THE UNIVERSITY OF CALGARY

BURNOUT IN THE POLICE FORCE:
THE EFFECTS OF OCCUPATIONAL STRESS
ON MARITAL RELATIONSHIPS

BY

DEBORAH ROSE LAIN

A THESIS
SUBMITTED TO THE FACULTY OF GRADUATE STUDIES
IN PARTIAL FULFILLMENT OF THE REQUIREMENTS
FOR THE DEGREE OF MASTER OF SCIENCE

DEPARTMENT OF EDUCATIONAL PSYCHOLOGY
CALGARY, ALBERTA
MAY, 1983

© DEBORAH R. LAIN 1983
The undersigned certify that they have read and recommend to the Faculty of Graduate Studies for acceptance, a thesis entitled, "Burnout in the Police Force: The Effects of Occupational Stress on Marital Relationships" submitted by Deborah Rose Lain in partial fulfillment of the requirements for the degree of Master of Science.

Date: 16 May 1983
ABSTRACT

This study investigated the effects of occupational stress on the police officer and the effects that burnout can have on his personal and marital life. As the empirical work, to date, was found to be American-based, one of the fundamental goals in the execution of this study was to gather information to determine if the existing research on burnout, and its effects, could be generalized to Canadian police officers and their families.

Six general research objectives emerged which dealt with: 1) burnout, 2) marital adjustment, 3) quality of family life, 4) husband's after-work mood, 5) length of employment, and 6) coping activities. To statistically investigate the relationships between variables, the Pearson Product Moment Correlation Coefficient was performed. When differences between police officers and wives on particular variables were examined, a two-tailed t-test was used. Both statistical procedures accepted a confidence level of 0.05 as indicative of significant relationships or differences between variables. A one-way analysis of variance was performed a posteriori on one of the hypotheses. Where significant differences were found between groups, a Student-Newman-Keuls test was performed to determine where the differences existed.

The sample consisted of 122 male police officers from
the Calgary Police Service and their wives. The officers and wives were given the following: 1) Demographic Data Sheet, 2) Dyadic Adjustment Scale (DAS), and 3) Questionnaires used in Jackson and Maslach's (1982) study for police officers and police wives. Only police officers were given the Maslach Burnout Inventory (MBI).

The results of the investigation demonstrated that a number of specific relationships existed for all of the research hypotheses except that which proposed differences to exist between police officers and police wives on their ratings of dyadic adjustment and quality of family life. In general, on the three subcomponents of burnout, this sample of Calgary police officers appears significantly more depersonalized with clients and people in their non-occupational lives than both the officers in Jackson and Maslach's (1982) study and the normative population (Maslach and Jackson, 1981). The data which emerged on the other variables were strongly consistent with the findings in both the theoretical and empirical literature which states that burnout and job-related stress can have a negative effect on the police officer and his marital relationship.

Implications from this exploratory study for the police officer, the organization, police wives, and the police psychologist were discussed. Limitations of these preliminary findings and suggestions for further research were also presented.
ACKNOWLEDGEMENTS

I would like to express my appreciation to the members of my committee, Dr. Hal Altmann and Mr. Art Hoffer who were so patient in the receipt of this document. I also thank you for your support and contributions. My sincere gratitude goes to my supervisor, Dr. Sal Mendaglio, for encouraging me to work in such a fascinating research area, and who never once stopped believing in me and my abilities.

The idea for this study could not have grown without the interest and total cooperation of the Psychological Services Branch of the Calgary Police Service. My very special thanks goes to Dr. Bill Barker who shared the eagerness that I did in doing this research. I could not have started without your help - thank you for having enough confidence in me that I was doing a worthwhile project.

Lynda Eicher, your beautiful secretarial skills made the questionnaires look so professional. Thanks for your assistance and moral support. And, to Dr. Ed Kramer, thank you for taking the time and having the patience to help me understand statistics. I thank all of you in Psychological Services for your unrelentless support.

I found everyone that I met in the CPS to be more than helpful. I want to thank all of the inspectors, district sargeants and people in staff development and training
for allowing me to take the time to distribute the questionnaires to the officers, and to those who took the time to talk with me about their experiences.

My warmest appreciation is directed at the 244 police officers and police wives who took the time to complete and return the questionnaires. It is the result of your efforts which will hopefully add to our understanding of police work and its effects, both positive and negative, as well as stimulate an interest and awareness of the need for further research in the area. Without your cooperation, there would not have been a study; thank you so much.

My acknowledgements to the CPS would not be complete without thanking Chief Brian Sawyer, who gave the ultimate consent for this research to proceed. It was enlightening to know that you are open-minded in an area which could be perceived as sensitive and threatening. Your interest in this project reflects concern for the welfare of your staff.

I want to thank Patti J. Martin for her expert editing of parts within this document - I only wish I could have worked faster! I also want to acknowledge Dr. Susan Jackson at the University of Maryland who shared an interest in my research and sent me the questionnaires necessary to replicate the study done in Berkeley, California.

Most importantly, I wish to thank Frankie Anderson for her more than competent assistance in computer programming
and analysis. I can't tell you how much I have appreciated your support and guidance in the last few months. Thanks for being as excited about my research as I was.

Very special thanks goes to Joyce Day for her excellent typing of this thesis. You relieved me of any worries that this document would not be neat, organized, and presentable. Your encouragement and willingness to work along with me was really appreciated.

Finally, to all my friends at school who were a constant source of support and laughter. To my office buddy, Lisa - you were always there when I needed you; to Linda and Sandi who also burned the candle to get finished on time - we did it!
DEDICATION

Mom and Dad,

I want to tell you how much it has meant to me to have two people who have provided me with continuous love and support. The combination of your kindness, unselfishness, and caring have made me the person that I am.

I realize how frustrating it has been, at times, for both of you to understand why I worked as hard as I did. You shared my excitement and you shared my pain - but, in the end, it has been worth it.

I know you are proud of me and, I too, am proud to have both of you as parents. Mom and Dad, I dedicate my thesis to you.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Approval Sheet</th>
<th>ii</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abstract</td>
<td>iii</td>
</tr>
<tr>
<td>Acknowledgements</td>
<td>v</td>
</tr>
<tr>
<td>Table of Contents</td>
<td>ix</td>
</tr>
<tr>
<td>List of Tables</td>
<td>xii</td>
</tr>
<tr>
<td><strong>Chapter One</strong></td>
<td></td>
</tr>
<tr>
<td>Introduction</td>
<td>1</td>
</tr>
<tr>
<td>1.1 Statement of the Problem</td>
<td>1</td>
</tr>
<tr>
<td>1.2 Purpose of the Study</td>
<td>8</td>
</tr>
<tr>
<td><strong>Chapter Two</strong></td>
<td></td>
</tr>
<tr>
<td>Literature Review: Existing Theories</td>
<td>10</td>
</tr>
<tr>
<td>2.1 Definition of Terms and Related Concepts</td>
<td>11</td>
</tr>
<tr>
<td>2.2 Theoretical Perspectives</td>
<td>17</td>
</tr>
<tr>
<td>2.3 Summary of Theoretical Perspectives</td>
<td>23</td>
</tr>
<tr>
<td>2.4 Review of the Related Literature</td>
<td>24</td>
</tr>
<tr>
<td>2.5 Summary of the Related Literature</td>
<td>40</td>
</tr>
<tr>
<td>2.6 Review of Police Burnout Literature</td>
<td>41</td>
</tr>
<tr>
<td>2.7 Summary of Police Burnout Literature</td>
<td>56</td>
</tr>
<tr>
<td>2.8 Summary of the Literature Review</td>
<td>60</td>
</tr>
<tr>
<td>2.9 Conclusions</td>
<td>63</td>
</tr>
<tr>
<td><strong>Chapter Three</strong></td>
<td></td>
</tr>
<tr>
<td>Method</td>
<td>67</td>
</tr>
<tr>
<td>TABLE OF CONTENTS (CONTINUED)</td>
<td>PAGE</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>3.1 Subjects</td>
<td>67</td>
</tr>
<tr>
<td>3.2 Instruments</td>
<td>69</td>
</tr>
<tr>
<td>3.3 Maslach Burnout Inventory</td>
<td>70</td>
</tr>
<tr>
<td>3.4 Dyadic Adjustment Scale</td>
<td>73</td>
</tr>
<tr>
<td>3.5 Questionnaires used in Jackson and Maslach's (1982) Study</td>
<td>77</td>
</tr>
<tr>
<td>3.6 Demographic Data Sheet</td>
<td>80</td>
</tr>
<tr>
<td>3.7 Hypotheses</td>
<td>80</td>
</tr>
<tr>
<td>3.8 Experimental Design</td>
<td>85</td>
</tr>
<tr>
<td>3.9 Statistical Analysis</td>
<td>86</td>
</tr>
</tbody>
</table>

CHAPTER FOUR

RESULTS | 89
4.1 Descriptive Statistics | 89
4.2 Tests of Hypotheses | 96
4.2.1 Tests of Hypotheses 1(a) & 1(b) | 96
4.2.2 Tests of Hypotheses 2(a) & 2(b) | 97
4.2.3 Test of Hypothesis 3 | 101
4.2.4 Tests of Hypotheses 4(a), 4(b), 4(c) & 4(d) | 105
4.2.5 Test of Hypothesis 5 | 113
4.2.6 Test of Hypothesis 6 | 116
4.2.7 Tests of Hypotheses 7(a) & 7(b) | 119
4.2.8 Tests of Hypotheses 8(a), 8(b) & 8(c) | 125
4.3 Summary of Results | 129
<table>
<thead>
<tr>
<th>CHAPTER FIVE</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>DISCUSSION ------------------------------</td>
<td>139</td>
</tr>
<tr>
<td>5.1 Discussion of Results -----------------</td>
<td>140</td>
</tr>
<tr>
<td>5.2 Summary and Conclusions ---------------</td>
<td>185</td>
</tr>
<tr>
<td>5.3 Limitations of the Present Research ---</td>
<td>190</td>
</tr>
<tr>
<td>5.4 Suggestions for Further Research ------</td>
<td>192</td>
</tr>
<tr>
<td>5.5 Implications for the Psychologist -----</td>
<td>195</td>
</tr>
<tr>
<td>REFERENCES -------------------------------</td>
<td>200</td>
</tr>
<tr>
<td>APPENDICES ---------------------------------</td>
<td>214</td>
</tr>
</tbody>
</table>
LIST OF TABLES

TABLE 1: Officers' Primary Work Area --------- 90
TABLE 2: Officers' Rank ---------------------- 91
TABLE 3: Work Shift Distribution -------------- 92
TABLE 4: Hours of Work ---------------------- 92
TABLE 5: Means and Standard Deviations for the MBI Subscales -------------- 94
TABLE 6: Pearson Correlation Coefficients: Burnout Scores of Officers with Marital Adjustment Scores of Officers ---------------------- 95
TABLE 7: Pearson Correlation Coefficients: Burnout Scores of Officers with Marital Adjustment Scores of Wives ---- 98
TABLE 8: Pearson Correlation Coefficients: Burnout Scores of Officers with Quality of Family Life Scores of Officers ---------------------- 100
TABLE 9: Pearson Correlation Coefficients: Burnout Scores of Officers with Quality of Family Life Scores of Wives ---------------------- 102
TABLE 11: Pearson Correlation Coefficients: Marital Adjustment Scores of Officers with Quality of Family Life Scores of Officers ---------------------- 106
TABLE 12: Pearson Correlation Coefficients: Marital Adjustment Scores of Wives with Quality of Family Life Scores of Wives ---------------------- 109
LIST OF TABLES (CONTINUED)

TABLE 13: t-test: Marital Adjustment Scores of Officers and Wives .................. 111
TABLE 14: t-test: Quality of Family Life Scores of Officers and Wives .............. 112
TABLE 15: Pearson Correlation Coefficients: Burnout Scores of Officers with Officers' Length of Time on Police Force .......................... 114
TABLE 16: One-Way Analysis of Variance for Burnout Subscale DPFa and Length of Employment in the Police Force ...... 116
TABLE 17: Pearson Correlation Coefficients: Burnout Scores of Officers with Frequency in the Use of Coping Activities ............................... 118
TABLE 18: Pearson Correlation Coefficients: Quality of Family Life Scores of Officers with Frequency in the Use of Coping Activities of Officers 120
TABLE 19: Pearson Correlation Coefficients: Quality of Family Life Scores of Wives with Frequency in the Use of Coping Activities of Wives 123
TABLE 20: t-test: Frequency in the Use of Coping Activities of Police Officers and Wives .......................... 126
TABLE 21: t-test: Frequency of Coping Activities Used by Officers and Wives' Ratings of Officers' Use of Coping Activities ..................... 128
TABLE 22: t-test: Police Officers' Rated Effectiveness of Their Coping Activities and Wives' Rated Effectiveness of Their Coping Activities ................................ 130
1.1 Statement of the Problem

Almost a decade ago, job stress was not considered to be a factor influencing employee health and well-being. Recently, however, social scientists have noted that particular occupational groups are exposed to stressors unique to the job which can contribute to mental harm or distress (Fell, Richard and Wallace, 1980; Pines, Aronson and Kafry, 1981; Caplan, Cobb, French, Harrison and Pinneau, 1980).

Specifically, the stress experienced by those who work in the human services industry has been acknowledged as a problem requiring systematic inquiry. The helping professionals' response to job-related stress is an area in need of further investigation because of the impact that it may have on the individual, job effectiveness and home life.

The research suggests that a condition known as "burnout" may be a reaction to job stress that primarily afflicts human service workers such as counsellors, teachers, lawyers, physicians, nurses, mental health workers, and agency administrators (Maslach, 1978; Pines, Aronson and Kafry, 1981). Burnout has been typically defined as: "to fail, wear out, or become exhausted by the excessive demands on energy, strength and resources" (Cherniss, 1980,
The transactional definition of burnout implies an imbalance between personal resources and environmental demands as well as the emotional responses to this imbalance.

Burnout research indicates that the commonality among those in the health and social service professions, is in their work involving close contact with people. Working intensely and often intimately with people troubled by physical, psychological or social distress, can be emotionally difficult to handle on a continuous basis (Maslach, 1978).

A profession which is a susceptible host to burnout and high amounts of job stress is police work. With the increasing complexity and instability of our society, more is being expected and demanded of the police force which may result in a greater experience of job stress. The term job stress encompasses the personal characteristics of the worker, environmental factors which contribute to psychological and physiological stress, as well as the interaction between the two components (Beehr and Newman, 1978).

Stress, by itself, is defined by Selye (1974) as the non-specific response of the body to any demand made upon it (Selye, 1974, p. 14). This non-specific response differs across individuals due to basic differences in per-
3.

sonality traits, coping mechanisms utilized, and career-related goals and attitudes (Reese, 1982, p. 50).

Police work is considered in the literature to be a highly stressful occupation (Kroes, 1976; Kroes and Hurrell, 1975; Reiser, 1974; Duncan, Brenner and Kravitz, 1979; Jackson and Maslach, 1982; Niederhoffer and Niederhoffer, 1978; Stratton, 1978; Hillgren, Bond and Jones, 1976). The job contains a variety of situations; many require life and death decisions, some confrontation of unpleasant situations and most require the officer to be exposed to people's pain and hostility. Officers respond to calls ranging from domestic disputes to homicides and from child abuse to kidnappings. The police officer is often the subject of scrutiny by the community he serves, but few understand the multitude of demands with which he must cope.

Aside from the physical hazards of the job, the officer is exposed to work-related factors which influence the development of burnout. Ambiguity, conflicting values, responsibility for others, long hours of inactivity mixed with unpredictable crises, negative public image, police administration and frustrating encounters with the judicial system are just a few of the conditions under which an officer must work (Maslach and Jackson, 1979; Dunlavey, 1982).
Exposure to chronic job-related stress requires the development of coping mechanisms to counteract the effects of the job on the individual. An individual's coping style can be instrumental in molding the effects of burnout. Particular coping approaches may allow some individuals to be resistant to the effects of job stress, whereas other strategies may exacerbate the original problem as well as introduce new stress factors (Ellison and Genz, 1978).

There is a tendency for an individual experiencing burnout to "cope with stress by a form of distancing" (Maslach, 1976, p. 16). Coping mechanisms of this sort, while they may work in the short run, take a toll both physically and emotionally. Under conditions of repeated exposure to stressors, the policeman may become depleted of all energy, reduce the degree of emotional involvement, become callous and cynical, feel a reduced sense of satisfaction from his work and develop physical symptoms as a result of job stress (Maslach and Jackson, 1979; Silbert, 1982).

The policeman's struggle to cope with the demands of the job may not only affect his physical and emotional health, but his relationships with family, friends and the community he serves can also be affected (Maslach and Jackson, 1979). Police are in an occupation which requires the performance of more than the role of law enforcer. The
officer is required to be a skilled gunman, protector, counsellor, consultant and educator to the community. As well, the officer may have the additional roles of husband, father, friend and neighbor. There are times when occupational roles and marital roles may conflict with each other and problems may develop both on the job and off (Hageman, 1978).

The literature suggests that significant positive relationships exist between officers experiencing burnout and reports of increased marital and family conflict (Maslach, 1978; Silbert, 1982; Jackson and Maslach, 1982; Maslach and Jackson, 1979). These authors propose that if emotional stress from the job is not resolved, it often surfaces at home. Since the burnout phenomenon is circular in nature: job induced tensions can lead to family disruption which, in turn, can feed back to affect job behaviors (Jackson and Maslach, 1982, p. 65).

The literature has flourished with articles which discuss stressors in policing, effects of stress on job performance, negative effects on health from job stress, and the impact of police work on marriages and families. However, the majority of such articles are theoretical in nature and few support their hypotheses through empirical findings (Burgin, 1978; McGuire, 1979; Meadows, 1981; Webber, 1976; Stratton, 1980; Reiser, 1974 and Nordlicht,
1979). Furthermore, the literature proves to be primarily American in origin. Virtually no empirical work on issues specific to burnout and the effects on marital and family relationships has taken place in Canada.

The implications arising out of the burnout phenomenon are so critical as to warrant further investigation. Officers are negatively affected by the stresses of their work: long hours, safety concerns, adverse public opinion, shift work and the constant demands made on them by the public, by themselves and by their departments (Daviss, 1982). Such stressors, among others, have been postulated as reasons for marital difficulties (Jackson and Maslach, 1982).

The manner in which the officer copes with job stress is another area postulated to correlate with marital satisfaction and quality of family life but not necessarily with on-the-job behavior (Jackson and Maslach, 1982). Additional support for research arises out of the above findings. People may differ greatly in their strategies to cope with job stress and marital conflict. The strategies used by both officers and wives are important in understanding the impact of burnout on marital and family relationships.

The literature suggests that length of time on the police force is related to coping with job stress and that the style of coping could possibly have negative conse-
quences on the physical health of the officer, on the job and in the home (Silbert, 1982; Hageman, 1978; Jackson and Maslach, 1982). It has also been suggested that particular patterns emerge between burnout and marital dissatisfaction within the early part of a policeman's career as opposed to later on. Researchers attribute this to the adjustment process an officer goes through during training and until establishment of a professional identity (Ready, 1979; Dunlavey, 1982).

This process involves the development of emotional detachment from the job; a coping mechanism used to deal with stress. The literature suggests that this mechanism is detrimental to the marriage since it overlaps and isolates the officer, not only from his job, but from his wife, family and non-police friends (Hageman, 1978; Jackson and Maslach, 1982).

The present investigation was designed to examine how the policeman dealt with job-related stress and what consequences occurred for him as an officer, as well as life at home with his spouse and family. The research investigated the existence of trends occurring in the career of the officer to determine what aspects, if any, were unique to Canadian police regarding burnout and familial variables.
1.2 Purpose of the Study

This study was primarily exploratory in an attempt to add to the limited body of knowledge that exists on police burnout and its effects on marital life. The impetus for the present investigation arose out of the general concern cited in the literature of the potentially detrimental effects of job-related stress on the non-occupational life of the police officer.

