were Muslim. In terms of their marital status, 23(8.7%) were single, 234(88.3%) were married, 8(3.0%) were widow. The participants educational qualification shows that, 68(25.7%) has SSCE,

101(38.1%) has ND/NCE, 89(33.6%) has B.Sc./HND, 7(2.6%) has postgraduate certificate. The participants year of experience revealed that, 28(10.6%) has 1-5 years of experience, 142(53.6%) has 6-10 years of experience, 77(29.1%) has 11-15 years of experience, 18(6.8%) has 16-20 years of experience. In terms of their rank, 96(36.2%) were constable, 53(20.0%) were corporal, 108(40.8%) were sergeant, while 8(3.0%) were Inspector and above. Age distribution revealed that, 46(17.4%) were between 18-22years, 21(7.9%) were between 23-27years, 97(36.6%) were between 28-32years, 52(19.6%) were between 33-37years, 49(18.5%) were between 38years and above

Instruments

A structured questionnaire was used to collect the relevant data for the study. The questionnaire consisted of standard adopted scales with adequate psychometric properties. The questionnaire was divided into four sections: Sections A to D, measuring socio-demographic characteristics of participants and scales measuring role ambiguity, work-family conflict, and occupational stress.

Work-Family Conflict Scale (WFCS)

In measuring the work-family conflict construct, Netemeyer, Boles, and McMurrain's (1996) Work-Family Conflict Scale was used. This scale investigates the experience of work-family conflict among workers (Colombo & Ghislieri, 2008). It consists of ten (14) items. The first five (6) items measured work-to-family conflict. A sample item is "the demands of my work interfere with my home and family life". The last five (8) items on the scale measured family-to-work conflict. A sample item is "the demands of my family or spouse/partner interfere with work-related activities. Respondents were required to respond on a seven (7) point Likert scale ranging from strongly agree to strongly disagree. Responses were scored from 1 to 7 (1 = Strongly Disagree, 2 = Moderately Disagree, 3 = Disagree, 4 = Neutral, 5 = Agree, 6 = Moderately Agree, 7 = Strongly Agree). According to Shukri, Jones, and Conner (2017), the reliability coefficients (Cronbach's alpha) are 0.90 for WFC and 0.91 for FWC.

Karasek Job Stress Scale: This is a standardised psychological instrument developed by Karasek (1985). It was designed to measure the dimensions of the demand-control model: a model meant to assess job stress and its effects on the health and wellbeing of workers. It consists of 21 items, and responses to each item are rated using a 4-point Likert Scale with anchors labelled 1-Strongly Disagree, 2-Disagree, 3-Agree, 4-Strongly Agree. The mean score was reported as 47.38, and the standard deviation was 8.78, while the coefficient alpha reliability reported for the overall scale was .77.

Role Ambiguity Scale: The Role Ambiguity instrument was developed by Rizzo et al. (1970). The instrument was used to assess role ambiguity and role conflict among special and general educators who co-taught at an inclusive model school. The Role Ambiguity and Role Conflict Scale had 5 items; however, only 14 items were needed (8 items for role conflict and 6 items for role ambiguity). The odd-numbered items are intended to measure role conflict, while the even-numbered items are for measuring role ambiguity. The questions on the scale that were used for role ambiguity, respectively, were questions numbered 2, 4, 10, 12, 20, and 26. Concurrently, the

questions for role conflict that were used were numbered 5, 11, 13, 19, 21, 23, 25, and 27. Each respective scale was summed to obtain a score. The eight items on the role conflict scale were worded to emulate stressful conditions perceived in the role, where a high score on these items indicated role stress (Tracy & Johnson, 1981). The six items representing role ambiguity, on the other hand, had specific wording to represent comforting conditions perceived in the role (Tracy & Johnson, 1981). A low score on the role ambiguity scale was consistent with high ambiguity, while high scores were consistent with low ambiguity. Summed scores for role conflict could range from 8 to 56, with higher scores (i.e., 56) representing high role conflict; while summed scores for role ambiguity could range from 6 to 42, with 42 being the highest score but representing low role ambiguity. All items were self-report measures using a 7-point Likert-type scale format, ranging from never true to always true for both the role conflict and ambiguity scales. Evaluation of the role conflict and role ambiguity scales was conducted using the following scale: 1 = never true, 2 = rarely true, 3 = sometimes but infrequently true, 4 = neutral, 5 = sometimes true, 6 = usually true, and 7 = always true.