Aspects of a recent empirical study by Jackson and Maslach (1982) were replicated so as to understand how their findings on police burnout and marital relationships compared with Canadian police officers. Thus, one of the fundamental goals within this exploratory study was to lay the groundwork for future research on police and to improve our understanding of the effects of occupational stress on the quality of family life and marital adjustment.

To facilitate this goal, information from male officers of the Calgary Police Service and their wives was obtained to help answer the following research questions: (a) What relation exists, if any, between burnout in police officers and marital adjustment of officers and wives? (b) What relation exists, if any, between burnout in police officers and the quality of family life as rated by officers and wives? (c) What relation exists, if any, between burnout in police officers and coping strategies
used by officers and wives to deal with off-the-job stress?

(d) What relation exists, if any, between burnout in police officers and length of employment on the police force?

(e) What relation exists, if any, between burnout in police officers and their wives' ratings of their husbands' after-work moods?
CHAPTER TWO
LITERATURE REVIEW: EXISTING THEORIES

The concept, "burnout", is relatively new, yet has received widespread interest and publication within the last decade. It is the purpose of the first part of this chapter to define burnout and related terms found in the literature. As well, this section will present the theoretical perspectives which have provided the context for this research. It will be the purpose of the second part of the chapter to review the related literature on police stress, job-related stressors and consequences of stress in police work. Following this will be a review of literature which specifically relates to burnout in the police force and provides the incentive for the present research.

"Burnout", a term coined by Herbert Freudenberger (1974), has since been acknowledged by researchers concerned with its impact on a variety of helping professionals such as nurses, teachers, lawyers, mental health workers, policemen and persons in a variety of other occupations.

The recent popularity of burnout may be indicative of a shift in awareness and attitude of people in the helping professions rather than evidence of an absence of this phenomenon prior to the mid-1970's (Savicki and Cooley, 1982). It reflects a need for recognition of the destruct-
tive potential of this phenomenon on the people who are employed to serve some of society's most fundamental needs (Maslach and Jackson, 1979).

There is considerable evidence regarding the high cost of burnout on the occupational organization and the recipients of their service (Maslach and Jackson, 1979; Pines, Aronson and Kafry, 1981; McLean, 1974), not to mention the adverse effects that burnout can have on the total life of the worker: personal, social, family and friends (Kroes, Margolis and Hurrell, 1974).

2.1 Definition of Terms and Related Concepts

Prior to a description of the theoretical context of this study, it is necessary to define the term, burnout, and differentiate it from concepts found in the literature.

"Burnout" has been used rather loosely to encompass a larger phenomenon than would be dictated by a strict definition. Authors have acknowledged the confusion surrounding the precise meaning of the term (e.g., Daley, 1979) or have extended their definitions to include what the term is "not". For instance, burnout is not the result of a "bad day", temporary fatigue, or all forms of job stress (Cherniss, 1980; McConnell, 1981; Maslach, 1978); such a definition would be too broad. Burnout is one "reaction" or response to particular kinds of job situations, or
stress which is job-related (Maslach, 1982). Christina Maslach (1982), a pioneer in burnout research, defines burnout as:

... a syndrome of emotional exhaustion, depersonalization and reduced personal accomplishment that can occur among individuals who do "people work" of some kind. It is a response to the chronic emotional strain of dealing extensively with other human beings, particularly when they are troubled or having problems. Thus, it can be considered one type of job stress. Although it has some of the same deleterious effects of other stress responses, what is unique about Burnout is that the stress arises from the social interaction between helper and recipient (p. 3).

Freudenberger (1974) defines burnout as: "wearing out, exhaustion or failure resulting from excessive demands on energy, strength and resources" (p. 159). He suggests that burnout is such an insidious process that the individual may not be aware of its occurrence. Other major contributors in the field define burnout as: "a syndrome of emotional, physical or mental exhaustion resulting from the constant or repeated exposure to emotional pressures associated with any intense involvement with people over time" (Pines, Aronson and Kafry, 1981, p. 15).
Associated with the definition of burnout is a set of symptoms which can be divided into four dimensions: physical, cognitive, emotional and behavioral. The physical symptomatology would include chronic fatigue, low resistance to illness, insomnia, lingering colds, flu, headache, gastrointestinal disorders and cardiovascular problems. Symptoms in the cognitive domain include cynicism, depersonalization, loss of idealism, motivation and commitment. The emotional component of the burnout phenomenon is evident in feelings of helplessness, depression, guilt, exhaustion, paranoia, hostility, decrease in self-esteem and failure identity. Behavioral symptoms include marked departures from the individual's behavioral norm. For instance: impulsiveness, change in eating habits, increase in use of alcohol or other substances, complaining, irritability and physical withdrawal from others.

It is important to note that the symptomatology experienced is influenced by a number of factors which affect how the individual will react to job stress. Job stress is defined by Margolis and Kroes (1974) as the condition in which some factors at work interact with the worker to disrupt his or her homeostasis. Emphasis is placed on the interactive quality in terms of environmental stressors interacting with aspects of the individual's personality to produce tensions (Costello and Zalkind, 1963). Burnout,
then, would be one consequence of the individual's inability to appropriately cope with job stress.

The job as a source of stress has been examined by Beehr and Newman (1978) who agree that the phenomenon of job stress involves complicated interactions between person and environment. Caplan, Cobb, French, Van Harrison and Pinneau (1975) expand on this. These authors state that there are two types of job stress which may pose a threat to the individual: demands which he/she may not be able to meet or insufficient supplies to meet these needs. Job stress, then, could be conceptualized as a misfit of either personal skills and abilities matched with any characteristics of the job environment which may threaten the person.

Although burnout can affect almost everyone in a similar way (Pines, Aronson and Kafry, 1981), others feel that burnout symptoms and causes are not universal (Forney, Wallace-Schutzman and Wiggers, 1982). These authors feel that burnout is very individual in nature since it is influenced by both internal and external factors, some of which are not within the control of the individual.

With few exceptions, researchers seem to place the etiology of job stress within a complex interaction between person and environment. This position is supported when one considers that a study which focuses only on the structure of the environment will produce a one-sided picture
of the phenomenon. Similarly, research focusing exclusively on the needs, personalities or motivations of individuals will also be limited. It is important to consider the interactive process of individual perception and reaction with variations in environmental conditions (Cherniss, 1980).

A distinction must be made between burnout and another concept, stress. "Stress" implies so many events and processes that it also becomes nebulous. If we view burnout and stress as one in the same, we are moving away from a consistent and accurate application of the initial definitions.

Hans Selye, a pioneer in stress research, defines stress as: "the non-specific response of the body to any demand. Every demand made on the body is unique, yet stressors have one thing in common: they increase the demand for readjustment, adapting to a state of normalcy" (Selye, 1974, p. 127). Selye notes that the kind of stressor is immaterial to the performance of adaptive functions. Thus, it does not matter whether what we face is pleasant or unpleasant. What does matter, however, is how we face the stress that confronts us.

Selye's research verified that the response of the body to a stressor (pleasant or unpleasant) is identical regardless of the conditions. Eventually, Selye developed
a concept known as the General Adaptation Syndrome (G.A.S.).
The G.A.S. has three phases: alarm reaction, stage of resistance and stage of exhaustion (Selye, 1974, p. 27).
The alarm reaction occurs when the organism is suddenly exposed to a stressor. This reaction has two phases:
shock, where various signs of physiological injury are typical symptoms and; countershock, a rebound reaction where defenses are mobilized. The second phase of the G.A.S. is when resistance ensues; the organism has fully adapted to the stressor. At this phase, the bodily symptoms characteristic of the alarm reaction have disappeared. However, this stage is also met with a concurrent decrease in resistance to most other stimuli. The final stage of the G.A.S. follows long-continued exposure to the same stressor, to which the body had become adjusted. This is where the organism's adaptation energy is exhausted and the symptoms of the alarm reaction reappear. At this point, however, if stress continues unabated, death ensues (Selye, 1974, p. 129).

The distinction between stress and burnout is important because of the prevalence in the literature to use the terms interchangeably. Stress is not a synonym for burnout. We are all exposed to stress every moment of our lives but we do not all experience burnout.

Use of the terms burnout, stress and job stress, has
important implications for how research will be conducted, interpreted and understood, both theoretically and empirically. Understanding of the burnout concept will be severely obstructed if several definitions are used collectively. As well, the degree to which findings can be generalized from one study to another may be limited if they are describing totally different concepts.

2.2 Theoretical Perspectives

The theoretical basis for this study focuses on themes which have emerged from Maslach’s research on the burnout phenomenon and job-related stress. Maslach’s work has involved observing a variety of helping professionals and their response to job stress. Her analysis of the burnout phenomenon comes out of a social-psychological perspective.

This orientation identifies the crux of the problem not as psychological stress as such, but as a very specific and distinctive type of exhaustion arising from the social relationship between the helping professional and recipient of his or her care. The structure of the institution and demands of the job, when combined with personal stressors, can contribute greatly to the development of burnout.

Maslach conceptualizes burnout to have three definite aspects. One aspect includes excessive emotional involve-
ment with clients, over-extension of self, and overwhelming demands seemingly imposed by other people. The response is "emotional exhaustion": feeling depleted of all energy, and unable to give of oneself to others. At this point, an individual's coping style and perceptions may be instrumental in molding or resisting the development and maintenance of burnout.

One way to deal with emotional overload is to strive for "detached concern", the optimal balance between over-involvement and lack of concern (Lief and Fox, 1963). This is difficult to maintain in reality and equally hard to achieve. Some of the ways in which professionals cut back on their involvement is through various forms of withdrawal (physical, emotional and mental). Since there is virtually no training in attainment of detached concern (Maslach, 1977), professionals' attempts at coping may be effective or they may be disruptive and incapacitating.

In the extreme, the professional may distance him or herself by going "strictly by the book", losing his commitment and his caring for the well-being of others. Extreme detachment can surface as a protective device against emotional strain. It is also possible for this coping style to generalize to areas outside of work; isolating the 'burned-out' individual from others in his personal life (Pines, Aronson and Kafry, 1981).
In Maslach and Jackson's article (1979), they cite the feelings of one police officer:
You change when you become a cop - you become tough and hard and cynical. You have to condition yourself to be that way in order to survive on the job. And sometimes, without realizing it, you act that way all the time, even with your wife and kids ... (p. 59).

This "depersonalization" of other people is the second aspect of burnout: development of a calloused, dehumanized view of people who are served by the particular occupation. The loss of human perspective and extremely negative attitude toward people can manifest itself in various ways. Professionals may avoid contact with their clientele by doing more paper work, taking longer coffee breaks, becoming more tense around people, losing their tempers and increasing their absenteeism from work.

Ironically, people who enter the human service professions are dedicated and committed (Freudenberger, 1974). Conflict is felt when the professional senses that he has become cold and uncaring. Feeling negatively about others affects the way we view ourselves; thus, the professional's self-esteem and self-concept are affected by burnout. The person doubts his or her suitability for his or her occupation and feels guilty about the way he or she has mis-
treated others. Being down on oneself reinforces the belief that his or her behavior is due to personal error and failure. The difficulty of attributing job-related stress inward as opposed to viewing the problem as inherent in the nature of the job is that the individual feels a reduced sense of "personal accomplishment", a third aspect of the burnout process (Maslach, 1982).

It appears that coping styles are significant in understanding the burnout phenomenon. Certainly in the stress research, coping has been looked at in terms of adaptational outcomes and as a determinant of stress experiences in the home and in the work place (Folkman and Lazarus, 1980). The impact that particular coping activities can have on stress-related experiences warrants that the concept be defined here.

Lazarus, a leader in the field of stress research, defines coping as: "efforts to manage environmental and internal demands as well as conflicts among demands" (Holroyd and Lazarus, 1982, p. 24). Coping in itself does not imply success, but focuses instead on efforts to manage. The emphasis is on what the person's cognitions and behaviors are during a stressful encounter.

Coping is multifaceted; people vary in their individual coping styles and those coping styles differ in their effectiveness. Stresses encountered in the naturalistic
environment are met, not with a single coping response, but by a dynamic constellation of both problem-focused and emotion-focused activities (Folkman and Lazarus, 1980).

Lazarus (1974) suggested two coping styles: 1) direct action, which refers to any effort designed to alter the person's troubled relationship with the environment and 2) palliative activities, including a) intrapsychic processes such as denial, detachment and attention deployment, and b) somatic-oriented devices such as drugs, relaxation training, biofeedback procedures ... (p. 321).

Palliation occurs when the person is unable to successfully manage the environmental transaction or when the cost of direct action is too high. Thus, palliation is an indirect mode of coping applied internally to one's behavior and emotions to reduce the distress on the person. This is opposed to direct action which attempts to master the environmental source of stress itself (Lazarus, 1974).

The process and the outcome of burnout may be a product of ineffective or effective coping rather than simply a consequence of the presence or absence of job-related stress. Pines, Aronson and Kafry (1981) state that the
individual who is capable of mastering conditions of harm, threat and challenge in a variety of ways, and who uses in each situation the most effective strategy for that particular situation, copes most effectively.

Lazarus' definition of coping as a process involving a dynamic constellation of thoughts and acts contrasts with the approach to understanding individual differences in response to stress; for example, personality variables. Major writers in the burnout field also emphasize an interactive as opposed to a static model for understanding the demands of job stress. Maslach (1979) and Pines, Aronson and Kafry (1981) have emphasized that situational aspects of the job as opposed to dispositional error, are more likely the source of burnout.

These authors do not deny the importance of individual traits and personality characteristics. They believe that burnout is not a function of bad people, but rather, a reaction to a bad situation in which once idealistic people must work. In Savicki and Cooley's (1982) review of the literature they state that although individual characteristics and attitudes are acknowledged to be influential in the development of burnout, to date, there has been no research done to explore these areas in depth.
2.3 Summary of Theoretical Perspectives

Maslach's view of burnout is that it is a reaction to one form of job stress. It is a syndrome that can afflict individuals whose work involves continuous direct contact with the recipients of their particular profession. Although burnout evidences patterns of response in individuals that other forms of stress also take, it has distinctive components that distinguish it from other forms of stress. The emotional exhaustion, depersonalization and lowered sense of personal accomplishment are possible reactions to a job that involves a high degree of intense involvement and heavy psychological burden on the helping professional.

Maslach's social-psychological perspective as it pertains to police work would attempt to explain both individual and environmental contributions to burnout. Briefly, this could include the following:

1. Clientele: People with whom the policeman works can create job stress. The client's attitude and reaction to the officer is commonly negative and perhaps resistant. Working with this is difficult on a continuous basis.

2. Interactions with clients: The officer might be overly involved, taking responsibility for the client's welfare. Or, the officer may not identify with his or her clients at all, hardening one's feelings toward people in general. Either extreme can contribute to police burnout.
3. Feeling isolated: The officer may believe that his or her negative feelings of fear, frustration, or depression are not shared by others on the job. To avoid destroying one's "image", he or she may adopt a protective façade of being cool, calm and confident. This denial can contribute to symptoms of job burnout. Difficulties can arise when this protective armor is brought home, as it serves to distance the officer from his spouse and family.

4. Environmental/Administrative Stressors: Factors both in the nature of the job and in the bureaucratic structure of the police organization, can contribute greatly to the development of burnout. These factors are discussed throughout the next section of reviewed literature.

2.4 Review of the Related Literature

The following will be a presentation of the literature on police stress, job-related stressors and the effects of stress in police work. A great deal has been written in these areas; however, not all the literature has empirical support. The following will include both non-empirical and empirical literature as it relates to the area of police and job-related stress. A separate section will appear on research pertaining to police burnout and its effects on the officer's work and home life.
The literature within the last decade on police work consistently describes it as a highly stressful occupation (Kroes, Margolis and Hurrell, 1974; Reiser, 1974; Jackson and Maslach, 1982; Maslach and Jackson, 1979; Kroes, 1976; Niederhoffer and Niederhoffer, 1978; Stratton, 1978; Fell, Richard and Wallace, 1980).

Police officers suffer disproportionately from serious health problems (alcoholism, heart disease, gastrointestinal disorders), marital and family problems and emotional problems. Suicide - the ultimate symptom of distress - occurs in police officers at a rate far exceeding that of most other occupations (Duncan, Brenner and Kravitz, 1979, p. V).

Data collected as far back as the 1950's indicates police stress was a factor accounting for one of the highest suicide rates of any occupation studied by the United States Department of Health, Education and Welfare (Heiman, 1977, p. 1286). Dunlavey (1982) notes that factors contributing to high degrees of stress include: the boredom/high excitement contrast; frustration of dealing with a criminal justice system; shift work, weekend and holiday work; attending pressures on family life; and isolation from non-police friends and family.

Dunlavey also feels that generally, an officer under
stress is frequently not aware of what is happening to him and is thus incapable of asking for help. Others have noted that the need to repress emotions is a contributing factor to stress; police officers learn to bury their feelings and remain outwardly calm on the job, to the detriment of their health and family relationships (Duncan, Brenner and Kravitz, 1979).

One study which is not consistent in viewing stress as high in police officers is by Lester and Mink (1979). This exploratory study employed a comparison group, office workers, to see if their stress experience was different from that of policemen working in a small rural town. These authors found little difference in how both groups rated their work being affected by job-related stress. However, there was a significant difference in reports by policemen that their jobs affected their lives outside of work more than office workers. The authors do not indicate what type of work is involved in their comparison group. Whether or not the comparison group works with high amounts of emotional contact with people may be a factor accounting for the findings of no differences between groups.

Major researchers in the area of job stress in policemen are Kroes, Margolis and Hurrell. Their 1974 study set out to determine what the specific job stressors were for
police. The data indicates that major sources of stress as perceived by policemen in this study were: courts, administration, equipment, community relations, changing shifts, isolation and boredom.

To understand the relationship between the various stressors reported, Kroes, Margolis and Hurrell (1974) provided the framework from which the policeman operates. He has developed a certain perception of himself as a "policeman". His perception is challenged by the community, criminals, judicial system, family and friends - this can be psychologically threatening to his self-concept. The court leaves him feeling frustrated and unrewarded when the judge dismisses the "offender". Poor equipment, from the point of view of psychological stress, is perceived as indicative of lack of respect and concern for his welfare and safety.

With respect to the community, negative feedback is disturbing to the officer's self-image. This is compounded when administrative support is lacking as well as family and peer support. The nature of police work itself possesses stressors inherent in the line of duty which the officer must face and cope with on a day-to-day basis.

A study by Hillgren, Bond and Jones (1976) places the sources of stress into two general categories: inherent line stressors and administrative organizational stressors.
Examples of inherent line stressors would be life and death situations, confronting unpleasant sights such as battered children, having to use force and family disputes. The organizational stressors found by these authors are consistent with those described in the previous study by Kroes, Margolis and Hurrell (1974).

Hillgren, Bond and Jones (1976) found two significant factors emerging from their study. First, many sources of stress are not inherent in the job itself, but are more within the organization and its procedures. Secondly, there is a marked similarity between the sources of stress identified by both police administrators and police officers. Pressures from courts, administrative policy and community were considered most troublesome by both groups.

Certain assignments in policing are generally believed to be particularly stressful. In a non-empirical article by Ellison and Genz (1980), they state that high stress assignments include homicide investigation; disaster work; work involving injured, abused or dead children; and work with victims suffering great physical or emotional trauma. A high stress assignment which involves delicate work with people as well as the constant threat of personal danger is in undercover narcotics investigation. The authors also feel that policing in high crime areas is stressful to all the officers involved.
Singleton and Teahan (1978) conducted a study which focused on the impact of the constant threat of injury and of physical encounters on the psychological adjustment and physical health of the police officer. It was hypothesized that police who had experienced relatively more physically threatening encounters on the job would evidence more indicators of stress. A subsequent increase in interpersonal difficulties at home was also expected. A summary of their findings indicates that there were no differences between groups on any of the psychosomatic, anxiety or depression measures. The present data, therefore, only partially supported their hypotheses.

Singleton and Teahan (1978) found that the only variables which significantly differentiated moderate and severe stress groups from the minimal stress group were scales of hostility, paranoia, interpersonal sensitivity and the self-report of conflict at home with spouses and friends. The authors found a pattern of interpersonal hostility, suspiciousness and discomfort with others among police experiencing increased interpersonal stress. It may be that these negative feelings are associated with the 'potential' of personal injury rather than 'actual' lethality itself.

The authors offer an explanation for the non-support of their hypothesis based on defensive responses by the
police. It is possible that they wanted to 'protect' their real feelings and saw the interviews and questionnaires as intrusions into their personal lives. Thus, the replies could have been strongly influenced by the tendency to respond in a socially desirable manner. The authors feel that it could be these response sets which account for the low power of the inventories to discriminate among the three groups in their study.

Reiser (1974) wrote about some of the organizational pressures which afflict policemen. His article is conceptual rather than empirical in nature. Although there is no data to substantiate his views, some of the stress factors he presents are found elsewhere in the literature.

Reiser believes that the officer is influenced by stress from within himself, from his working environment and from the organization. He feels that these pressures affect, shape and scar a policeman and his family. Factors which contribute to his total stress load are summarized here. Symbolic significance is a factor believed by Reiser to generate stress. The policeman symbolizes authority and is often perceived as threatening and punitive. As well, this image is often reacted to with resentment, hostility and aggression.

The hierarchy operating within the system can create stress in the lines of communication, staff morale, pro-
fessionalism, centralism of power in decision-making and degree of rigidity. The internal discipline structure creates stress for the policeman who is in jeopardy of being criminally liable or punishable within the organization. Another source of stress noted by Reiser was lack of mobility. Failure to receive promotions may result in feeling alienated from peers, low self-esteem and depression.

According to Reiser, one of the most profound pressures is peer group influence. Peers can shape attitudes, values and roles as well as bolster self-esteem and confidence. The author feels that older, influential policemen can have negative attitudes which conflict with the eager recruits in the training academy. When there is conflict among groups within the organization, feelings of depression, alienation and low morale can result.

To protect himself against his own emotions, the officer may develop what Reiser calls the "John Wayne Syndrome". Once idealistic, flexible, accepting policemen, transform into cynical, emotionally withdrawn, authoritarian individuals. Reiser feels the syndrome develops as a result of shaping influences within the organization. In the development of this syndrome, there is usually distancing between the officer and his family and non-police friends. In part, some of the symptoms of this syndrome
resemble those of burnout.

Fell, Richard and Wallace (1980) performed a study to determine whether psychological job stresses incapacitate police at abnormally high rates. Mortality and morbidity data from prerecorded health records was examined and compared with other occupations to determine whether rates for police were significantly high. The authors found police ranked twenty-fourth among 130 occupations in rate of premature death from stress-related causes. Police ranked third among the 130 occupations in suicide rate. The authors state that stress and emotional upset are handled by being tough, not complaining and not showing feelings. They are expected by society and fellow officers to behave in stereotyped roles.

One result of this internalization is reflected in high levels of illness and disease. The fear of being stigmatized or of losing his or her job could result in an officer refusing to seek help. This inhibition and failure to handle emotional stress can be life-threatening, according to Fell, Richard and Wallace (1980).

The literature contained in police journals commonly discusses stress as it has been defined by Selye (1974). Meadows (1981), for instance, notes that when the stress police face is negative, damaging or unpleasant, then it becomes "distress" and must be avoided. In Meadows'
article, he states that it is the physiological and psychological effects of stress which have an impact on the officer's occupational, social and home life. Meadows feels that since stress is unavoidable, as Selye (1974) noted, then recognition of job stress is not enough. He feels that what is needed is to teach officers to understand the dynamics of stress and appropriate ways of dealing with its effects.

Dunlavey (1982) speaks along similar lines. She comments that stress can arise out of happy and unhappy occasions: "Getting married can cause as much stress as getting divorced; having a new baby can cause just as much anxiety as a death in the family" (p. 63). What is important is that all mean an adjustment to a complete change in lifestyle. This "adjustment" process and its concomitant effects, is suggested in the literature to be significant in understanding police work and its impact on the officer's personal and family life.

Hayes (1977) states that a police officer is subject to stress in his daily routine on the job. These stressors place pressures on the officer's family life. He says:

These family stresses develop during the adjustment stage which officers go through as they develop their own professional identity and competence (p. 1).
Ready (1979) notes the implications of adjustment to police work on the officer's personal life: "The day he swore his oath to protect and serve and accepted his badge, his life changed forever ..." (p. 40).

Ready's article is lacking in empirical evidence; however, it contains information relevant to other research. The author feels that no other profession exposes a family to such insidious pressure: constant exposure to danger, carrying of a gun, shifts, disrupted holidays and weekends - all put a strain on the interpersonal relationship between a policeman and his family.

Ready (1979) states that the nature of the profession requires the officer to adjust, but that this adjustment places extra burdens on the family and wife of the policeman. For instance, the unpredictability of the job adds special stress to a marriage relationship. As well, the unpleasant aspects an officer may confront on duty, become part of what he expects for the rest of his professional life. Ready states:

It becomes necessary and understandable that he must adapt and adjust to experience horrors if he is to preserve his emotional well-being. This gradual adjustment, however, must be closely monitored to insure a healthy emotional transition and to preserve the stability of
family life ... the consequences of adverse adjustments manifest themselves throughout the police community in high rates of marital failure, health problems, alcoholism and suicide (p. 40).

Kroes, Hurrell and Margolis (1974) report that 25 of the 30 married police administrators they interviewed thought police work affected their home lives. Kroes, Margolis and Hurrell (1974), in their study of 100 police officers, report that of the 81 married officers, 79 indicated that police work affected their home lives. Single officers said their jobs affected their social lives by making dating difficult due to unusual work schedules.

In the literature on police divorce, Terry III (1981) provides a review of evidence that conflicts with data of other studies on the rates of divorce. Although high divorce rates are presented by some researchers (Singleton and Teahan, 1978; Hageman, 1978; and Danto, 1978), others find divorce to be low among police. Kroes, Margolis and Hurrell (1974) show that only 5 percent of the police officers they interviewed were divorced. Reiser (1973) reports low divorce rates; 5 percent of the men sampled in 1971 were divorced during the first three years of employment.

Niederhoffer and Niederhoffer (1978), report a low
divorce rate among police officers in their study (2.5 percent compared with a national average of 3.7). Terry III (1978) notes that Niederhoffer's findings are based upon 32 returned questionnaires out of a possible 150; thus, caution should be taken in interpreting their results. Terry III feels that available evidence supports the argument that police divorce rates are lower than the popular depiction of police family life.

This view contradicts the evidence which suggests that family life is negatively affected by police stress. However, there may be a significant number of police marriages that, although they do not end in divorce, are nevertheless "unhappy" in terms of marital satisfaction and adjustment. The data on low numbers of divorces does not necessarily take this into account. Terry III criticizes the literature for failing to indicate whether police officers were divorced before or after they entered police work. The author states that without this critical piece of information, it is difficult to measure the effect police work and its stressors have upon police divorces. A study by Silbert (1982) is an exception to this criticism as she collected demographic data of when the policemen joined the force, their marital status at that time and their current marital status.

Stratton (1975) states that the literature rarely
Stratton's article discusses the pressures on police personnel and how these pressures affect their relationships with their wives and children, and difficulties subsequently encountered. Despite Stratton's emphasis on the need for this information, he does not present anything in the way of empirical data to support his contentions.

Stratton does provide a theoretical context from which to view police marriages and the pressures they face throughout the course of their relationships. When the couple first meet, the future looks promising. In the beginning, the badge is something to take pride in and the relationship succeeds because the two people are satisfying each other's emotional, physical and psychological needs. The woman is proud of her husband's image of protector and his ability to handle all situations. Very soon in the relationship, stresses incumbent to the job become obvious: life on the line, unusual working hours, extensive overtime, on call for emergencies. Stratton feels these alone are enough to cause numerous problems in the relationship, and adjustments have to be made. Some stress is handled, while some, has a longterm impact on the relationship. Over time, either or both parties are unable to pinpoint reasons for their diffi-
culties - "I don't know why, but you've changed" is commonly thought (Stratton, 1975, p. 45).

From the beginning of their careers as policemen, officers are trained to control their emotions on the job. Stratton (1975) states: "Officers learn to be non-emotional robots, stifling all feelings in order to maintain a certain image in their work" (p. 45). Stratton points out that this role can change the man, in that over months or years, any show of emotion may make him feel uncomfortable and he begins to build a wall so that whatever emotions he feels will no longer affect him. At this point, it is likely that the non-emotional man generalizes into the home where his wife cannot penetrate the shell. Eventually, she may stop trying to find the once caring person beneath the hardened exterior. The officer may then turn for support to those who experience the same pressures and stresses, other policemen or policewomen.

The officers may keep aspects of their job to themselves because they want to protect their wives and children from the tragedies they may see each day. The effect on the relationship is further distancing between the officer and his family. The job also teaches the officer to be observant and suspicious - this too can carry over into the family relationship. The emotion of anger is told to be kept under tight control; to remain calm and
objective while on duty. However, since there is no place at work to disperse the anger and frustration of the job, it is often carried home and the wife and family become targets for aggression.

The other way officers vent their frustrations are by sharing their concerns with fellow officers - this sharing often takes place over a "few beer". The late evening shift reinforces this behavior since all that may be open are bars and nightclubs when the officer gets off duty. The wife is often left out of this process because the husband does not want to appear weak or troubled. The lack of communication may also be because the wife is giving messages that she cannot cope with the stress her husband faces on the job. When both partners have lost their ability to communicate, the partnership may be in a stage of crisis.

It is important to note that not all police marriages go through the above processes. As well, it is possible for non-law enforcement marriages to typify some of the problems described above. However, it is possible that law enforcement marriages have stresses inherent in them which can create specialized difficulties that do not exist in other marriages (Stratton, 1976).
2.5 Summary of the Related Literature

The literature on police officers appears to be consistent in saying that police work has some unique stresses. Broken down into four categories, these might include:

1) External Stressors
   - frustrations in the criminal justice system
   - unfavorable media coverage
   - resentment in the community

2) Internal Stressors
   - organizational/managerial
   - excessive paper work
   - court time
   - ambiguously defined reward structures

3) Task-related Stressors
   - role conflict
   - shift work
   - work overload
   - boredom, fear, danger

4) Individual Stressors
   - fears of job competence, success and safety
   - health problems
   - psychological problems
   - alcoholism, divorce, suicide

There have been numerous articles discussing each of
these particular stressor categories. However, many of these authors do not present much in the way of empirical data (Burgin, 1978; McGuire, 1979; Territo and Vetter, 1981; Blanch, 1977; Ready, 1979; Dunlavey, 1982; Meadows, 1981; Webber, 1976; Stratton, 1980; Reiser, 1974; and Nordlicht, 1979). Although their work is informative, literature on police stress and its effects which is based on empirical data is lacking.

The following discussion is intended to present empirical literature which focuses more specifically on job stress and burnout in police officers and the effects of burnout on their life at work and at home. As in the preceding section, the following will include related literature that is not supported with empirical data.

2.6 Review of Police Burnout Literature

Maslach and Jackson (1979) felt their previous research (1973-1974) was only suggestive of the relationship between burnout and increased family and marital difficulties. The purpose of their study was to collect more systematic data on the effects of police stress on the family, as well as obtain the perspective of the spouses of 130 police couples. The authors felt that the police officer is expected to cope with ambiguity, conflicting values, responsibility for others' lives, long hours of
inactivity mixed with unpredictable crises and other stressors which, over time, affect his relationships with other people.

The officers received the Maslach Burnout Inventory (MBI; Maslach and Jackson, 1981), a research instrument for quantifying burnout symptoms. As well, they received a questionnaire which focused primarily on the emotional demands of work and its effects on the officers' personal lives. The wives' questionnaire asked them to rate statements about their husbands' work and behavior at home.

The scores between officers and wives yielded the following findings: High burnout scores are associated with domestic strains that are absent or mild in the families of low burnout scorers. As well, officers and their families are at some risk of emotional and behavioral problems when they score within the top third of the burnout continuum. Young officers tended to score higher than others on burnout and thus may be in the greatest jeopardy for personal and interpersonal problems. The higher an officer's score on the emotional exhaustion subscale, the more likely his wife is to report that he comes home feeling tense, upset and physically exhausted. The wives feel depressed and describe the children as feeling anxious, irritable and isolated from their fathers.

Other findings out of Maslach and Jackson's study
(1979) were related to coping strategies. The authors found a clear difference between the coping responses of husbands and wives. A higher percentage (80) of wives were likely to seek out organized activities or groups as a source of help and support compared to 10 percent of their husbands. The husband's difficulty in sharing his feelings may be the result of his police training. This non-emotional stance is detrimental to marital and family relationships as it serves to isolate the policeman. On the other hand, it may be a self-protective device for coping with daily emotional overload from the job.

Other coping strategies noted by the authors as being correlated with burnout are increased use of alcohol and tranquilizers. The use of medication and marijuana was very low in this sample, but may have been under-reported. The wives were more likely to use alcohol to cope with stress when their husbands scored high regarding feelings of emotional isolation.

Strategies used by both officers and wives to cope with the combination of stress in police work and in their marriages appear to be key concepts in understanding the burnout phenomenon. Reese (1982) feels much of the problem lies in perception. If an officer perceives situations in a positive light, stress and subsequent burnout tend to be alleviated. However, the more burned out an officer
becomes, the more negative and/or threatening his perceptions of situations are likely to be; thus, his burnout is increased and reinforced.

In his stress research, Lazarus (1966), pointed out that the same stimulus can produce different stress response patterns in different individuals depending on their history and characteristics. People differ in their ability to cope. These variables influence the occurrence of burnout, its duration and intensity.

Lazarus argues that stressful emotions and coping are both products of cognition - the way a person appraises or constructs his or her relationship with the environment has important bearing on emotional and adaptational outcome. The effects of coping are appraised and reacted to as part of the continuous flow of psychological, social and physiological processes and events. This view, in part, explains why people experience burnout differently.

In addition to the direct and indirect (palliative) dimension of coping outlined by Lazarus (1974), Kafry and Pines (1978) generated another dimension: active and inactive coping. The authors use these two dimensions, direct/indirect and active/inactive to produce four types of coping strategies represented by three action alternatives:

Direct-Active:
- changing the source
- confronting the source
- adopting a positive attitude

Direct-Inactive:
- ignoring the source of stress
- avoiding the stressful situation
- leaving the stressful situation

Indirect-Active:
- talking about the source of stress
- changing oneself to adapt to source of stress
- getting involved in other activities

Indirect-Inactive:
- using alcohol and/or drugs
- getting ill
- collapsing

Kafry and Pines (1978) performed a study involving 84 subjects who were asked to indicate how often they used each coping strategy and how successful they perceived their coping to be. The results of this study indicated that inactive strategies were reported least successful; the more frequent use of active strategies, the less burnout experienced.

The authors make a distinction between ignoring stress and denying it. The former is a conscious decision that an individual perceives as directed at the problem. However, denying the stress implies that the problem is still
present, and its denial can be emotionally taxing to the individual. Use of indirect-inactive strategies for coping are felt by the authors to be the least effective as they do not reduce stress, but instead, weaken the individual's ability to alleviate burnout and its source.

It would be of interest to interview police couples to determine what percentage of them use each particular coping strategy as outlined by Kafry and Pines (1978) and examine the relationships that exist between coping style, degree of burnout and marital satisfaction.

Silbert (1982) undertook a study on job stress and burnout on 267 police officers in the force from one to five years. This author feels that although police work does include physical stress, the most serious and dangerous sources of stress in police work are the psychological problems police face on the job.

Silbert notes that police work contains two elements which cause the most significant stress to workers. The first element is working with people over long periods of time in situations which are emotionally demanding. The price officers often pay is burnout; the emotional intensity of the job can have a negative impact upon the worker.

Working within a bureaucracy is the second element of stress. Organizations may be unresponsive and self-serving rather than oriented to the purposes for which they
were established. Reiser (1974) also makes specific reference to environmental stressors within police organizations and how they can be frustrating sources of stress for police officers.

Silbert feels that stress from both elements affects the policeman in different ways. She administered a questionnaire designed to measure four separate indices of stress. The first, "Life and Work features", measured the relationship between work and family life; whether or not the demands of each conflict with one another. The second indice was "Tedium and Burnout" as measured by 21 symptom clusters as well as questions related to job, life and self-satisfaction. The third stress measure was related to "Physical Symptoms" and conditions of stress. "Stress Symptoms" questions were directed at whether or not police work creates stress for the subject, both at work and at home. The final indice was "Sources of Stress" unique to police officers.

Silbert's findings were the following: Almost half of the officers sampled stated that being a police officer created stress for them at home. Considering that these officers had been on the job one to five years, Silbert found these results extremely disturbing. Silbert found a prevalence of negative features in the work environment and an absence of positive features. When there is a
conflict between work and family, it is most often the family that is compromised. More than 75 percent of the officers surveyed stated that such a conflict existed for them.

Conflict between life and work, Silbert notes, has been found in all research on stress to have negative effects. In her study, she found further evidence to support this; conflict between life and work was positively correlated with burnout. The highest contributors to the officers' burnout scores were: being tired, feeling anxious, and being physically exhausted. The lowest contributors were feeling worthless, hopeless and rejected. This sample tended to be more burned out by physical components than emotional ones.

Silbert compared her findings with previous studies of over 4000 men and women. Her data suggest that although more highly stressed, San Francisco police officers tend to burn out less emotionally than do other professionals. She adds that the results may, in part, reflect a tendency to respond in a socially desirable manner as well as the sample being restricted to officers on the force one to five years.

Silbert's sample included policewomen who showed a trend toward slightly higher average burnout scores than the policemen. Her survey indicates that women are
slightly more stressed by police work than men. As well, they show a significantly higher intention to leave the police force than men if offered a job at similar pay.

Silbert hypothesizes that the extra stress reported is related to lack of social support with their co-workers. Social support has been shown to be extremely important in reducing negative features of the job (Pines, Aronson and Kafry, 1981; Maslach, 1982). Unfortunately, the number of officers in Silbert's sample who were women was very low (11) which reduces the credibility of her findings regarding policewomen and burnout.

One of Silbert's major conclusions was that a pattern emerged from the data regarding stress as measured by time on the force. Her results reflect a process of routinization that officers go through as a way of coping with stress on the job. Although they are coping, the stresses are taking a toll, both physically and emotionally. This can ultimately have serious consequences on the person, his job and his home life.

Silbert suggests that officers who have been on the force longer experience lower work satisfaction but slightly higher life satisfaction. She does not indicate, however, how long officers have to be on the force for this negative correlation to develop. Further research can expand on the possible patterns existing between time
on the force, adjustment, burnout and satisfaction outside of work.

Research which studies both the officer and his wife is less often found among the literature. The emphasis is more on the police officer (Kroes, Margolis and Hurrell, 1974; Singleton and Teahan, 1978). The studies cited by Maslach and Jackson (1979, 1982) utilize both groups, as does Hageman (1978) who studied inter-role conflict of law officers, specifically, the conflict between occupational and marital roles.

Hageman states that the position of law officer includes more than one role, and that roles are established on the basis of people occupying other relevant positions. Role conflict can be defined as when an individual in a particular role is torn by conflicting demands. This occurs when a person is caught between two groups or more who demand different behaviors. It can have serious consequences for the person's subjective experience of stress and his or her performance. Intra-role conflict could occur 'within' the organizational milieu, whereas inter-role conflict results when the same person is responsible for the performance of two or more roles (eg. police officer, husband and father).