Procedure for Data Collection

The researchers and research assistants administered the questionnaire. However, before administering the instruments, the researchers first obtained permission from the Divisional Police Officer (DPO) of the station and explained the nature and purpose of the study. The questionnaire was distributed among the selected police personnel at the divisional headquarters. A total of three hundred (300) questionnaires were distributed, of which 284 were collected back, representing a 95% return rate. The researcher discarded sixteen (16) copies of the questionnaires that were filled out incorrectly and the blank ones. Thus, the researcher was left with two hundred and sixty-five (265) questionnaires for data analysis.

RESULTS

Table 1: Zero-Order Correlation Showing the Relationship among shift duty, work-family conflict, role ambiguity, and demographic variables on occupational stress

	1	2	3	4	5	6	7	8	9	10	11	Mean	SD
1. Occupational Stress	1	-.067	.317**	-.158**	.149*	-.153**	-.011	-.102	-.228**	-.104	-.147*	47.2	10.2
2. Family Work Conflict		1	.050	.039	.032	-.036	.050	.129*	-.020	-.015	.083	30.5	7.7
3. Role Ambiguity			1	.173**	.101	-.038	-.048	-.077	-.039	-.032	-.130*	18.9	5.1
4. Shift Duty				1	.134*	.094	.083	.096	.113*	.058	.063	1.88	.83
5. Gender					1	-.100	.123*	-.046	-.035	.024	.201**	1.45	.49
6. Age						1	.220**	.472**	.225**	.81**	.640**	37.7	8.8
7. Ethnicity							1	.326**	.085	.187**	.061	1.65	.79
8. Marital Status								1	.364**	.320**	.305**	1.83	.70
9. Religion									1	.287**	.133*	1.60	.69
10. E. Qualification										1	.602**	2.08	.75
11. Rank											1	2.45	.97

Table 1 presents the results on the relationship among Shift duty, work-family conflict, and role ambiguity on occupational stress. It is shown that occupational stress has a significant relationship

with Shift work ($r = .158$; $P < .01$) and role ambiguity $r = .317$; $P < .01$). This implies that the higher Police personnel score high on shift duty and role ambiguity, the higher their occupational stress. The table also revealed that occupational stress has a relationship with gender ($r = .149$; $P < .05$), age ($r = .153$; $P < .01$), and religion ($r = .228$; $P < .01$). However, there was no significant relationship between occupational stress and family work conflict.

Hypothesis one stated that shift work, family-work conflict, and role ambiguity will jointly and independently influence occupational stress among police officers in Abeokuta Metropolis. This hypothesis was analysed using multiple regression, as shown in Table 2

Table 2: Summary of multiple regression analysis showing independent and joint influence of shift duty, work-family conflict, and role ambiguity on occupational Stress

Dependent	Predictors	B	t	P	R	R ²	F	P
PWB	WFC	-.075	.074	>.05				
	Shift duty	.681	.113	<.01	.378	.142	15.17	<.01
	Role Amb	-2.693	.717	<.01				

Dependent Variable: Occupational Stress

Table 2 presents the results on the joint and independent influence of shift work, family work conflict, and role ambiguity on occupational stress among personnel of the Nigerian Police Force, Abeokuta. The results reveal that Work-family conflict, Shift duty, and role ambiguity have a significant joint influence on occupational stress among personnel of the Nigerian Police Force in Abeokuta. [$R = .378$, $R^2 = .142$; $F(3, 273) = 16.11$; $P < .01$]. Jointly, work-family conflict, Shift duty, and Role ambiguity accounted for about 14.2% variance observed in occupational stress among personnel of the Nigerian Police Force, Abeokuta, while the remaining 87% could be attributed to uncontrolled factors not considered in this study. However independently, shift duty ($\beta = .681$; $t = .113$; $P < .01$) accounted for 68% of variation observed in occupational stress among personnel of the Nigerian Police Force and Role ambiguity ($\beta = 2.693$; $t = .717$; $P < .01$) accounted for 26.9% of variation observed in occupational stress among personnel of the Nigerian Police Force. Further, the result also revealed that work-family conflict ($\beta = -.075$; $t = -.074$; $P > .05$) did not independently influence occupational stress among personnel of the Nigerian Police Force in Abeokuta. Thus, the hypothesis is accepted.