Hageman's sample consisted of two groups: 70 policemen (mean age, 24.5), 3 fiancés and 29 spouses. Of the
of the 29 spouses, 19 were considered "rookie" wives (officer serving one year or less) and 13 were considered "veteran" wives (officer served two years or more). The average age for these women at the time of marriage was 18.7 years.

A self-administered questionnaire with both precoded and open-ended questions was developed and responded to by both groups. Hageman's findings state that being an officer 24 hours a day resulted in high conflict scores between job audience expectations and family expectations. Further analysis revealed that the average role conflict score was also high for non-married officers. This supports Reiser's idea (1974) that marrieds and non-marrieds lose non-police friends as they adjust to the changing shift routine.

Hageman drew two major conclusions from her research: 1) The expectations of the spouse and family and the perceived expectations of superiors are most significantly different from expectations held by the peer group. 2) What an officer actually does is more closely related to the expectations of fellow officers than to any other audience (superiors, general public, spouse and family.

Hageman's investigation of length of police service
was classified with several variables: time commitment, detachment, resentment and more marital happiness. The wives' reports provided support for the view that there is inter-role conflict between occupational and marital roles. Differences between rookies and veterans were not significant, even though rookies tended to experience less time commitment, detachment and more marital happiness.

Hageman argues that one explanation for the non-significant findings with law officers themselves, is that they are learning to cope with occupational stress by emotional detachment. As the length of service increases, wives report that their husbands use denial for coping in their marriage and it may be reflected by their style of response on the questionnaire. Nevertheless, the findings in this research point to the complex role set of a police officer and that occupational stress can be generated from many sources. Emotional detachment is felt by Maslach (1978) to be a significant sign of burn-out and, as other authors have noted, it is perhaps one of the contributing factors to whether an individual will burn out, the extent and duration.

Hageman feels that the officer's wife, as a resource, has been neglected in the research. Her role as a support person for her husband can significantly buffer the stresses
experienced in his job. As Pines, Aronson and Kafry (1981) note, social support systems (availability, use and lack of them), may play primary roles in both causing and curing burnout and its effects.

A recent article by Jackson and Maslach (1982) is concerned with the feelings of emotional burnout and the relationship of these feelings to quality of family life. This study was done on a non-random sample of 142 families in which the husband was a police officer. The couples were recruited solely through a statewide organization for police wives. The policemen were in the force an average of 12.1 years, were a mean age of 33.5 and had been married an average of 10.5 years. The spouses were demographically similar and approximately 58 percent were working at least part-time. Of these couples, 90 percent had one or more children.

The Maslach Burnout Inventory (Maslach and Jackson, 1981) was used to assess the policemen's feelings and attitudes toward their jobs. Data was also collected via questionnaires: separate ones for husbands and wives. Of the 300 women who had received questionnaires, 41 percent were completed and returned by both husband and wife. Each partner was asked to describe the officer's interactions with family members and the techniques used by the individual to cope with the stress associated with police
This study found the following relationships:

1) There was a close link between job attitudes, job feelings and the quality of family life.

2) Consistent differences appear in coping strategies used by officers and wives.

3) Coping strategies were unrelated to the amount of stress experienced by police officers.

4) Coping styles were related to quality of life. More specifically, the data collected indicate that emotionally exhausted police are more likely to bring job tensions home. Wives reported their husbands to be more angry, tense, anxious and complaining about problems at work.

When the officer is burned out, he tends to depersonalize not only his clients, but his family and non-police friends as well. There is more time spent away from home and less socializing with friends. Police burnout scores were also related to both intention to change jobs and quality of life as reported by both officer and wife. Jackson and Maslach found feelings of emotional exhaustion to be powerful predictors of potential occupational change.

The data from Jackson and Maslach's (1982) study suggest that police more frequently deal with stress through "escape" mechanisms: smoking, drinking and 'getting away'.

Wives were more likely to confront the stress more directly through talking to spouse, friends, or joining support groups.

There is evidence to suggest that the effects of police work can have disturbing effects on family life; and this disruption, left unchecked, can lead to increased chance of physical (heart disease, ulcers) and social disorders (divorce, suicide and alcoholism).

Jackson and Maslach (1982) acknowledge that causal direction cannot be implied specifically from the data and reciprocal causality is not unlikely. To illustrate this circular perspective, the authors provide the following:

If a worker's job has a strong negative impact on the family, as might be the case when job stress is taken home, the worker may consider giving up the job to preserve the family. An alternative is to relinquish the family and continue the job. To protect themselves from having to make such a choice, many workers report they try to maintain a psychological separation between work and the rest of their lives by 'leaving the job at the office'. Those in the helping professions often find that such separation cannot be maintained, however, and
reactions to their jobs begin to permeate all aspects of their lives (Jackson and Maslach, 1982, p. 65).

The process evolves where job tensions are taken home which can disrupt family life. The wives may develop a negative attitude toward police work and resent what it is doing to the marriage. Social support is withdrawn and policemen may be in double jeopardy as conflict at home begins to affect job performance. Tensions at work increase and stress may build to affect the officers' well-being. This cycle of person-environment transactions which acknowledges the existence of feedback loops may be easy to imagine, but Jackson and Maslach feel that it is difficult to study.

They feel that an area requiring further attention is to investigate the impact of more continuous job-related stressors on the daily pattern of family interactions. The disruptions which have been postulated as reasons for marital difficulties experienced by police officers provide little insight into the specific changes in family patterns that occur as a result of these disruptions.

2.7 Summary of Police Burnout Literature

With respect to burnout within the police force and the consequences on the officer's personal and professional
life, the literature is devoid of studies where empirical investigation of key elements is documented.

As two authors note, a law enforcement career is much more than a job or occupation for the individual; it is a way of life for the officer, his spouse and his family (Territo and Vetter, 1981). As noted in the literature review, there exists a reciprocal interaction between job and family. It appears that this process is something which is only beginning to be appreciated and understood. Certainly, awareness of the possible negative consequences is apparent in the literature. Surprisingly, however, there has not been a lot of research to test out the proposed relationships among the burned out officer and family life. Research which has been done in this specific area will be summarized and highlighted here.

Emotional detachment appears to be a significant variable affecting an officer's experienced burnout and marital relationships. Hageman (1978) found moderate associations between occupational stress and detrimental effects on married life. According to the wives' perceptions of degree of their spouses' detachment, the more detached, the less marital satisfaction was felt.

Hageman suggests that her findings may best be explained by length of service. In other words, as length of service increases, detachment also increases and the
spouses' perception of marital happiness and satisfaction would decrease. Hageman found this to be the case which supported her proposition that there is inter-role conflict between occupational and marital roles.

Maslach and Jackson (1979) researched the burnout syndrome and how it can affect the officer's relationships with other people, specifically his family. The emotional demands of police work and the officer's particular mode of coping were shown to have a detrimental effect on the family. These authors would agree with Hageman (1978) that emotional suppression used by officers to cope with their jobs, generalizes to relationships with their spouses. Not dealt with or recognized by either spouse, the eventual result may be dissolution of the marriage.

Silbert (1982) provided further evidence that conflicts exist between occupational stress, burnout and life at home. She also suggests that the number of years in the force may be a significant factor associated with the conflict between work and marriage. Another key element besides number of years in police work, is the process of adjustment that occurs, perhaps in the first years, that bears some relationship to how the officer and his spouse adjust at home.

The adjustment process that is inherent to the nature of police work is cited in the literature as significant
in understanding how police families can be affected and how the officer can be at risk to burnout. As Maslach (1982) pointed out, burnout is greatest when workers are young and in the first few years of their career.

If hardening of emotions is part of the adjustment process and likely to take place early in police training (within the first five years on the force), it may be that as time on the force increases, the officer has "adjusted" and would be less prone to burnout. Investigation of the differences among officers in terms of length of service, degree of burnout and marital adjustment is needed to understand the after-effects of police stress.

In Jackson and Maslach's (1982) study, coping styles were found to be related to quality of family life. Emotional exhaustion was negatively related to family life in that exhausted officers are more likely to bring job tensions home. In order to cope with the stresses they experience, police officers are more apt to avoid facing the stress directly, and this was negatively correlated with the marital satisfaction of each partner. Similarly, Hageman (1978) found that some differences existed between "rookies" and "veterans", coping strategies, experienced job stress for police officers and marital satisfaction/marital happiness for spouses.
2.8 Summary of the Literature Review

In order to gain insight into the nature of burnout among the police profession, systematic inquiry is required. The concomitant effects that this phenomenon can have on the officer and his personal life, not to mention the stressors contained in the job and police organization, can have important ramifications for all those involved.

This chapter began with an examination of the concepts, burnout, job stress and stress. Authors in the three fields seem to agree that confusion in the use of terminology and lack of accepted conceptual (and operational) definitions, has been a major difficulty in the research domain (Einsiedel and Tulley, 1981; Jackson and Maslach, 1982; Beehr and Newman, 1978; Kroes, Margolis and Hurrell, 1974). It is suggested that an awareness of the similarities and differences between burnout and related concepts is crucial and has implications for interpretation and generalizeability of findings.

The theoretical perspective which followed, emphasized the uniqueness of the burnout phenomenon and the interactive component arising from the helping professionals' relationship with the social environment, recipients of his or her care, demands of the job, institution, family and friends. These and other factors, when
combined with personal stressors can contribute greatly to the development of burnout. Coping styles and cognitive appraisal of experiences were introduced as these concepts were found throughout the literature to be significant in the understanding of adaptational outcomes to stress-related experiences. The social-psychological perspective and the impact that particular coping activities can have on the individual's susceptibility or resistance to burnout, provided a conceptual framework for the literature which followed.

Literature as it related to police stress, job-related stressors and effects of stress in police work was reviewed. There appeared to be an agreement that police work is a stressful occupation and has critical, perhaps detrimental consequences on the officer and his or her work performance. As well, a major theme emerged which focused on the repercussions arising out of the stress associated with police work on the officer's personal life with his spouse and family.

Specifically, the officers' training in emotional control as a defense against the stressors which may be faced on the job, can be detrimental to their relationships with others. The process of adjusting to the role of police officer may require the individual to distance himself in order to cope and perform effectively. However,
when this mode of coping is generalized to areas of life outside of work, the effect appears to be increased isolation between the officer and his non-police friends and family.

The final portion of this chapter elucidated further on the relationship between occupational stress and the effects on the police officer's life outside of work. The emphasis of this literature review was more specifically on burnout and the effects of this syndrome on marital relationships. The consistent trend which appeared was that increased family and marital difficulties were evidenced in officers who were experiencing burnout.

Central to this section were the differences in coping strategies of officer and spouse noted in the previous review of related literature. The unemotional stance and difficulty in sharing feelings with others reflects that the process of adjusting to the demands of the profession can create conflict between life and work. Coping with occupational stress through detachment has also been cited as being related to the length of time on the job. Factors such as coping, length of employment and inter-role conflict are suggested to be related to the onset, intensity and duration of burnout. To date, however, very little literature has been statistically documented regarding the relationship between job-related stress and burnout on
family disruption.

2.9 Conclusions

A critical issue regarding the research on police and job-related stress is that it is fraught with methodological weaknesses. One difficulty lies in the inconsistent use of the terms: stress, burnout and occupational stressors. What this implies is a limited amount of comparability across research and accuracy with which results can be generalized.

Another issue arising out of the literature is that much of the research has relied on non-standardized techniques such as open-ended questions and interviews (Beehr and Newman, 1978). Replication of present studies and the use of more standardized instruments is required to substantiate the available data and build a larger data base in the field of burnout. Jackson and Maslach (1982) note that until a large data base is available for the development of population norms, firm conclusions cannot be drawn about the relative levels of burnout among policemen compared to other occupational groups.

Exploratory research and follow-ups on preliminary studies that can add to the limited empirical work on police burnout and its consequences will be useful in enhancing the reliability and validity of previous studies and
comparing existing trends in the area. Assessment of the available studies, reveals an apparent need for more research.

It would also seem that much of the research is correlational in design. The difficulty involved is in establishing causal linkages between individual, organization, and environmental effects (Terry III, 1981). This is not to say that correlation studies are not useful in research but that considerable caution in interpretation and analysis of correlational data must be exercised. In doing exploratory work, correlational procedures can be useful in pointing out various trends or patterns in the data. This information can be added to the existing data base so that future studies can employ more rigorous statistical procedures.

For instance, Maslach and Jackson (1982) acknowledge that their data do not allow them to ascertain the causal direction of the relationships reported. Thus, it is possible that reactions to stress at work can partially shape one's behavior at home just as the reverse could also be true - stress at home generalizes to the job.

More research is required to answer some of these questions. Attention should also be given to the process involved between person and environment over time. This requires longitudinal studies where relationships between
variables can be rigorously explored, not just assumed to exist (Beehr and Newman, 1978). This approach also allows any potential for reciprocal causality to be demonstrated (Cherniss, 1980).

Support for empirical research is implied by Savicki and Cooley (1982) who state:

Even with this increased attention and interest, little systematic research has been done on the subject of burnout ... everyone has an opinion and more than a few express views. In the current literature, approximately 75% of articles vehemently decry the ravages of burnout and only 25% actually cite data specifically relevant to their burnout conceptions (p. 415).

Further research in the area of job stress and burnout in the police profession specifically as it relates to adjustment and coping in marital and family life, is justifiable on many grounds, some of which are obvious from the literature.

There is growing recognition of the important consequences work events can have on family life (Jackson and Maslach, 1982) and of the role of policemen that is, in many ways, among the most difficult in our society (Danish and Brodsky, 1970). It is felt that further information needs to be generated to understand and intervene in an
area which has implications for the organization, police professionals, the recipients of their services and perhaps, the ones closest to the worker, his spouse and family. It is the intent of the present research to explore these issues.
CHAPTER THREE
METHOD

3.1 Subjects

The subjects in this study were selected by stratified sampling techniques from the Calgary Police Service (CPS). There was no criteria for age, rank or department. However, to be eligible for participation, all officers in the study were male and currently married.

The sample consisted of two groups:
1) male police officers, and
2) their wives.

Of the 285 police officers who had received questionnaires, 244 individuals (122 couples) completed and returned them. Most of the police couples were in their first marriage (89.9 percent) with 13 percent of the officers and 7 percent of the wives having remarried after a divorce. They had been married an average of 8.1 years and 68.4 percent of these couples had one or more children living with them. This sample of officers and wives was primarily Caucasian (70.1 percent) and 27.5 percent were Native Canadians. Almost 42 percent of the officers and 35 percent of the wives had some college or university education. A relatively low proportion of this sample had university degrees; 3 percent of the officers and 5 percent
of the wives.

Demographically, this group of police officers was relatively young (mean age = 31.5 years) and had been on the police force an average of 7.6 years, and in their particular area of specialization an average of 3.2 years. The spouses were demographically similar to the police officers (mean age = 29.8 years), with 66.4 percent of the wives being employed outside the home. At the time of the husband's joining the police force, the couple had been married an average of 3.8 years.

Both police officers and wives were subjects in this study as information from both partners was required in order to understand burnout and the officer's marital life. Restricting the sex and marital status of police was done for two reasons. First, the study focused on the marital lives and occupational stress of policemen. Police work remains a predominantly male profession, as is the case for the Calgary Police Service. Statistically, the number of married policewomen likely to receive a questionnaire would not have been significant to justify inclusion in the present research. This is not to say that married policewomen would not be exposed to the relationships being tested; it was simply not the scope of this study to include female police officers.

Second, the criterion for marital status was due to
the objective of the research to examine the effects of job stress on marital relationships. As in the first instance, this is not to say that single or divorced individuals are not affected by job stress and its effects on relationships. However, the present study did not choose to survey single or divorced populations.

The major reason for subject selection was based on the procedures used in Jackson and Maslach's (1982) study. In order to replicate the procedures and criteria used in their work, the present study required that the sample include male police officers and their wives. The subjects in Jackson and Maslach's (1982) study included 300 police wives, of which 142 police couples participated by returning the mail-out questionnaire.

3.2 Instruments

The following instruments were used in this study:

1) Maslach Burnout Inventory (MBI) or Human Services Survey (HSS)
2) Dyadic Adjustment Scale (DAS)
3) Questionnaires from Jackson and Maslach's (1982) study on: a) Quality of family life b) Coping behaviors c) Husband's after-work mood
4) Demographic Data Sheet
Instrument Description

3.3 Maslach Burnout Inventory (Maslach and Jackson, 1981)

The MBI is a twenty-two-item inventory of job-related feelings and attitudes. These items yield scores for three subscales:

1) Emotional Exhaustion (EE)
2) Depersonalization (DP)
3) Personal Accomplishment (PA)

Each subscale is rated on two dimensions, frequency (how often), ranging from 0 (never) to 6 (every day); and intensity (how strong), ranging from 0 (never) to 7 (major, very strong).

Emotional Exhaustion (9 items), reflects feelings of being emotionally over-extended by one's work. Depersonalization (5 items), assesses an unfeeling or impersonal response toward recipients of one's services. Personal Accomplishment (8 items), measures feelings of competence and successful achievement in one's work with people.

High scores on EE and DP subscales correspond to higher degrees of experienced burnout. In contrast, low scores on the PA subscale correspond to higher degrees of experienced burnout.

Separate scores are obtained to reflect both the intensity and frequency of feelings assessed by each subscale. Thus, six scores are computed for each respondent,
individually rated as high, moderate, or low in experienced burnout.

**Administration**

Complete instructions are provided for the respondent on the inventory. It can be finished in 20-30 minutes and be self- or group-administered.

To minimize response bias, the authors request the following testing conditions:

1. Complete the MBI privately, without discussing one's answers with other respondents.

2. Respondents must be assured confidentiality due to the sensitive nature of some of the items. A code or label can be used to ensure respondent anonymity.

3. It is important that respondents be unaware that the MBI is a burnout measure and that they not be sensitized to the general issue of burnout.

**Scoring Procedure**

A scoring key contains directions for scoring each subscale and dimension. The power of statistical analysis is enhanced when the full range of numerical scores is used rather than categorizations of low, moderate, and high.

The norms for the MBI were obtained from a variety
of health and service occupations including: police, probation officers, counsellors, mental health workers, agency administrators, teachers, nurses, social workers, psychiatrists, psychologists, attorneys, and physicians (n=1025).

MBI scores can be correlated with other information obtained from respondents. The factors which best predict MBI scores can be assessed by using multiple regression techniques.

**Reliability Information**

Internal consistency was estimated using Cronbach's coefficient alpha which yielded reliability coefficients of: 0.83 - frequency

0.84 - intensity.

For each subscale, reliability coefficients were:

- EE .90 (frequency) .87 (intensity)
- DP .79 (frequency) .76 (intensity)
- PA .71 (frequency) .73 (intensity).

Test retest reliability for each subscale was significant beyond the .001 level.

**Validity Information**

The authors demonstrated convergent validity on three different sets of correlations (behavioral ratings, job
characteristics, and measures of various burnout outcomes). Discriminant validity was shown when burnout was found not to correlate with job dissatisfaction and the Crown-Marlowe (1964) social desirability scale at the .05 level of significance.

The rationale for using the MBI in this study was because of the ease with which the instrument can be administered and scored, along with the information on validity and reliability. The MBI is also one of the few published instruments available which measures aspects of job-related stress and burnout. I am aware of one other instrument which purports to measure the burnout construct; the Staff Burnout Scale for Health Professionals (SBS-HP) (Jones, 1980).

3.4 Dyadic Adjustment Scale (Graham Spanier, 1976)

The DAS is a thirty-two-item research instrument yielding a measure of overall adjustment of marriage and other similar dyads; as in unmarried, cohabitating couples.