Hypothesis two stated that police personnel on the morning shift will report significantly higher levels of occupational stress compared to their counterparts in another shift. This hypothesis was analysed using one-way ANOVA as shown in the table below;

Table 3: ANOVA summary Table Showing the influence of Shift Duty on Occupational Stress among Personnel of the Nigeria Police Force, Abeokuta

Source	Sum of Squares	Df	Mean Square	F	P
Between Group	759.808	3	353.269	2.432	<.05
Within Group	29196.44	280	104.148		
Total	29921.250	283			

Table 3 presents the result of the influence of shift duty on occupational stress among personnel of the Nigeria Police Force, Abeokuta. The result revealed that shift duty has a significant influence on Occupational stress among Personnel of the Nigeria Police Force, Abeokuta. $F(3, 280) = 2.432$; $P < .05$. This result was further subjected to multiple comparisons to establish the shift that has the most influence on Occupational stress among personnel of the Nigeria Police Force, Abeokuta. The multiple comparison table is presented in Table 4.4 below

Table 4: Multiple Comparisons Table Showing Mean Difference in Shift Duty

Shift Duty	1	2	3	N	Mean
1 Morning	-			112	49.1071
2. Afternoon	5.42230*	-		91	46.8352
3 Night	4.98480*	-43750	-	80	45.1500

The result in Table 4 above revealed that police personnel on the morning shift (mean= 49.1) reported higher occupational stress compared to their afternoon shift (mean= 46.8) and night shift (mean= 45.2) counterparts. Therefore, the stated hypothesis is accepted.

Hypothesis three stated that female police personnel will report significantly higher occupational stress than their male counterpart. This hypothesis was analysed using t-test of independent samples as shown in Table.5

Table 5: Summary of t-test for Independent Sample Showing differences between male and female police personnel on occupational stress.

Dependent	Gender	N	Mean	SD	t	Df	P
Occupational Stress	Male	153	45.83	8.37	2.56	282	<.01
	Female	132	48.90	11.96			

Dependent Variable: Occupational Stress

Table 5 presents results on gender differences in Occupational stress among personnel of the Nigerian Police Force in Abeokuta. The result revealed that gender has a significant influence in

Occupational stress among personnel of the Nigerian Police Force in Abeokuta. [$t(0.33) = 283$; $P < .05$]. Further, female Police personnel reported higher levels of Occupational stress (Mean = 48.90; SD = 11.96) than their male counterparts (Mean = 45.83; SD = 8.37). This is consistent with the stated hypothesis; thus, the hypothesis is accepted.

Hypothesis four stated that age, marital status, years in service and religion will jointly and independently predict occupational stress among Nigerian police in Abeokuta metropolis. It was tested using multiple regression analysis. The result is presented in Table 6.

Table 6: Multiple Regression showing the influence of age, marital status, years in service and religion on occupational stress

Predictor	β	t-value	Sig	R	R ²	F	P
Age	.232	3.608	>.05				
Marital Status	0.073	-1.525	>.05				
Work experience	0.158	5.562	>.05	.760	.578	5.249	<.01
Religion	-0.106	4.981	<.01				

Table 6 presents the results on the joint and independent influence of demographic factors on occupational stress among personnel of the Nigerian police in Abeokuta metropolis. The result reveals that age, marital status, educational qualification, and work experience jointly influenced occupational stress among Nigerian police in Abeokuta metropolis. [$R = .760$; $R^2 = .578$; $F(6, 233) = 5.249$; $P < .05$]. Jointly, age, marital status, work experience, and educational qualification accounted for about 57.8% variance observed in occupational stress among personnel of the Nigerian police in Abeokuta metropolis, while the remaining 42.2% could be attributed to uncontrolled factors not considered in this study. However, independently, only Religion ($\beta = -0.106$; $t = 4.981$; $P < .05$) has an independent influence on occupational stress. However, the result also revealed that marital status, age, rank and work experience did not independently influence in occupational stress among personnel of the Nigeria Police Force. Thus, the hypothesis is accepted.

Discussion

The present study was conducted with the aim of investigating the influence of work-family conflict, shift work and role ambiguity on occupational stress among Nigeria Police Force (NPF) Abeokuta, Ogun State. This study expands on previous research and theory on psycho-social determinants of occupational stress among Personnel of the Nigerian Police Force by examining the influence of the above-mentioned psycho-social variables on outcomes, and by testing the generalizability of these influences among the Nigerian Police Force (NPF), Abeokuta, Ogun State. However, four hypotheses were stated and tested.

The first hypothesis stated that work-family conflict, role ambiguity and shift duty will have a significant joint and independent influence on occupational stress among personnel of the Nigerian Police force Abeokuta, Ogun State. The hypothesis was tested using multiple regression. The result revealed that work-family conflict, role ambiguity and shift duty jointly influenced occupational stress among Personnel of the Nigeria Police Force, Aboekuta. Jointly, work-family conflict, role ambiguity and shift duty accounted for significant variance observed in occupational stress among personnel of the Nigeria Police force Abeokuta, Ogun State. The result is consistent with previous studies in the literature, for example, Webster (2014), using a quantitative methodology, compared the relationship between workload and responsibility as challenges and role ambiguity among 479 employees, found that ambiguous workload and responsibility among police officers cause occupational stress among police officers in Nigeria. Similarly, Smollan (2015) evaluated the police job whereby high job demands of mental, emotional, and physical coupled with low resources, due to poor supervision, and little feedback would lead to strain and stress.

Further, Yun, Kim, Jung, and Borhanran (2013) appraised that despite intense interest in predicting the outcomes of police stress, it is difficult to ascertain the subject because research findings show that their job demands are inconsistent. Yun et al. (2013) illustrated that police officers suffer disproportionately from cardiovascular, gastrointestinal, and metabolic diseases as well as a menagerie of psychological disorders. Other somatic manifestations of stress are insomnia, headaches, and back pain experienced by police officers, most especially due to undefined workload (Rose & Unnithan, 2015). Yun et al. (2013) extended that the effect of police officer stress is not only harmful to the officer's physical health, but it has a spiral effect on spouses and other family members, leading to marital disputes, divorces, and even inter-family violence. Rose et al. (2015) In their study, the authors did reveal the occupational stressors, potential consequences of occupational stress, and the impact of occupational stress on the health of police officer in Lagos, Nigeria, using correlational quantitative methods identified several factors that can cause occupational stress to police officers such as authoritarian personality, distrust and suspicion, cynicism, coercive authority, and burnout. They conclude that Policing is one of the most visible and public careers an individual can get engaged where the work load is undefined.

In addition, consistent with the result are previous findings from the literature, for example, a study by Webster (2014), which categorised police stress into organisational stressors and operational stressors. Organizational stressors include shift work, working long hours, and vague description of duty, while operational stressors include firing a weapon, investigating the victimization of a child. Rajaratnam (2011) coined that shift work can cause chronic exposure to occupational stressors, which can lead to burnout, a psychological syndrome comprising three dimensions: emotional exhaustion (EE), depersonalization (DP), and a perceived lack of personal accomplishment. Summerfield D (2011). In North American police, sleep disorders due to night shifts have been associated with increased risk of mental health outcomes, including depression and anxiety, and EE and DP burnout dimensions. In addition to sleep, other work-related factors may also have a negative influence on the health of personnel engaged in shift work; however, few studies have examined how specific characteristics of shift work relate to job stress in police. Further, Weisburd (2018) revealed that Police have traditionally worked 8–10-hour shifts in the USA, although increasingly, departments are implementing compressed weekly schedules which involve officers working 11, 12 and 16 hour shifts long shifts are related to increased sleepiness