The scale yields scores to assess adjustment in four subscales:

1. Dyadic Consensus
2. Dyadic Satisfaction
3. Dyadic Cohesion
4. Dyadic Affectional Expression
Spanier feels that these subscales are both conceptually and empirically related to dyadic adjustment.

Of the thirty-two items, 7 refer to actions that the couple may or may not take together; 4 relate to conflict; 4 refer to satisfaction with and commitment to the marriage; and 17 of the items deal with consensus on issues from philosophy of life to handling of money and in-laws.

Stuart (1980) notes that for perhaps many couples, these items may not be issues that account for marital satisfaction, or its absence. Spanier (1976) feels that in research, the emergence of partner differences in responding to the scale items may largely reflect differing perceptions of the relationships' functioning.

**Administration**

The scale can be completed within 15 minutes. The DAS can be adapted for researchers with limited needs; one subscale can be used without losing confidence in the reliability of the measure.

**Scoring Procedure**

Spanier (1976) states that the DAS allows for easy coding and scoring. The scale is coded according to intervals ranging from zero to one, less the number of fixed choices. There is no cut-off point for high versus low
scores.

Information for the scoring of the DAS was obtained from the author (Spanier, G., 1983). The DAS yields an overall score on marital adjustment for an individual. For research purposes, the focus would be to look for agreements and disagreements in how the partners in the dyad perceive their relationship.

Reliability Information

Cronbach's coefficient alpha yielded reliability estimates for each of the subscales and the total scale reliability, as the following:

- Dyadic Consensus : .90
- Dyadic Satisfaction : .94
- Dyadic Cohesion : .86
- Dyadic Affectional Expression : .73

Total scale reliability is .96, suggesting sufficiently high reliability when using the DAS.

Validity Information

Content validity was examined on (1) relevance; (2) consistency; and (3) careful wording. The DAS was judged to cover a representative sample of behaviors, attitudes and characteristics of dyadic adjustment.

Criterion-related validity: The DAS was demonstrated
to have concurrent validity but is unable to predict an individual's behavior, attitudes, or characteristics in specified situations.

**Construct validity** was assessed by correlating the DAS with the Locke-Wallace Marital Adjustment Scale (1959). The purpose of this correlation was to see if the DAS measured the same general construct as a well-accepted marital adjustment scale. Correlations were as follows:

- .86 married respondents
- .88 divorced respondents

Total sample (n=312) correlation = .93 (p < .001).

The rationale for use of the DAS in this study was based on the reportedly high reliability and validity of assessing overall marital adjustment. The search for inventories which measured marital adjustment proved to be frustrating in that many did not report any reliability information, or had limited validity.

Another reason for using the DAS was the relatively short time in which the scale could be completed. Since there was more than one survey instrument planned for this study, time was a critical factor to consider with respect to subject's willingness to answer items.
3.5 **Questionnaires used in Jackson and Maslach's (1982) Study**

In Jackson and Maslach's (1982) study, assessments of quality of family life were made along several dimensions using reports from both officers and wives. Each partner was asked to describe the police officer's interactions with family members and the techniques used by the individual to cope with the stress associated with police work.

**Quality of Family Life**

Both officers and wives were asked to independently describe quality of home life and family interactions as measured by a set of bipolar, 5-point rating scales. The items describe aspects of the family atmosphere that could be affected by the influence of job-related stress. There are 5 subscales for both police officers and police wives as follows:

**Subscales**

1) Marital Satisfaction (7 items)
2) Couple's involvement with friends (2 items)
3) Husband's involvement with family (3 items)
4) Husband's absence from home (3 items)
5) Husband's display of anger (2 items)
Coping Behaviors

To assess the relationship between coping and quality of family interactions, both spouses were asked to report the following:

a) Frequency of use (0-never through 7-always) of each of 18 coping behaviors

b) Effectiveness of using each coping behavior (1-extremely ineffective through 7-extremely effective).

The coping behaviors did not assess on-the-job management of stress; instead, the focus was on the "off-hours" of a policeman's life. In addition, wives were asked to rate the frequency they perceived their husbands to use the 18 coping behaviors and the effectiveness of each.

Husbands' After-Work Mood

Police wives were asked to assess the extent to which their husbands bring home job-related strains. Wives were asked to rate 13 items on a scale from 1 (rarely) to 5 (always), describing how often their husbands returned in particular physical or psychological states. Wives were then asked to go back and indicate if the items had important benefits (+) for the family, important problems (-) for the family, or no consequences (neither + or -) for the family.
Administration

Both the police officer and police wife questionnaire can be completed in 15-20 minutes. Each new section informs the respondent what he or she is required to do. The instructions seem clear and straightforward to avoid causing the subject any confusion.

Scoring Procedure

On all dimensions, except coping behaviors, the questions are scored on a scale of 1 through 5, with 1 indicating the negative end of the continuum and 5 the positive end. Each person received subscale scores for a number of different conceptual variables.

The frequency of coping behaviors used by both husbands and wives is indicated on a scale of 0 (never) to 7 (always), defining people who are high or low on the particular coping variable.

Reliability and Validity

Jackson and Maslach do not provide any validity or reliability information for the questionnaires used in their 1982 study. This may be due to the fact that the authors have thus far used the questionnaires for exploratory research purposes (Maslach and Jackson, 1979; Jackson and Maslach, 1982).
The rationale for using these questionnaires was based on the desire of the researcher to replicate particular aspects of Jackson and Maslach's (1982) study. Quality of family life, coping behaviors and husbands' after-work mood were the variables used to correlate with police burnout and marital adjustment.

3.6 Demographic Data Sheet

Separate sheets were used to obtain demographic information from police officers and police wives. The information requested varied slightly in the officers' and wives' forms. Please refer to Appendix A for the Demographic Data Sheets.

3.7 Hypotheses

H₀: 1(a) There will be no significant relationship between burnout scores (as measured by the MBI) obtained by police officers and marital adjustment scores (as measured by the DAS) of police officers.

(b) There will be no significant relationship between burnout scores (as measured by the MBI) obtained by police officers and marital adjustment scores (as measured by the DAS) of police wives.

H₀: 2(a) There will be no significant relationship between burnout scores (as measured by the MBI) obtained
by police officers and the police officers' ratings of quality of family life (as measured by Jackson and Maslach's questionnaire).

(b) There will be no significant relationship between burnout scores (as measured by the MBI) obtained by police officers and the wives' ratings of quality of family life (as measured by Jackson and Maslach's questionnaire).

$H_0$: 3 There will be no significant relationship between burnout scores (as measured by the MBI) obtained by police officers and the wives' reported frequency of husbands' after-work mood (as measured by Jackson and Maslach's questionnaire).

$H_0$: 4(a) There will be no significant relationship between marital adjustment scores (as measured by the DAS) obtained by police officers and quality of family life scores (as measured by Jackson and Maslach's questionnaire) obtained by police officers.

(b) There will be no significant relationship between marital adjustment scores (as measured by the DAS) obtained by police wives and quality of family life scores (as measured by Jackson and Maslach's questionnaire) obtained by police wives.

(c) There will be no significant difference between police officers' and police wives' ratings of
marital adjustment (as measured by the DAS).

(d) There will be no significant difference between police officers' and police wives' ratings of quality of family life (as measured by Jackson and Maslach's questionnaire).

\[ H_0: \text{ There will be no significant relationship between burnout scores (as measured by the MBI) obtained by police officers and length of employment in the police force.} \]

\[ H_0: \text{ There will be no significant relationship between burnout scores (as measured by the MBI) obtained by police officers and frequency in their use of coping activities (as measured by Jackson and Maslach's questionnaire).} \]

\[ H_0: \text{ There will be no significant relationship between police officers' ratings of quality of family life (as measured by Jackson and Maslach's questionnaire) and their frequency in the use of coping activities (as measured by Jackson and Maslach's questionnaire).} \]

\[ H_0: \text{ There will be no significant relationship between police wives' ratings of quality of family life (as measured by Jackson and Maslach's questionnaire) and their frequency in the use of coping activities (as measured by Jackson and Maslach's questionnaire).} \]
H₀: 8(a) There will be no significant difference between the frequency with which police officers and wives use coping activities (as measured by Jackson and Maslach's questionnaire).

(b) There will be no significant difference between the frequency with which police officers report the use of coping activities and the wives' ratings of the officers' use of coping activities (as measured by Jackson and Maslach's questionnaire).

(c) There will be no significant difference between police officers' rated effectiveness of their coping activities and the wives' rated effectiveness of the officers' coping activities (as measured by Jackson and Maslach's questionnaire).

Procedure

Data for the present research was collected via questionnaires, which were personally distributed by the researcher to 285 police officers. The five districts within Calgary, Alberta as well as various groups in ongoing staff development classes (held at the CPS training academy) were approached. The sample N for this study was 122 police couples (244 individuals), who completed and returned the questionnaires; a return rate of 42 percent.

Each survey package contained the following:
A. Police Officer's Envelope including:
   1) Instructions
   2) Demographic Data Sheet
   3) Police Officers' Questionnaire
   4) Dyadic Adjustment Scale
   5) Human Services Survey

B. Police Wife's Envelope including:
   1) Instructions
   2) Demographic Data Sheet
   3) Police Wives' Questionnaire
   4) Dyadic Adjustment Scale

Both A and B envelopes were contained in a larger envelope which became the return envelope, self-addressed with postage to the researcher.

Questionnaires were number coded 1-300 for both officers and wives. Anonymity of subjects was protected by number coding envelopes and questionnaires such that a married couple could be matched by number only; names were never mentioned.

Administration

Police officers were briefed in the manner presented in Appendix B.
3.8 Experimental Design

The design of this experiment was correlational, as the study attempted to show what relationships, if any, existed between all the variables.

Inherent in this type of design, is that direction of causality cannot be confirmed. In research, one must exercise caution in interpreting the data when using correlational as opposed to experimental or quasi-experimental design. Neither burnout nor the various other variables seemed to lend themselves particularly well to experimental manipulation.

Ideally, a longitudinal design would be more able to suggest cause and effect relationships between variables. Attention could be given to the process involved between person and environment over time. However, due to time constraints of this particular study, a longitudinal design was not feasible.

For purposes of this research, the study was primarily exploratory in an attempt to add to the limited body of knowledge that exists on burnout and the after-effects of job stress on police officers and their wives. In replicating aspects of Jackson and Maslach's (1982) study, it was hoped that the following would be accomplished:

1. provide Canadian-based data;  
2. confirm or disconfirm aspects of the American
findings with respect to Calgary police and their wives;
3. add to the Jackson and Maslach (1982) study by using an additional research instrument, the Dyadic Adjustment Scale (Spanier, 1976).

The following variables were correlated and analyzed in this study: Emotional exhaustion, depersonalization, personal accomplishment, quality of family life, husbands' after-work mood, coping activities, length of employment and marital adjustment.

3.9 Statistical Analysis

The statistical analysis for this study involved four phases.

The first was to obtain a set of descriptive statistics to look at underlying constructs and to describe the properties of the sample. Some of the findings were presented in the subject section of this chapter. The remainder will be presented in tables of Chapter Four.

Hypotheses 1 through 4(b) and 5 through 7(b), examined the relationships between sets of interval-level variables. Ferguson (1976) and Nie, Hull, Jenkins, Steinbrenner and Bent (1975) indicate that the most widely used statistic for analyzing relationships between interval-level variables is the Pearson-product moment correlation coefficient. The Pearson coefficient was conducted for all pairs of
variables relative to the first eight hypotheses. A .05 level of confidence was accepted as evidence that a significant relationship existed between variables.

The next phase examined Hypotheses 4(c) and (d), and 8(a), (b) and (c). These hypotheses dealt with the difference between officers' and wives' scores on marital adjustment, quality of family life and on frequency in the use of coping mechanisms. Statistically testing these differences requires a comparison of the means of both groups. Ferguson (1976) and Kerlinger (1964) both suggest that the appropriate test of the significance of mean differences is the students' \( t \)-test. On conducting the \( t \)-test analyses, it was assumed that the distributions of the variables in the populations from which the samples were drawn are normal. It was also, as is required, assumed that the populations have equal variance. As no directionality was hypothesized, a two-tailed \( t \)-test was used, with a .05 level of confidence accepted as indicative that the sample means were significantly different.

As there was a significant positive correlation between time on the force and burnout, and as the literature suggests that burnout occurs within the first six years (Silbert, 1982; Hageman, 1978; Maslach and Jackson, 1979), it was decided to categorize the time on the force in three-year intervals. A one-way analysis of variance was conducted
to determine whether the mean burnout scores for officers in each category were significantly different than those in other categories. Where significant differences were found in the analysis of variance on a posteriori test, the Student Neuman-Keuls test was conducted to determine exactly where the differences existed.
CHAPTER FOUR
RESULTS

The present investigation was undertaken in response to a perceived need in the research literature to explore further the interrelationships between police burnout and job-related stress on marital relationships. Consistent with this general goal, the following research objectives emerged: To explore the relationship of burnout with a) marital adjustment, b) quality of family life, c) after-work mood, d) length of employment and e) coping off the job. In addition, coping activities were examined in relation to a) burnout and b) quality of family life. In total, eight major research hypotheses were developed to test the above objectives. Results of the statistical and descriptive analyses follow. This chapter will end with a synthesis and summary of all the results.

4.1 Descriptive Statistics

Tables 1-5 contain relevant demographic information on the subjects in this study.

Table 1 describes the police officers' primary work area. Of those sampled, 71 percent were patrolmen. The next area of specialization found in this sample were those in criminal investigation, comprising 7 percent.
Table 1
Officers' Primary Work Area

<table>
<thead>
<tr>
<th>Primary Work</th>
<th>Absolute Frequency</th>
<th>Relative Frequency&lt;sup&gt;b&lt;/sup&gt;</th>
<th>Cumulative Frequency&lt;sup&gt;b&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patrol</td>
<td>86</td>
<td>70.5</td>
<td>70.5</td>
</tr>
<tr>
<td>Administration</td>
<td>4</td>
<td>3.3</td>
<td>73.8</td>
</tr>
<tr>
<td>Traffic</td>
<td>6</td>
<td>4.9</td>
<td>78.7</td>
</tr>
<tr>
<td>CID&lt;sup&gt;c&lt;/sup&gt;</td>
<td>9</td>
<td>7.4</td>
<td>86.1</td>
</tr>
<tr>
<td>Community Services</td>
<td>3</td>
<td>2.5</td>
<td>88.5</td>
</tr>
<tr>
<td>Support</td>
<td>3</td>
<td>2.5</td>
<td>91.0</td>
</tr>
<tr>
<td>Other</td>
<td>11</td>
<td>9.0</td>
<td>100.0</td>
</tr>
<tr>
<td>Total</td>
<td>122</td>
<td>100.0</td>
<td>100.0</td>
</tr>
</tbody>
</table>

<sup>a</sup>Officers (n=122).

<sup>b</sup>In percentage.

<sup>c</sup>Criminal Investigation Department.
<table>
<thead>
<tr>
<th>Rank</th>
<th>Absolute Frequency</th>
<th>Relative Frequency</th>
<th>Cumulative Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trainee</td>
<td>1</td>
<td>0.8</td>
<td>0.8</td>
</tr>
<tr>
<td>Constable</td>
<td>96</td>
<td>78.7</td>
<td>79.5</td>
</tr>
<tr>
<td>Sargeant</td>
<td>12</td>
<td>9.8</td>
<td>89.3</td>
</tr>
<tr>
<td>Other</td>
<td>13</td>
<td>10.6</td>
<td>99.9</td>
</tr>
<tr>
<td>Total</td>
<td>122</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*a Officers (n=122).

b In percentage.
Table 3

Work Shift Distribution

<table>
<thead>
<tr>
<th>Shift</th>
<th>Subjects</th>
<th>Day</th>
<th>Evening</th>
<th>Midnight</th>
<th>Rotating</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Officers</td>
<td>22(18.0)&lt;sup&gt;b&lt;/sup&gt;</td>
<td>32(26.2)</td>
<td>2(1.6)</td>
<td>66(54.1)</td>
</tr>
<tr>
<td></td>
<td>Wives</td>
<td>45(55.6)</td>
<td>8(9.9)</td>
<td>3(3.7)</td>
<td>25(30.9)</td>
</tr>
</tbody>
</table>

<sup>a</sup><sub><sup>n</sup>=244</sub>.

<sup>b</sup>Percentage in brackets.

Table 4

Hours of Work

<table>
<thead>
<tr>
<th>Hours</th>
<th>Subjects</th>
<th>50+</th>
<th>49-40</th>
<th>39-30</th>
<th>29-20</th>
<th>Less Than 20</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Officers</td>
<td>4(3.3)&lt;sup&gt;b&lt;/sup&gt;</td>
<td>109(89.3)</td>
<td>8(6.6)</td>
<td>1(0.8)</td>
<td>0(0.0)</td>
</tr>
<tr>
<td></td>
<td>Wives</td>
<td>9(11.1)</td>
<td>27(33.3)</td>
<td>17(21.0)</td>
<td>10(12.3)</td>
<td>18(22.2)</td>
</tr>
</tbody>
</table>

<sup>a</sup><sub><sup>n</sup>=244</sub>.

<sup>b</sup>Percentage in brackets.
It is noteworthy to report that those classified as 'other' were detectives and officers involved in staff development and training.

Table 2 notes that the majority of officers, 79 percent, were the rank of constable. The 11 percent comprising 'other' were of a higher rank than sargeant.

Tables 3 and 4 depict the results of a crosstabulation analysis on work shift and hours of work. The officers work a rotating shift 54 percent of the time, with 26 percent working strictly in the evenings. This contrasts with the wives whose work is primarily day shift (56 percent). Of the wives, 33 percent work full-time (40-49 hours per week) in comparison to almost 90 percent of their husbands.

The means standard deviation scores for police officers on the Maslach Burnout Inventory (MBI) are presented in Table 5. On the average, officers in this sample reported experiencing low emotional exhaustion (EE) a few times a year to once a month. When they experienced emotional exhaustion, it was felt at a mild level (EEI). High feelings of depersonalization were reported on the average as being experienced almost every day (DP) and of a strong intensity (DPI). The officers reported moderate feelings of personal accomplishment (PA), once a week (PAI).
### Table 5

Means and Standard Deviations for the MBI Subscales

<table>
<thead>
<tr>
<th>Descriptive Statistic</th>
<th>Burnout Subscales&lt;sup&gt;a&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Emotional Exhaustion</td>
</tr>
<tr>
<td></td>
<td>F&lt;sup&gt;b&lt;/sup&gt;</td>
</tr>
<tr>
<td>Mean</td>
<td>15.13</td>
</tr>
<tr>
<td>Standard Deviation</td>
<td>8.78</td>
</tr>
</tbody>
</table>

<sup>a</sup>Officers only (n=122).

<sup>b</sup>F=Frequency; I=Intensity.
Table 6
Pearson Correlation Coefficients: Burnout Scores of Officers with Marital Adjustment Scores of Officers

<table>
<thead>
<tr>
<th>Burnout Subscales</th>
<th>Dyadic Consensus</th>
<th>Dyadic Satisfaction</th>
<th>Dyadic Affection</th>
<th>Dyadic Cohesion</th>
<th>Total Dyadic Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td>EE&lt;sub&gt;F&lt;/sub&gt;</td>
<td>-0.03</td>
<td>-0.15&lt;sup&gt;*&lt;/sup&gt;</td>
<td>-0.06</td>
<td>-0.02</td>
<td>-0.08</td>
</tr>
<tr>
<td>EE&lt;sub&gt;I&lt;/sub&gt;</td>
<td>-0.11</td>
<td>-0.09</td>
<td>-0.00</td>
<td>-0.12</td>
<td>-0.12</td>
</tr>
<tr>
<td>DP&lt;sub&gt;F&lt;/sub&gt;</td>
<td>0.04</td>
<td>-0.22&lt;sup&gt;*&lt;/sup&gt;</td>
<td>-0.04</td>
<td>-0.10</td>
<td>-0.08</td>
</tr>
<tr>
<td>DP&lt;sub&gt;I&lt;/sub&gt;</td>
<td>-0.02</td>
<td>-0.15&lt;sup&gt;*&lt;/sup&gt;</td>
<td>0.03</td>
<td>-0.07</td>
<td>-0.06</td>
</tr>
<tr>
<td>PA&lt;sub&gt;F&lt;/sub&gt;</td>
<td>-0.08</td>
<td>0.00</td>
<td>-0.25&lt;sup&gt;*&lt;/sup&gt;</td>
<td>0.18&lt;sup&gt;*&lt;/sup&gt;</td>
<td>-0.04</td>
</tr>
<tr>
<td>PA&lt;sub&gt;I&lt;/sub&gt;</td>
<td>-0.05</td>
<td>0.04</td>
<td>-0.14&lt;sup&gt;*&lt;/sup&gt;</td>
<td>0.15&lt;sup&gt;*&lt;/sup&gt;</td>
<td>0.00</td>
</tr>
</tbody>
</table>

<sup>a</sup> Officers only (n=122).
<sup>b</sup> Officers' ratings only (n=122).
<sup>c</sup> EE<sub>F</sub> = emotional exhaustion; frequency.
<sup>e</sup> EE<sub>I</sub> = emotional exhaustion; intensity.
<sup>d</sup> DP<sub>F</sub> = depersonalization; frequency.
<sup>f</sup> DP<sub>I</sub> = depersonalization; intensity.
<sup>e</sup> PA<sub>F</sub> = personal accomplishment; frequency.
<sup>f</sup> PA<sub>I</sub> = personal accomplishment; intensity.
<sup>*</sup> p < .05.
4.2 Tests of Hypotheses

4.2.1 Tests of Hypotheses 1(a) and 1(b)

Hypothesis 1(a) stated that there will be no significant relationship between burnout scores (as measured by the MBI) obtained by police officers and marital adjustment scores (as measured by the DAS) of police officers.

To test this hypothesis, a Pearson Product Moment Correlation was performed on each of the six subscales of burnout and on the four subscales of dyadic adjustment. Table 6 contains the correlation coefficients between the officers' burnout and marital adjustment scores.

These scores indicate that there is a significant negative relationship between: 1) EE_F and dyadic satisfaction, 2) DP_F and dyadic satisfaction, 3) DP_I and dyadic satisfaction, 4) PA_F and dyadic affection, and 5) PA_I and dyadic affection. In addition, the results indicate a significant positive relationship between PA_F and dyadic cohesion as well as PA_I and dyadic cohesion.

As the results indicate that the burnout subscales are significantly related to some of the subscales of marital adjustment at the .05 level, the Null Hypothesis 1(a) could not be accepted.

Hypothesis 1(b) stated that there will be no significant relationship between burnout scores (as measured by the MBI) obtained by police officers and marital adjustment...
scores (as measured by the DAS) obtained by police wives.

To test this hypothesis, a Pearson Product Moment Correlation was performed on each of the six subscales of burnout and on the four subscales of dyadic adjustment. Table 7 contains the correlation coefficients between the officers' burnout scores and the wives' ratings of marital adjustment.

These scores indicate an interesting finding. There is a significant positive relationship between frequency of EE and dyadic satisfaction. In other words, as police experience a higher frequency of emotional exhaustion, the more wives report a higher degree of dyadic satisfaction. However, there is a significant negative relationship between intensity of EE and the total score on dyadic adjustment. This suggests that the stronger the officer experiences emotional exhaustion, the less wives feel overall dyadic adjustment in the subcomponents of consensus, satisfaction, affection and cohesion.

As the results indicate that burnout and marital adjustment scores are significantly related at the .05 level, the Null Hypothesis 1(b) could not be accepted.

4.2.2 Tests of Hypotheses 2(a) and 2(b)

Hypothesis 2(a) stated that there will be no significant relationship between burnout scores (as measured by
Table 7
Pearson Correlation Coefficients: Burnout Scores of Officers with Marital Adjustment Scores of Wives

<table>
<thead>
<tr>
<th>Burnout Subscales</th>
<th>Dyadic Adjustment Subscales</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dyadic Consensus</td>
<td>Dyadic Satisfaction</td>
<td>Dyadic Affection</td>
<td>Dyadic Cohesion</td>
<td>Total Dyadic Adjustment</td>
</tr>
<tr>
<td>EE&lt;sub&gt;F&lt;/sub&gt;</td>
<td>0.04</td>
<td>0.15*</td>
<td>-0.01</td>
<td>-0.06</td>
<td>-0.14*</td>
</tr>
<tr>
<td>EE&lt;sub&gt;I&lt;/sub&gt;</td>
<td>-0.06</td>
<td>0.14</td>
<td>-0.11</td>
<td>-0.11</td>
<td>-0.18*</td>
</tr>
<tr>
<td>DP&lt;sub&gt;F&lt;/sub&gt;</td>
<td>-0.04</td>
<td>0.04</td>
<td>-0.03</td>
<td>-0.04</td>
<td>-0.05</td>
</tr>
<tr>
<td>DP&lt;sub&gt;I&lt;/sub&gt;</td>
<td>0.02</td>
<td>0.14</td>
<td>-0.06</td>
<td>0.00</td>
<td>-0.05</td>
</tr>
<tr>
<td>PA&lt;sub&gt;F&lt;/sub&gt;</td>
<td>-0.06</td>
<td>0.00</td>
<td>-0.09</td>
<td>-0.09</td>
<td>-0.08</td>
</tr>
<tr>
<td>PA&lt;sub&gt;I&lt;/sub&gt;</td>
<td>-0.03</td>
<td>-0.00</td>
<td>-0.07</td>
<td>-0.07</td>
<td>-0.09</td>
</tr>
</tbody>
</table>

<sup>a</sup>Officers only (n=122).
<sup>b</sup>Wives' ratings only (n=122).
<sup>c</sup>EE<sub>F</sub> = emotional exhaustion; frequency.
<sup>d</sup>EE<sub>I</sub> = emotional exhaustion; intensity.
<sup>e</sup>DP<sub>F</sub> = depersonalization; frequency.
<sup>e</sup>DP<sub>I</sub> = depersonalization; intensity.
<sup>e</sup>PA<sub>F</sub> = personal accomplishment; frequency.
<sup>e</sup>PA<sub>I</sub> = personal accomplishment; intensity.

* p < .05.
the MBI) obtained by police officers and the police officers' ratings of quality of family life (as measured by Jackson and Maslach's questionnaire).

A Pearson Product Moment Correlation was used to test this hypothesis. Correlations were performed on each of the six subscales of burnout and on the five subscales of family life. Table 8 contains the correlation coefficients between officers' burnout and quality of family life ratings.

These scores indicate that there is a significant negative relationship between $EE_F$ and involvement with friends. As well, there are significant positive relationships between: 1) $EE_F$ and husband's absence from the family, 2) $EE_I$ and husband's absence from the family, 3) $EE_F$ and husband's display of anger at the family, 4) $EE_I$ and husband's display of anger at the family, 5) $DP_F$ and husband's absence from home, as well as husband's display of anger at the family. Intensity of depersonalization and the personal accomplishment subscales were found to be unrelated to quality of family life measures.

As the results indicate that there were significant relationships between officers' scores on the burnout and quality of family life subscales, Hypothesis 2(a) stated in the Null form could not be accepted at the .05 level.

Hypothesis 2(b) stated that there will be no signifi-
Table 8
Pearson Correlation Coefficients: Burnout Scores of Officers with Quality of Family Life Scores of Officers

<table>
<thead>
<tr>
<th>Family Life Indices&lt;sup&gt;a&lt;/sup&gt;</th>
<th>Burnout Subscales&lt;sup&gt;b&lt;/sup&gt;</th>
<th>Emotional Exhaustion</th>
<th>Depersonalization</th>
<th>Personal Accomplishment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>F&lt;sup&gt;c&lt;/sup&gt;</td>
<td>I</td>
<td>F</td>
</tr>
<tr>
<td>Marital Satisfaction</td>
<td></td>
<td>-0.04</td>
<td>-0.11</td>
<td>-0.04</td>
</tr>
<tr>
<td>Involvement with Friends</td>
<td></td>
<td>-0.16&lt;sup&gt;*&lt;/sup&gt;</td>
<td>-0.06</td>
<td>0.01</td>
</tr>
<tr>
<td>Involvement with Family</td>
<td></td>
<td>-0.08</td>
<td>-0.01</td>
<td>-0.06</td>
</tr>
<tr>
<td>Husbands' Absence</td>
<td></td>
<td>0.35&lt;sup&gt;*&lt;/sup&gt;</td>
<td>0.27&lt;sup&gt;*&lt;/sup&gt;</td>
<td>0.20&lt;sup&gt;*&lt;/sup&gt;</td>
</tr>
<tr>
<td>Husbands' Anger</td>
<td></td>
<td>0.26&lt;sup&gt;*&lt;/sup&gt;</td>
<td>0.21&lt;sup&gt;*&lt;/sup&gt;</td>
<td>0.17&lt;sup&gt;*&lt;/sup&gt;</td>
</tr>
</tbody>
</table>

<sup>a</sup>Officers' ratings only (n=122).
<sup>b</sup>Officers only (n=122).
<sup>c</sup>F = Frequency; I = Intensity.
<sup>*</sup>p < .05.
cant relationship between burnout scores (as measured by the MBI) obtained by police officers and the wives' ratings of quality of family life (as measured by Jackson and Maslach's questionnaire).

A Pearson Product Moment Correlation was used to test this hypothesis. Table 9 contains the correlations of each of the six subscales of burnout for police officers and the wives' ratings on the five subscales of quality of family life.

These scores indicate the only significant relationship to be a positive correlation between frequency of depersonalization and husband's anger, with a coefficient of 0.16. The remaining subscales of burnout were unrelated to the other components of quality of family life. The results suggest that the greater the frequency of DP experienced by the officer, the more the wife reports that he gets angry at the spouse and family.

Due to the significant relationship between one factor of burnout and the wives' ratings on family life indices, the Null Hypothesis 2(b) could not be accepted at the .05 level of confidence.

4.2.3 Test of Hypothesis 3

Hypothesis 3 stated that there will be no significant relationship between burnout scores (as measured by the
Table 9
Pearson Correlation Coefficients: Burnout Scores of Officers with Quality of Family Life Scores of Wives

<table>
<thead>
<tr>
<th>Family Life Indices&lt;sup&gt;a&lt;/sup&gt;</th>
<th>Emotional Exhaustion</th>
<th>Depersonalization</th>
<th>Personal Accomplishment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>F&lt;sup&gt;c&lt;/sup&gt;</td>
<td>I</td>
<td>F</td>
</tr>
<tr>
<td>Marital Satisfaction</td>
<td>-0.06</td>
<td>-0.12</td>
<td>-0.08</td>
</tr>
<tr>
<td>Involvement with Friends</td>
<td>-0.08</td>
<td>0.01</td>
<td>-0.03</td>
</tr>
<tr>
<td>Involvement with Family</td>
<td>0.03</td>
<td>0.09</td>
<td>-0.01</td>
</tr>
<tr>
<td>Husbands' Absence</td>
<td>-0.02</td>
<td>0.08</td>
<td>0.02</td>
</tr>
<tr>
<td>Husbands' Anger</td>
<td>0.11</td>
<td>0.11</td>
<td>0.16&lt;sup&gt;*&lt;/sup&gt;</td>
</tr>
</tbody>
</table>

<sup>a</sup>Wives' ratings only (n=122).
<sup>b</sup>Officers' ratings only (n=122).
<sup>c</sup>F = Frequency; I = Intensity.
<sup>*</sup>p < .05.
MBI) obtained by police officers and the wives' reported frequency of the husbands' after-work mood (as measured by Jackson and Maslach's questionnaire).

To test this hypothesis, a Pearson Product Moment Correlation was performed on each of the six subscales of burnout and on the eight indices which measured the officers' after-work mood. Table 10 contains the correlation coefficients between the officers' burnout scores and the wives' report of their after-work mood.

It can be seen that there are a number of significant correlations within Table 10 ranging from -0.30 to +0.38. Specifically, there are significant positive relationships between frequency of EE and the following after-work moods: 1) upset and angry, 2) physically exhausted, 3) tense and anxious, 4) difficulty sleeping, and 5) complaining. Significant positive relationships were also found between intensity of EE and the following after-work moods: 1) upset and angry, 2) physically exhausted, 3) tense and anxious, 4) dangerous work and 5) complaining. In contrast, significant negative relationships exist between 1) EE and the officer coming home cheerful or happy, and 2) EE and the wife's rating of her husband's work being a source of pride and prestige for the family.

In addition, DP is positively related to: 1) the husband coming home upset or angry and 2) the husband
<table>
<thead>
<tr>
<th>Officers' After-Work Mood Indices&lt;sup&gt;a&lt;/sup&gt;</th>
<th>Burnout Subscales&lt;sup&gt;b&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Emotional Exhaustion</td>
</tr>
<tr>
<td></td>
<td>F&lt;sup&gt;c&lt;/sup&gt;</td>
</tr>
<tr>
<td>Comes home upset or angry</td>
<td>0.27*</td>
</tr>
<tr>
<td>Comes home physically exhausted</td>
<td>0.38*</td>
</tr>
<tr>
<td>Comes home cheerful or happy</td>
<td>-0.24*</td>
</tr>
<tr>
<td>Comes home tense or anxious</td>
<td>0.26*</td>
</tr>
<tr>
<td>Does dangerous work</td>
<td>0.03</td>
</tr>
<tr>
<td>Has difficulty sleeping</td>
<td>0.22*</td>
</tr>
<tr>
<td>Work is a source of pride or prestige for the family</td>
<td>0.05</td>
</tr>
<tr>
<td>Comes home complaining</td>
<td>0.28*</td>
</tr>
</tbody>
</table>

<sup>a</sup>Wives' ratings only (n=122).

<sup>b</sup>Officers only (n=122).

<sup>c</sup>F = Frequency; I = Intensity.

* p < .05.
coming home physically exhausted. A significant negative relationship exists between frequency and intensity of depersonalization and the officer's work being a source of pride and prestige for the family. There are significant positive relationships between $DP_I$ and: 1) officer coming home physically exhausted, 2) doing dangerous work and 3) complaining. The only significant correlation between intensity of personal accomplishment ($PA_I$) was the positive relationship with dangerous work.

As the outcome of the correlation analysis indicates significance at the .05 level between officers' burnout and the wives' report of their husbands' after-work mood, the Null Hypothesis 3 could not be accepted.

4.2.4 Tests of Hypotheses 4(a), 4(b), 4(c) and 4(d)

Hypothesis 4(a) stated that there will be no significant relationship between marital adjustment scores (as measured by the DAS) obtained by police officers and quality of family life scores (as measured by Jackson and Måslach's questionnaire) obtained by police officers.

A Pearson Product Moment Correlation was used to test this hypothesis. Correlations were performed between the five subscales of dyadic adjustment and on the five subscales measuring quality of family life.

It can be seen from Table 11 that all the correlations
Table 11
Pearson Correlation Coefficients: Marital Adjustment Scores of Officers with Quality of Family Life Scores of Officers

<table>
<thead>
<tr>
<th>Family Life Indices</th>
<th>Dyadic Adjustment Subscales</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dyadic Consensus</td>
</tr>
<tr>
<td>Marital Satisfaction</td>
<td>0.60*</td>
</tr>
<tr>
<td>Involvement with Friends</td>
<td>-0.09</td>
</tr>
<tr>
<td>Involvement with Family</td>
<td>0.22*</td>
</tr>
<tr>
<td>Husbands' Absence</td>
<td>-0.22*</td>
</tr>
<tr>
<td>Husbands' Anger</td>
<td>-0.23*</td>
</tr>
</tbody>
</table>

*p < .05.
between marital satisfaction and dyadic adjustment are significant in a positive direction. Significant positive relationships also exist between the husband's involvement with the family and his rating of dyadic consensus, as well as overall marital adjustment. The positive coefficients ranged from 0.51 to 0.73.

Each of the subscales of marital adjustment, except dyadic cohesion, were correlated in a significant negative direction with husbands' absence from home. As well, the results show significant negative correlations between husbands' anger and all five subscales of dyadic adjustment. These coefficients ranged from a negative 0.09 to -0.40.

As the results indicate significant relationships between marital adjustment and quality of family life scores obtained by police officers at the .05 level, the Null Hypothesis 4(a) could not be accepted.

Hypothesis 4(b) stated that there will be no significant relationship between marital adjustment scores (as measured by the DAS) obtained by police wives and quality of family life scores (as measured by Jackson and Maslach's questionnaire) obtained by police wives.

This hypothesis was tested using a Pearson Product Moment Correlation Coefficient. Correlations were conducted on each of the five subscales of dyadic adjustment
and on the five subscales rating quality of family life as reported by police wives only.

The correlation coefficients as depicted in Table 12 show significant negative relationships between the wife's rating of husband's absence from home and her report of dyadic: consensus, satisfaction, affection, cohesion and overall marital adjustment. Significant negative relationships also exist between the five subscales of dyadic adjustment and the wife's rating of husband's display of anger toward the family. These negative correlations ranged from -0.28 to -0.49.

In contrast, significant positive relationships occurred with the variable which rated involvement with friends. Specifically, the wives' rating of dyadic consensus and dyadic cohesion increase the more they report involvement with friends. As well, there is a significant positive relationship between marital satisfaction as measured by Jackson and Maslach's questionnaire (1982) and overall marital adjustment on the DAS. The coefficient for the sum of cohesion, satisfaction, affection and consensus was 0.73, the same as that obtained by police officers.

In general, all but one of the family life indices correlated significantly with areas of dyadic adjustment for police wives. The wives' ratings of husbands' in-
### Table 12

Pearson Correlation Coefficients: Marital Adjustment Scores of Wives with Quality of Family Life Scores of Wives

<table>
<thead>
<tr>
<th>Family Life Indices</th>
<th>Dyadic Consensus</th>
<th>Dyadic Satisfaction</th>
<th>Dyadic Affection</th>
<th>Dyadic Cohesion</th>
<th>Total Dyadic Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marital Satisfaction</td>
<td>0.62*</td>
<td>0.58*</td>
<td>0.56*</td>
<td>0.66*</td>
<td>0.73*</td>
</tr>
<tr>
<td>Involvement with Friends</td>
<td>0.18*</td>
<td>0.12</td>
<td>0.10</td>
<td>0.18*</td>
<td>0.18</td>
</tr>
<tr>
<td>Involvement with Family</td>
<td>0.02</td>
<td>-0.09</td>
<td>-0.01</td>
<td>-0.10</td>
<td>-0.04</td>
</tr>
<tr>
<td>Husbands' Absence</td>
<td>-0.30*</td>
<td>-0.28*</td>
<td>-0.34*</td>
<td>-0.33*</td>
<td>-0.36*</td>
</tr>
<tr>
<td>Husbands' Anger</td>
<td>-0.49*</td>
<td>-0.34*</td>
<td>-0.31*</td>
<td>-0.40*</td>
<td>-0.44*</td>
</tr>
</tbody>
</table>

*p < .05.*
volvement with the family was unrelated to any of the sub-
scales of dyadic adjustment.

As the results of the police wives' correlations be-
tween marital adjustment and quality of family life indi-
cate significance at .05, the Null Hypothesis 4(b) could
not be accepted.

Hypothesis 4(c) stated that there will be no signifi-
cant difference between police officers' and police wives'
ratings of marital adjustment (as measured by the DAS).

Table 13 contains the results of t-tests comparing
the mean scores of both police officers and police wives
on the five subscales of dyadic: consensus, satisfaction,
affection, cohesion and the total measure of dyadic ad-
justment.