and may reduce the opportunity for sleep, potentially impairing police officers' ability to recover from work demands. According to Cheng W-J (2017), Short sleep has been found to be associated with job stress, leading to burnout in shift working occupations, including law enforcement, although few studies have examined the relationship between sleepiness and burnout specifically in police. Recovery between shifts may be further restricted by night work, which can cause sleep loss and circadian misalignment. It is also shown in other healthcare occupations to confer a greater risk of job stress, leading to burnout, when compared with day shifts. Cheng and Cheng (2017) A high degree of burnout has also been associated with working more night shifts among physicians and longer duration shifts and work weeks in nurses Stimpfel (2014) and emergency medical technicians (EMTs). Although hours of work were not significantly associated with burnout in resident physicians, burnout was related to increased difficulty concentrating on work.

However, the present study revealed that Work-family conflict did not independently influence occupational stress among Personnel of the Nigeria Police Force, Abeokuta. The results contradict some previous studies in literature, for example a study by Armstrong, Atkin-Plunk and Wells (2015) revealed that WFC among correctional officers suggests that this conflict can act as a stressor used a composite measure of WFC and found that among correctional officers, WFC was the most powerful predictor of stress for both men and women. Similarly, among all staff at a maximum security private correctional facility, Lambert et al. (2007) found that WFC was a significant cause of stress, second only to role overload. It is important to note, however, that the robustness of WFC may be contingent on how it is measured. Lambert et al. (2006), for example, included measures of all three types of WFC, as well as a measure of FWC, and found that strain-based WFC was the only significant predictor of stress. Likewise, Armstrong, Atkin-Plunk, and Wells (2015) found that FWC and strain- and behaviour-based WFC had a significant positive relationship with job stress among 441 officers employed at 13 different adult prison facilities. The significant effect of WFC on stress is not exclusive to the United States. Using all three types of conflict and FWC among 322 staff surveyed at two Chinese prisons, Liu, Lambert, Jiang, and Zhang (2017) found that strain-based conflict and behaviour-based conflict were the only measures of WFC that had a significant positive effect on job stress. In general, the research examining the relationship between WFC and job stress demonstrates a consistent significant correlation that even transcends international boundaries

The third hypothesis stated that female police personnel will score significantly higher on occupational stress than their male counterparts. The hypothesis was tested using a t-test for independent samples and the result revealed that female Police personnel scored significantly higher on occupational stress compared to their male counterparts; this result is consistent with previous studies in the literature. For example, a study by the American Psychological Association (2012) revealed that women are more likely than men to report that their stress levels are on the rise. Women are more likely than men (28 per cent vs. 20 per cent) to report having a great deal of stress (8, 9 or 10 on a 10-point scale). Almost half of all women (49 percent) surveyed said their stress has increased over the past five years, compared to four in 10 (39 percent) men. Women are more likely to report that money (79 percent compared with 73 percent of men) and the economy (68 percent compared with 61 percent of men) are sources of stress while men are far more likely to cite that work is a source of stress (76 percent compared with 65 percent of women). Married

women report higher levels of stress than single women. Men and women report wide gaps between determining what is important and how successful they are at achieving those behaviours.

Further, the fourth hypothesis stated that demographic variables such as marital status, religion, work experience, and age will have a significant joint and independent influence on occupational stress among personnel of the Nigerian Police Force, Abeokuta, Ogun State. The hypothesis was tested using multiple regression analysis, and the result revealed that age, work experience, and religion accounted for significant variance observed in occupational stress among Personnel of the Nigerian Police Force, Abeokuta. This finding is consistent with previous findings in literature for example a study Sharma (2007) reported a finding from a study by the Defence Institute of Psychological Research (DIPR) which revealed that increase in the occupational factors such as years of job experience and job hierarchy increased the levels of stress among officers, junior commissioned officers (JCO) and *jawans*. Further, the correlation between EE and sex was moderated by marital status, which became higher as the percentage of subjects with a partner increased. This result indicates that being in a relationship can protect male officers from emotional exhaustion. Nevertheless, in the case of female officers, it constitutes a risk factor (Maslach, Schaufeli and Leiter, 2001). As previously mentioned by other authors (Durán, Montalbán and Stangeland, 2006), working women are also usually responsible for household tasks and so this result reflects the evident difficulty of reconciling home and family obligations with those at the workplace. According to Adebayo et al. (2008). They reported that being in a relationship and belonging to the lowest rank may contribute in different ways to the development of the burnout symptoms among police depending on sex and age. Married women report higher levels of stress than single women, Men and women report wide gaps between determining what is important and how successful they are at achieving those behaviours (American Psychological Association 2012). Aziz (2004) pointed unmarried among employees, less stress than married employees which inconsistent with Zaki and Ali (2009) found out married women having less stress than unmarried employees. Vimala and Madhavi, 2009, indicated that the stress seem to be higher with increasing age among banks employee. Jeyaraj (2013) find out an important association between age and stress level amongst teachers at secondary schools. A consistent result showed by (Affum-Osei et al., 2014) which indicated a positive relationship on occupational stress and performance among SMEs employees also age and occupational stress, with (Affum-Osei, 2016) which had Similar results were obtained for the bank. Ranjit and Mahespriya (2012) indicated less stress with younger age of software employees. Sethi et al. (2004) find that increases in the demographic factors result in high stress for ISPs.