The results of the t-test are represented in Table
13. It can be observed that the mean scores of officers
and wives on all subscales of dyadic adjustment are rela-
tively similar. The largest difference between means was
.73 between the officers' scores and the wives' scores on
dyadic consensus. The police couple did not differ at all
on the rating of dyadic affectational expression.

The Null Hypothesis 4(c) was accepted as the t-test
between mean scores of officers and wives on the ratings
of dyadic adjustment showed no significant differences at
the .05 level.
Table 13

_t_-test: Marital Adjustment Scores of Officers and Wives

<table>
<thead>
<tr>
<th>Dyadic Adjustment Subscales</th>
<th>Officers' Mean Score</th>
<th>Wives' Mean Score</th>
<th><em>t</em>-Value</th>
<th>Probability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dyadic Consensus</td>
<td>48.15</td>
<td>48.88</td>
<td>0.89</td>
<td>0.38</td>
</tr>
<tr>
<td>Dyadic Satisfaction</td>
<td>34.12</td>
<td>33.55</td>
<td>-1.20</td>
<td>0.23</td>
</tr>
<tr>
<td>Dyadic Affection</td>
<td>8.66</td>
<td>8.66</td>
<td>0.00</td>
<td>1.00</td>
</tr>
<tr>
<td>Dyadic Cohesion</td>
<td>14.88</td>
<td>15.21</td>
<td>0.75</td>
<td>0.46</td>
</tr>
<tr>
<td>Total Dyadic Adjustment</td>
<td>105.89</td>
<td>106.31</td>
<td>0.25</td>
<td>0.80</td>
</tr>
</tbody>
</table>

Note. Two-tailed _t_-test.

* _p_ < .05.
Hypothesis 4(d) stated that there will be no significant difference between police officers' and police wives' ratings of quality of family life (as measured by Jackson and Maslach's questionnaire).

The results of t-tests comparing the mean scores of both officers and wives on five family life indices are presented in Table 14.

<table>
<thead>
<tr>
<th>Family Life Indices</th>
<th>Officers' Mean Score</th>
<th>Wives' Mean Score</th>
<th>t Value</th>
<th>Probability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marital satisfaction</td>
<td>29.36</td>
<td>29.75</td>
<td>0.69</td>
<td>0.49</td>
</tr>
<tr>
<td>Involvement with friends</td>
<td>9.67</td>
<td>9.81</td>
<td>0.46</td>
<td>0.64</td>
</tr>
<tr>
<td>Involvement with family</td>
<td>9.06</td>
<td>9.46</td>
<td>0.78</td>
<td>0.44</td>
</tr>
<tr>
<td>Husbands' absence</td>
<td>7.39</td>
<td>6.94</td>
<td>-1.55</td>
<td>0.12</td>
</tr>
<tr>
<td>Husbands' anger</td>
<td>4.75</td>
<td>4.41</td>
<td>-1.30</td>
<td>0.20</td>
</tr>
</tbody>
</table>

Note. Two-tailed t-test.

* p < .05.

There is very little difference between the mean scores of the two groups as can be seen in Table 14. Police officers had a higher mean score than wives on the
indices which rated their off-hours absence from home and anger displayed at the family. However, the differences are too small to be significant. Police wives' mean scores of marital satisfaction, involvement with friends and husbands' involvement with family, although slightly higher than officers, were again not enough to be significant.

As the results indicate no significant differences between the mean scores on quality of family life variables of police officers and police wives, the Null Hypothesis was accepted at a probability of .05.

4.2.5 Test of Hypothesis 5

Hypothesis 5 stated that there will be no significant relationship between burnout scores (as measured by the MBI) obtained by police officers and length of employment in the police force.

Table 15 represents the Pearson Product Moment Correlations between time on the force and the frequency and intensity of burnout: emotional exhaustion, depersonalization and personal accomplishment.

The outcome of the analysis indicates a significant negative relationship between both frequency and intensity of depersonalization and length of time on the police force. Length of employment was unrelated to frequency and intensity of EE or PA.
Table 15
Pearson Correlation Coefficients: Burnout Scores of Officers with Officers' Length of Time on Police Force

<table>
<thead>
<tr>
<th>Time on Police Force</th>
<th>Emotional Exhaustion</th>
<th>Depersonalization</th>
<th>Personal Accomplishment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>F: I</td>
<td>F: I</td>
<td>F: I</td>
</tr>
<tr>
<td>0.00 -0.01</td>
<td>-0.25* -0.18*</td>
<td>0.05</td>
<td>0.10</td>
</tr>
</tbody>
</table>

$^a$F = Frequency; I = Intensity.

* $p < .05.$
As the results indicate a significant relationship between burnout and length of time on the police force at the .05 level, the Null Hypothesis 5 could not be accepted.

An additional statistic was performed a posteriori upon observing the outcome of Hypothesis 5. The literature has suggested that length of employment may be a critical factor influencing the development of burnout and job-related stress (Hageman, 1978; Silbert, 1982). However, the time which is required for this relation to exist is less certain. Although the test of Hypothesis 5 indicated that $\text{DP}_F$ and $\text{DP}_I$ are negatively related to time on the force, the results did not indicate the number of years where the relationship is most concentrated.

To test Hypothesis 5 further, a one-way Analysis of Variance was performed to determine if the mean scores on the burnout subscales were significantly different by time categories on the force. Length of employment was grouped into three-year intervals (1-3; 4-6; 7-9; 10-12; 13-15 and 16-18). The ANOVA indicated that the only significant difference between burnout subscales was in frequency of depersonalization. To determine exactly where the difference was, a Student-Newman-Keuls procedure (Nie, Hull, Jenkins, Steinbrenner and Bent, 1975) indicated that those officers in the force in excess of 15 years had significantly lower scores than all other groups at the .05 level. These results are presented in Table 16.
Table 16
One-Way Analysis of Variance for Burnout Subscale DP<sub>F</sub><sup>a</sup>
and Length of Employment in the Police Force

<table>
<thead>
<tr>
<th>Source of Variance</th>
<th>SS</th>
<th>MS</th>
<th>df</th>
<th>F-Ratio</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between Groups</td>
<td>511.46</td>
<td>102.29</td>
<td>5</td>
<td>3.132</td>
<td>0.0119*</td>
</tr>
<tr>
<td>Within Groups</td>
<td>2906.50</td>
<td>32.66</td>
<td>89</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>3417.86</td>
<td></td>
<td>94</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<sup>a</sup>Depersonalization; Frequency.
*<sup>P</sup> < .05.

Student-Newman-Keuls Procedure

<table>
<thead>
<tr>
<th>Subset 1</th>
<th>Group 6&lt;sup&gt;a&lt;/sup&gt;</th>
<th>Group 4</th>
<th>Group 5</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(16-18)</td>
<td>(10-12)</td>
<td>(13-15)</td>
</tr>
<tr>
<td>Group Mean</td>
<td>7.067</td>
<td>10.143</td>
<td>12.167</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Subset 2</th>
<th>Group 4</th>
<th>Group 5</th>
<th>Group 2</th>
<th>Group 1</th>
<th>Group 3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(10-12)</td>
<td>(13-15)</td>
<td>(4-6)</td>
<td>(1-3)</td>
<td>(7-9)</td>
</tr>
<tr>
<td>Group Mean</td>
<td>10.143</td>
<td>12.167</td>
<td>12.967</td>
<td>13.583</td>
<td>13.615</td>
</tr>
</tbody>
</table>

<sup>a</sup>Number of years on force in brackets.
*<sup>P</sup> < .05.

4.2.6 Test of Hypothesis 6

Hypothesis 6 stated that there will be no significant relationship between burnout scores (as measured by the MBI) obtained by police officers and their frequency in the use of coping activities (as measured by Jackson and Maslach's questionnaire).
To test this hypothesis, a Pearson Product Moment Correlation was performed on the six subscales of burnout and the eighteen indices of coping activities used by police officers. Table 17 contains the correlation coefficients between burnout and coping variables for police officers.

These scores indicate that there is a significant negative relationship between PA and drinking alcoholic beverages. A significant negative relationship also exists between DP and taking tranquilizers as a coping activity.

The following relationships were significant in a positive direction. Both frequency and intensity of EE was related to a) eating, b) taking some kind of medicine, c) getting away from everyone, d) going shopping, e) talking with friends, and f) meditation. In addition, a significant positive correlation exists between intensity of emotional exhaustion and smoking more often.

In both DP and DP, the following significant positive relationships were found with: a) eating, b) getting away from everyone, and c) meditation. For intensity of depersonalization, significant positive relationships were found with smoking and shopping. For frequency of depersonalization, working harder around the house and taking some form of medicine were significant in a positive
Table 17
Pearson Correlation Coefficients: Burnout Scores of Officers with Frequency in the Use of Coping Activities

<table>
<thead>
<tr>
<th>Coping Activity</th>
<th>Emotional Exhaustion</th>
<th>Depersonalization</th>
<th>Personal Accomplishment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fc</td>
<td>I</td>
<td>F</td>
</tr>
<tr>
<td>Smoking</td>
<td>0.03</td>
<td>0.16*</td>
<td>0.06</td>
</tr>
<tr>
<td>Eating</td>
<td>0.28*</td>
<td>0.33*</td>
<td>0.17*</td>
</tr>
<tr>
<td>Drinking</td>
<td>0.13</td>
<td>0.12</td>
<td>-0.03</td>
</tr>
<tr>
<td>Work harder around house</td>
<td>0.13</td>
<td>-0.01</td>
<td>0.15*</td>
</tr>
<tr>
<td>Tranquilizer</td>
<td>0.04</td>
<td>-0.03</td>
<td>-0.14</td>
</tr>
<tr>
<td>Medicine</td>
<td>0.18*</td>
<td>0.20*</td>
<td>0.19*</td>
</tr>
<tr>
<td>Religious activity</td>
<td>0.01</td>
<td>-0.04</td>
<td>-0.05</td>
</tr>
<tr>
<td>Get away from everyone</td>
<td>0.28*</td>
<td>0.23*</td>
<td>0.22*</td>
</tr>
<tr>
<td>Forget it</td>
<td>-0.02</td>
<td>0.07</td>
<td>0.06</td>
</tr>
<tr>
<td>Go shopping</td>
<td>0.26*</td>
<td>0.23*</td>
<td>0.09</td>
</tr>
<tr>
<td>Professional help</td>
<td>0.10</td>
<td>0.05</td>
<td>0.03</td>
</tr>
<tr>
<td>Talk to spouse</td>
<td>0.00</td>
<td>-0.01</td>
<td>-0.04</td>
</tr>
<tr>
<td>Talk to friends</td>
<td>0.14*</td>
<td>0.15*</td>
<td>0.05</td>
</tr>
<tr>
<td>Clubs or organizations</td>
<td>-0.01</td>
<td>-0.01</td>
<td>-0.07</td>
</tr>
<tr>
<td>Meditation</td>
<td>0.23*</td>
<td>0.15*</td>
<td>0.19*</td>
</tr>
<tr>
<td>Hypnosis</td>
<td>0.06</td>
<td>-0.04</td>
<td>0.04</td>
</tr>
<tr>
<td>Relaxation</td>
<td>0.10</td>
<td>0.07</td>
<td>-0.01</td>
</tr>
</tbody>
</table>

*aOfficers' ratings only (n=122).
*bOfficers only (n=122).
*cF = Frequency; I = Intensity.
*p < .05.
direction.

Significant positive correlations were also found between frequency and intensity of personal accomplishment and: a) working harder around the house and b) getting away from everyone. Positive relationships also exist between PAI and: a) eating, b) religious activity and c) going shopping.

The Null Hypothesis 6 could not be accepted at the .05 level of confidence as the results indicate significant correlations between burnout subscales and the use of particular coping activities by police officers.

4.2.7 Tests of Hypotheses 7(a) and 7(b)

Hypothesis 7(a) stated that there will be no significant relationship between police officers' ratings of quality of family life (as measured by Jackson and Maslach's questionnaire) and their frequency in the use of coping activities (as measured by Jackson and Maslach's questionnaire).

Table 18 contains the Pearson Product Moment correlation coefficients between the five subscales comprising quality of family life with the eighteen indices of coping activities.

The results show significant negative relationships exist between the following: 1) marital satisfaction and
Table 18
Pearson Correlation Coefficients: Quality of Family Life Scores of Officers with Frequency in the Use of Coping Activities of Officers

<table>
<thead>
<tr>
<th>Coping Activities</th>
<th>Quality of Family Life Indices</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Marital Satisfaction</td>
</tr>
<tr>
<td>Smoking</td>
<td>0.14</td>
</tr>
<tr>
<td>Eating</td>
<td>-0.00</td>
</tr>
<tr>
<td>Drinking</td>
<td>0.16*</td>
</tr>
<tr>
<td>Work harder around house</td>
<td>-0.02</td>
</tr>
<tr>
<td>Tranquilizer</td>
<td>0.08</td>
</tr>
<tr>
<td>Medicine</td>
<td>-0.02</td>
</tr>
<tr>
<td>Religious activity</td>
<td>-0.05</td>
</tr>
<tr>
<td>Get away from everyone</td>
<td>-0.17*</td>
</tr>
<tr>
<td>Forget about it</td>
<td>0.04</td>
</tr>
<tr>
<td>Go shopping</td>
<td>0.10</td>
</tr>
<tr>
<td>Professional help</td>
<td>0.17*</td>
</tr>
<tr>
<td>Talk to spouse</td>
<td>0.57*</td>
</tr>
<tr>
<td>Talk to friends</td>
<td>0.23*</td>
</tr>
<tr>
<td>Clubs/organizations</td>
<td>0.03</td>
</tr>
<tr>
<td>Meditation</td>
<td>-0.03</td>
</tr>
<tr>
<td>Hypnosis</td>
<td>0.13</td>
</tr>
<tr>
<td>Relaxation</td>
<td>0.11</td>
</tr>
</tbody>
</table>

*a* Officers' ratings (n=122).

*b* Officers' ratings (n=122).

*p* < .05.
getting away from everyone, 2) involvement with friends and taking tranquilizers, 3) husband's absence from home and: a) seeking professional help, b) using hypnosis and c) using relaxation techniques.

Significant positive relationships occurred with: 1) marital satisfaction and: a) drinking, b) engaging in outside activities (sports, movie), c) talking things over with spouse and d) talking things over with friends; 2) involvement with friends and: a) working harder around the house, b) forgetting about it, c) talking with his spouse and d) participation in organized groups or clubs in order to get social support; 3) involvement with family and: a) smoking more and b) using relaxation techniques.

The results indicate significant positive relationships also exist between: 1) husband's absence and: a) eating more, b) drinking more, c) working harder around the house, d) getting away from everyone, e) forgetting about it, f) shopping and g) talking with friends. The officer's rating of his anger at family was significantly correlated in a positive direction with: a) eating, b) drinking, c) working harder around the house, d) trying to forget about it and e) talking with friends.

As the results contained a number of significant correlations ranging from -0.16 to +0.57 between quality of family life and activities used by police officers to cope
with stress, the Null Hypothesis 7(a) could not be accepted at a probability of .05.

Hypothesis 7(b) stated that there will be no significant relationship between police wives' ratings of quality of family life (as measured by Jackson and Maslach's questionnaire) and their frequency in the use of coping activities (as measured by Jackson and Maslach's questionnaire).

To test this hypothesis, a Pearson Product Moment Correlation was conducted. Table 19 represents the results of the correlation coefficients between the five indices of family life and eighteen coping activities as rated by police wives.

The results of the analysis show that a significant positive relationship exists between marital satisfaction and talking things over with her spouse. This coping activity was found to be significant in a negative direction with: a) husband's absence from home and b) husband's display of anger at the family.

Religious activity was significantly related to involvement with both friends and family in a positive direction. However, a significant negative relationship between religious activity and the wives' rating of husbands' absence from home was found. A significant positive relationship exists between the husbands' absence from home and the wives' use of drinking as a coping activity. Sig-
Table 19
Pearson Correlation Coefficients: Quality of Family Life Scores of Wives with Frequency in the Use of Coping Activities of Wives

<table>
<thead>
<tr>
<th>Coping Activities</th>
<th>Quality of Family Life Indices&lt;sup&gt;b&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Marital Satisfaction</td>
</tr>
<tr>
<td>Smoking</td>
<td>-0.01</td>
</tr>
<tr>
<td>Eating</td>
<td>-0.14</td>
</tr>
<tr>
<td>Drinking</td>
<td>-0.12</td>
</tr>
<tr>
<td>Work harder around house</td>
<td>0.13</td>
</tr>
<tr>
<td>Tranquilizer</td>
<td>-0.10</td>
</tr>
<tr>
<td>Medicine</td>
<td>-0.04</td>
</tr>
<tr>
<td>Religious activity</td>
<td>-0.05</td>
</tr>
<tr>
<td>Get away</td>
<td>-0.17*</td>
</tr>
<tr>
<td>Forget about it</td>
<td>-0.16*</td>
</tr>
<tr>
<td>Go shopping</td>
<td>-0.08</td>
</tr>
<tr>
<td>Activities; movie, sports</td>
<td>0.05</td>
</tr>
<tr>
<td>Professional help</td>
<td>-0.25*</td>
</tr>
<tr>
<td>Talk to spouse</td>
<td>0.54*</td>
</tr>
<tr>
<td>Talk to friends</td>
<td>0.02</td>
</tr>
<tr>
<td>Clubs/Organizations</td>
<td>-0.03</td>
</tr>
<tr>
<td>Meditation</td>
<td>-0.10</td>
</tr>
<tr>
<td>Hypnosis</td>
<td>-0.04</td>
</tr>
<tr>
<td>Relaxation</td>
<td>0.07</td>
</tr>
</tbody>
</table>

<sup>a</sup>Wives' ratings (n=122).

<sup>b</sup>Wives' ratings (n=122).

*<sup>p</sup> < .05.
significant negative correlations occurred between husbands' absence and the wives' use of: a) relaxation techniques and b) working harder around the house.

Significant positive relationships occur between the wives' rating of their husbands' anger at family and the use of professional help, such as counselling to cope with stress. A negative relationship occurred between the use of professional help and marital satisfaction. Significant positive relationships are seen with involvement with friends and: 1) taking medicine, 2) talking with friends and 3) participation in clubs or organizations for social support. Taking medicine was the only other coping activity, other than religion, which was significantly related to involvement with family in a positive direction.

Finally, there are significant negative relationships between marital satisfaction and: a) getting away from everyone and b) trying to forget about it. In a negative direction, trying to forget about it was also significantly related to involvement with friends.

As the results indicate that significant relationships exist between quality of family life and particular coping activities for police wives at .05, the Null Hypothesis 7 (b) could not be accepted.
4.2.8 Tests of Hypotheses 8(a), 8(b) and 8(c)

Hypothesis 8(a) stated that there will be no significant difference between the frequency with which police officers and police wives use coping activities (as measured by Jackson and Maslach's questionnaire).

Table 20 contains the results of t-tests comparing the mean scores of both police officers and police wives on frequency of coping activities used.

The results of the t-test indicate that the use of coping activities were significantly different between officers and wives. Specifically, significant differences occurred on: 1) eating, 2) drinking, 3) working harder around the house, 4) religious activity, 5) going shopping, 6) activities such as movies or sports, 7) talking with spouse, 8) meditation and 9) hypnosis.

The wives were more likely to use: eating, housework, religion, shopping and talking with spouse as compared with officers who were more likely to use: drinking, involvement in outside activities, meditation and hypnosis for coping with stress.

As the results indicate that significant differences exist at the .05 level between the mean scores of officers and wives on their use of coping activities, the Null Hypothesis 8(a) could not be accepted.