Conclusion

In conclusion, the result of the present study supports the influence of role ambiguity, work-family conflict, and shift duty on occupational stress among Police personnel in Abeokuta. The result also revealed that work-family conflict, role ambiguity, and other demographic variables like gender and religion have a significant influence on occupational stress among personnel of the Nigerian Police Force, Abeokuta. Further, the study also revealed that police personnel on morning shift report higher on occupational Stress compare to their counterparts on afternoon and night shifts. However, the result also revealed that work-life balance and other demographic variables like

educational qualification, age and rank did not have a significant influence on occupational stress among personnel of the Nigerian Police Force, Abeokuta.

Implications of the Findings

The objectives of this study were to identify the influence of work-family conflict, shift duty, role ambiguity on occupational stress among police officers, to identify the relationship between demographic variables and occupational stress among police officers. The findings showed that there was a significant joined relationship between work-family conflict and role ambiguity and occupational stress among police officers. However, independently only shift duty and role ambiguity significantly influenced occupational stress among police officers while Work-family conflict did not. The result also revealed that female police personnel scored higher on occupational stress than their male counterparts. Therefore, the findings have confirmed positive relationship between role ambiguity and shift duty on job stress among police officers. This implies that most job roles carried out by police are ambiguous, hence not defined and also shift duty most especially the morning shift accounts for occupational stress among personnel of the police. Further the reason why female personnel are scoring higher on stress may be because of the dual roles they play both at home and at their work place, therefore, police authority should put this into consideration when assigning responsibilities to female personnel. The police organizations and other stakeholders should to reduce work pressure among police officers and ensure that job description is given top priority enable police officers are able to perform the task assigned to them amicably this may help to reduce occupational stress among personnel. The job description should always be reviewed in order to reduce the ambiguity this may even foster job satisfaction and reduce stress. In addition to that, the guidance and feedback from supervisor are significant in ensuring that this agenda can be implemented, especially for police officers who are no experience in job. Besides, command and control should be fully utilized by the supervisor. Command and control would reduce role ambiguity in police organizations; work pressure would decrease over time. Further, the police Authority should pay close attention to shift duty most especially the morning shifts, officers of the police force should be train on capacity building in other to develop resilience during shift duty, also incentives should be place on morning shift, this may help personnel to reduce stress.

Recommendations

The stakeholders of the Nigeria Police Service (NPS) must take into consideration the effect of role ambiguity and shift duty on the occupational stress level of their personnel. Police authority should organise training and workshops to foster capacity building and resilience among personnel in various shifts, especially the morning shifts. Further, job roles should be fully defined in order to enable personnel to discharge their duties effectively and without stress. In addition, female personnel should not only be excluded from the morning shift, but duties assigned to them as well should be reviewed with the aim of lessening their task, due to the dual roles they play both at home and at their workplace There is a need for in-depth awareness creation about the repercussions of role ambiguity and shift. Policy makers should take into cognisance the gender of Police personnel, especially females, during posting. Further capacity building programmes

should be targeted towards female officers to enable them build resilience in other to cope with stress.

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