Hypothesis 8(b) stated that there will be no signi-
Table 20
_t-test: Frequency in the Use of Coping Activities of Police Officers and Wives_

<table>
<thead>
<tr>
<th>Coping Activities</th>
<th>Officers' Mean Score</th>
<th>Wives' Mean Score</th>
<th><em>T</em> Value</th>
<th>Probability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoking</td>
<td>1.51</td>
<td>1.22</td>
<td>-0.95</td>
<td>0.34</td>
</tr>
<tr>
<td>Eating</td>
<td>1.94</td>
<td>3.07</td>
<td>4.24</td>
<td>0.00*</td>
</tr>
<tr>
<td>Drinking</td>
<td>1.74</td>
<td>1.00</td>
<td>-3.52</td>
<td>0.00*</td>
</tr>
<tr>
<td>Work harder around house</td>
<td>3.24</td>
<td>3.96</td>
<td>2.80</td>
<td>0.01*</td>
</tr>
<tr>
<td>Tranquilizer</td>
<td>0.03</td>
<td>0.08</td>
<td>1.12</td>
<td>0.26</td>
</tr>
<tr>
<td>Medicine</td>
<td>0.12</td>
<td>0.07</td>
<td>-0.74</td>
<td>0.46</td>
</tr>
<tr>
<td>Religious activity</td>
<td>0.84</td>
<td>1.72</td>
<td>3.29</td>
<td>0.00*</td>
</tr>
<tr>
<td>Get away from everyone</td>
<td>2.62</td>
<td>2.60</td>
<td>-0.08</td>
<td>0.94</td>
</tr>
<tr>
<td>Forget about it</td>
<td>3.02</td>
<td>2.78</td>
<td>-0.92</td>
<td>0.36</td>
</tr>
<tr>
<td>Go shopping</td>
<td>0.91</td>
<td>2.09</td>
<td>5.23</td>
<td>0.00*</td>
</tr>
<tr>
<td>Activities: movies; sports</td>
<td>3.89</td>
<td>2.80</td>
<td>-4.19</td>
<td>0.00*</td>
</tr>
<tr>
<td>Professional help</td>
<td>0.22</td>
<td>0.33</td>
<td>0.89</td>
<td>0.37</td>
</tr>
<tr>
<td>Talk to spouse</td>
<td>4.61</td>
<td>5.14</td>
<td>2.40</td>
<td>0.02*</td>
</tr>
<tr>
<td>Talk to friends</td>
<td>2.60</td>
<td>2.98</td>
<td>1.54</td>
<td>0.13</td>
</tr>
<tr>
<td>Clubs/organizations</td>
<td>1.00</td>
<td>0.74</td>
<td>-1.26</td>
<td>0.21</td>
</tr>
<tr>
<td>Meditation</td>
<td>0.60</td>
<td>0.17</td>
<td>-2.88</td>
<td>0.00*</td>
</tr>
<tr>
<td>Hypnosis</td>
<td>0.55</td>
<td>0.10</td>
<td>-3.19</td>
<td>0.00*</td>
</tr>
<tr>
<td>Relaxation</td>
<td>1.30</td>
<td>0.87</td>
<td>-1.86</td>
<td>0.07</td>
</tr>
</tbody>
</table>

Note. Two-tailed _t_-test.

* _p_ < .05.
Significant difference between the frequency with which police officers report the use of coping activities and the wives' ratings of the officers' use of coping activities (as measured by Jackson and Maslach's questionnaire).

To test this hypothesis, a t-test was performed to examine the differences between what officers use for coping activities and what the wives perceive them to use for coping. Table 21 presents the results of this analysis.

The results indicate that significant differences exist between officers' and wives' ratings on coping activities that officers use. These differences occur with: eating, drinking, forgetting about it, shopping and meditation. The wives were more likely than officers to say that officers eat more, drink more and try to forget the problem as strategies for coping with stress. The wives were less likely than their husbands to rate shopping and meditation as coping activities for the officers.

The Null Hypothesis 8(b) could not be accepted at the .05 level as there are significant differences in the mean scores of officers and wives on how they rated the officers' use of particular coping activities.

Hypothesis 8(c) stated that there will be no significant differences between police officers' rated effectiveness of their coping activities and the wives' rated
Table 21

_t_-test: Frequency of Coping Activities Used by Officers and Wives' Ratings of Officers'
Use of Coping Activities

<table>
<thead>
<tr>
<th>Coping Activities</th>
<th>Officers' Mean Score</th>
<th>Wives' Mean Score</th>
<th>t Value</th>
<th>Probability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoking</td>
<td>1.42</td>
<td>1.41</td>
<td>0.07</td>
<td>0.947</td>
</tr>
<tr>
<td>Eating</td>
<td>1.90</td>
<td>2.32</td>
<td>-2.11</td>
<td>0.037*</td>
</tr>
<tr>
<td>Drinking</td>
<td>1.70</td>
<td>2.30</td>
<td>-3.86</td>
<td>0.000*</td>
</tr>
<tr>
<td>Work harder around house</td>
<td>3.20</td>
<td>3.03</td>
<td>0.73</td>
<td>0.465</td>
</tr>
<tr>
<td>Tranquilizer</td>
<td>0.03</td>
<td>0.01</td>
<td>1.00</td>
<td>0.319</td>
</tr>
<tr>
<td>Medicine</td>
<td>0.13</td>
<td>0.18</td>
<td>-0.56</td>
<td>0.576</td>
</tr>
<tr>
<td>Religious Activity</td>
<td>0.81</td>
<td>0.73</td>
<td>0.59</td>
<td>0.554</td>
</tr>
<tr>
<td>Get away from everyone</td>
<td>2.60</td>
<td>2.45</td>
<td>0.71</td>
<td>0.479</td>
</tr>
<tr>
<td>Forget about it</td>
<td>2.97</td>
<td>3.46</td>
<td>-1.98</td>
<td>0.050*</td>
</tr>
<tr>
<td>Go shopping</td>
<td>0.89</td>
<td>0.45</td>
<td>3.06</td>
<td>0.003*</td>
</tr>
<tr>
<td>Activities: movie; sports</td>
<td>3.82</td>
<td>3.66</td>
<td>0.69</td>
<td>0.492</td>
</tr>
<tr>
<td>Professional help</td>
<td>0.22</td>
<td>0.26</td>
<td>-0.53</td>
<td>0.598</td>
</tr>
<tr>
<td>Talk to spouse</td>
<td>4.60</td>
<td>4.73</td>
<td>-0.74</td>
<td>0.462</td>
</tr>
<tr>
<td>Talk to friends</td>
<td>2.56</td>
<td>2.45</td>
<td>0.62</td>
<td>0.538</td>
</tr>
<tr>
<td>Clubs/organizations</td>
<td>0.96</td>
<td>1.00</td>
<td>-0.18</td>
<td>0.857</td>
</tr>
<tr>
<td>Meditation</td>
<td>0.59</td>
<td>0.27</td>
<td>2.18</td>
<td>0.031*</td>
</tr>
<tr>
<td>Hypnosis</td>
<td>0.55</td>
<td>0.43</td>
<td>1.07</td>
<td>0.285</td>
</tr>
<tr>
<td>Relaxation</td>
<td>1.28</td>
<td>1.30</td>
<td>-0.08</td>
<td>0.936</td>
</tr>
</tbody>
</table>

Note. Two-tailed _t_-test.

*p < .05.
effectiveness of the officers' coping activities (as measured by Jackson and Maslach's questionnaire).

A t-test was performed to examine the mean score differences between officers and wives on how they rated the effectiveness of the coping activities officers used. Table 22 contains the results of this test.

Of the eighteen coping activities, differences exist in the rated effectiveness of: religious activity, getting away from everyone and participation in organized clubs for social support. In all three cases, the wives perceived these activities to be less effective than the officers' ratings.

As significant differences were found at the .05 level between officers and wives on how they rated effectiveness of the officers' particular coping activities, the Null Hypothesis 8(c) could not be accepted.

4.3 Summary of Results

Due to the immense amount of significant results, the following is presented as a compendium which will hopefully provide greater clarity of information. The first part will be a summary of the inter-relationships of: burnout, quality of family life and marital adjustment. As well, husbands' after-work mood and length of employment as they relate to burnout will be presented. The second part of
Table 22
_t-test: Police Officers' Rated Effectiveness of Their Coping Activities and Wives' Rated Effectiveness of Their Coping Activities_

<table>
<thead>
<tr>
<th>Coping Activities</th>
<th>Officers' Mean Score</th>
<th>Wives' Mean Score</th>
<th><em>T</em> Value</th>
<th>Probability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoking</td>
<td>3.34</td>
<td>3.20</td>
<td>0.44</td>
<td>0.665</td>
</tr>
<tr>
<td>Eating</td>
<td>2.80</td>
<td>2.63</td>
<td>0.61</td>
<td>0.541</td>
</tr>
<tr>
<td>Drinking</td>
<td>3.22</td>
<td>3.50</td>
<td>-1.26</td>
<td>0.211</td>
</tr>
<tr>
<td>Work harder around house</td>
<td>4.21</td>
<td>4.04</td>
<td>0.68</td>
<td>0.501</td>
</tr>
<tr>
<td>Tranquilizer</td>
<td>4.40</td>
<td>1.00</td>
<td>2.31</td>
<td>0.082</td>
</tr>
<tr>
<td>Medicine</td>
<td>4.00</td>
<td>3.00</td>
<td>0.79</td>
<td>0.473</td>
</tr>
<tr>
<td>Religious activity</td>
<td>4.83</td>
<td>3.91</td>
<td>2.30</td>
<td>0.031*</td>
</tr>
<tr>
<td>Get away from everyone</td>
<td>4.41</td>
<td>3.60</td>
<td>3.61</td>
<td>0.001*</td>
</tr>
<tr>
<td>Forget about it</td>
<td>3.48</td>
<td>3.47</td>
<td>0.05</td>
<td>0.963</td>
</tr>
<tr>
<td>Go shopping</td>
<td>2.83</td>
<td>2.43</td>
<td>0.87</td>
<td>0.396</td>
</tr>
<tr>
<td>Activities: movie; sports</td>
<td>5.11</td>
<td>4.95</td>
<td>0.90</td>
<td>0.372</td>
</tr>
<tr>
<td>Professional help:</td>
<td>4.58</td>
<td>4.00</td>
<td>0.80</td>
<td>0.443</td>
</tr>
<tr>
<td>Talk to spouse</td>
<td>5.14</td>
<td>5.35</td>
<td>-1.24</td>
<td>0.216</td>
</tr>
<tr>
<td>Talk to friends</td>
<td>3.74</td>
<td>4.11</td>
<td>-1.63</td>
<td>0.106</td>
</tr>
<tr>
<td>Clubs/organizations</td>
<td>4.08</td>
<td>3.20</td>
<td>2.00</td>
<td>0.057*</td>
</tr>
<tr>
<td>Meditation</td>
<td>4.38</td>
<td>4.25</td>
<td>0.12</td>
<td>0.909</td>
</tr>
<tr>
<td>Hypnosis</td>
<td>4.46</td>
<td>4.46</td>
<td>0.00</td>
<td>1.000</td>
</tr>
<tr>
<td>Relaxation</td>
<td>5.00</td>
<td>4.63</td>
<td>1.52</td>
<td>0.142</td>
</tr>
</tbody>
</table>

*Note.* Two-tailed _t_-test.

* _p_ < .05.
this summary will represent the results of burnout and quality of family life as they relate to coping activities.

A. Burnout

1. The greater the frequency of emotional exhaustion, the lower will be: a) the police officer's involvement with friends, b) his marital satisfaction, and c) the less likely the wife reports his after-work mood to be happy or cheerful.

2. The greater the frequency of emotional exhaustion, the higher will be the police officer's: a) absence from home and b) anger directed at spouse and family. As well, the police wife is more likely to report: a) dyadic satisfaction, b) her husband's after-work mood as: angry or upset; physically exhausted; tense or anxious; complaining, and that he has difficulty sleeping.

3. The greater the intensity of emotional exhaustion, the higher will be the police officer's: a) absence from home on his days off, b) anger directed at spouse and family and c) the lower will be the wife's rating of overall marital adjustment.

4. The greater the intensity of emotional exhaustion, the more the wife rates the officer's mood as: a) angry or upset, b) physically exhausted, c) tense and anxious, d) complaining and e) that he has done dangerous work.
The greater the officer's intensity of emotional exhaustion, the less likely the wife reports his work to be a source of pride and prestige for the family.

5. The greater the frequency of depersonalization, the higher will be the police officer's: a) absence from home, b) anger directed at the family and c) the lower his rating of dyadic satisfaction. The greater the frequency of depersonalization, the lower the officer's length of employment with the police force. Officers employed in excess of 15 years are less likely to experience feelings of depersonalization.

6. The greater the frequency of depersonalization, the more the police wife rates the officer to: a) direct his anger at the family, b) come home angry or upset, c) come home physically exhausted and the less likely she rates police work as a source of pride and prestige for the family.

7. The greater the intensity of depersonalization, the lower is the officer's rating of dyadic satisfaction and the more the wife reports that he: a) comes home physically exhausted, b) complaining, c) does dangerous work and d) the less she reports his work as a source of pride and prestige for the family. As well, the greater the intensity of depersonalization, the less time the officer has been employed with the police department.
8. The greater the frequency of personal accomplishment, the higher the police officer rates his dyadic cohesion. The greater the frequency of personal accomplishment experienced by the police officer, the less he reports dyadic affectional expression.

9. The greater the intensity of personal accomplishment, the less his dyadic affectional expression, but the more his sense of dyadic cohesion, as well as the wife reporting that he does dangerous work.

B. Quality of Family Life and Dyadic Adjustment

1. The greater the degree of marital satisfaction, the more both police officers and wives will report: a) dyadic consensus, b) dyadic satisfaction, c) dyadic affection, d) dyadic cohesion and e) overall dyadic adjustment.

2. The greater the involvement with friends, the more the police wife reports: a) dyadic consensus and b) dyadic cohesion.

3. The greater the involvement with family, the more the police officer reports: a) dyadic consensus and b) overall dyadic adjustment.

4. The greater the officer's absence from the home, the lower the ratings of: a) dyadic consensus, b) dyadic satisfaction, c) dyadic affection and d) overall dyadic
adjustment for both police officers and police wives. The greater the officer's absence from home, the lower is the police wife's rating of dyadic cohesion.

5. The more the officer directs his anger toward his spouse and family, the less he and his wife report: a) dyadic consensus, b) dyadic satisfaction, c) dyadic affection, d) dyadic cohesion and e) overall dyadic adjustment.

6. There were no significant differences between the officer and his wife on their ratings of quality of family life as measured by: a) marital satisfaction, b) involvement with friends, c) involvement with family, d) husband's absence and e) husband's anger.

7. There were no significant differences between the officer and his wife on their ratings of dyadic adjustment as measured by: a) consensus, b) satisfaction, c) affection and d) cohesion.

C. Coping Activities

1. The greater the frequency and intensity of emotional exhaustion, the more the police officer copes with stress by: a) eating, b) taking some kind of medicine, c) getting away from everyone, d) going shopping, e) talking things over with friends and e) meditating.

2. The greater the intensity of emotional exhaustion, the more the police officer reports smoking as a coping
3. The greater the frequency of depersonalization, the more the police officer copes with stress by: a) eating, b) working harder around the house, c) taking medicine, d) getting away from everyone and e) meditating.

4. The greater the intensity of depersonalization, the more the police officer copes with stress by a) smoking, b) eating, c) getting away from everyone, d) going shopping, and e) meditating. The officer is less likely to use tranquilizers to cope with intense feelings of depersonalization.

5. The greater the frequency of personal accomplishment, the more the police officer: a) works around the house, b) gets away from everyone and the less likely he drinks as activities for coping with stress.

6. The greater the intensity of personal accomplishment, the more the officer uses the following coping activities: a) eating, b) working harder around the house, c) engages in religious activities, d) gets away from everyone, and e) goes shopping.

7. The greater the degree of marital satisfaction, the more police officers cope with stress by: a) drinking, b) doing outside activities (movie, sports), c) talking with their spouse and with friends.

8. The greater the degree of marital satisfaction,
the more police wives talk with their spouses and the less they use the following coping activities: a) getting away from everyone, b) trying to forget about it and c) seeking professional help.

9. The greater the involvement with friends, the more police officers: a) work around the house, b) try to forget about the stress, c) talk with their spouses, d) participate in organized groups or clubs for social support and e) the less likely they take tranquilizers.

10. The greater the involvement with friends, the more police wives: a) take some kind of medicine, b) engage in religious activity, c) talk with friends, d) participate in organized groups or clubs for social support and e) the less likely they try to forget about the stress.

11. The greater the involvement with family, the more the police officer smokes and uses relaxation techniques. The police wife is more likely to take medicine of some kind and engage in religious activity.

12. The greater the husband's absence from home, the more the officer: a) eats, b) drinks, c) works around the house, d) gets away from everyone, e) tries to forget about it, f) goes shopping, g) talks with friends and h) the less likely he is to seek professional help, i) use hypnosis and j) use relaxation techniques.
13. The greater the husband's absence from home, the less the police wife: a) works around the house, b) engages in religious activity, c) talks with spouse and d) uses relaxation techniques, and the more she uses drinking as a coping activity.

14. The more the husband directs his anger toward his spouse and family, the more he: a) eats, b) works around the house, c) tries to forget about it and d) talks things over with friends. The more the husband is angry at the family, the more he reports drinking as a coping activity. The greater the husbands' anger is directed at home, the more police wives report seeking professional help and the less they will talk things over with their spouses.

15. Police wives and police officers differed in their use of particular coping activities. Wives are more likely to use: a) eating, b) housework, c) religion, d) shopping and e) talking with their spouses to cope with stress. Officers, however, are more likely to use: a) drinking, b) outside activities (sports, movies), c) meditation and d) hypnosis to cope with stress.

16. The police wife was more likely than her husband to say that he: a) eats, b) drinks and c) tries to forget about it as coping activities used. She was less likely than he to report that he copes with stress by going shopping and meditating.
17. The police wife was less likely to rate: a) religion, b) getting away from everyone and c) participation in organized groups or clubs as being effective coping activities for the officer.

Discussion of the results presented in this summary and consideration of the implications of some of these findings are presented in the next chapter.
The purpose of the present investigation sought to explore the effects of job-related stress on the police officer and what occurred in his personal and marital life in relation to his experienced burnout. One objective in pursuing this research was to gather information to determine what aspects, if any, of the existing research on burnout and its effects, could be applied to Canadian police and their families. Six general research questions emerged which dealt with: 1) burnout, 2) marital adjustment, 3) quality of family life, 4) husband's after-work mood, 5) length of employment, and 6) coping activities.

This chapter will be organized in the following manner. First, the results of the hypotheses which were generated in response to the general research questions will be discussed. This discussion will lead into implications of how the present findings coincide with that of other researchers. Following a brief section on summary and conclusions, the limitations of the present investigation and suggestions for future research in the area will be presented. This chapter will conclude with the practical implications for the psychologist.
5.1 Discussion of Results

Prior to a summary of the results of hypotheses, comments will be made regarding the descriptive statistics presented in Section 4.1.

Of the 122 police sampled, 71 percent were patrolmen and 79 percent were constables. Less than 3 percent were in the area of work called 'support'. This category includes those officers in the tactical team, canine division, mounted patrol, strike force, and criminal intelligence. The 7 percent in C.I.D. is a composite of: the vice squad (narcotics); child abuse team; arson; sex crimes; homicide; polygraph; hotel and youth unit; crimes against property and crimes against people.

The literature regards these specializations to be "high stress" (Ellison, Cross and Genz, 1980), as the work requires delicate interactions with people as well as the constant threat of personal danger. The present sample was not large enough to get an adequate representation from all specialty groups. Thus, it cannot be said if the degree of burnout or effects on marital relationships would differ significantly across work areas.

Fifty-five percent of the police wives in this sample worked at least part-time, compared to 58 percent of the wives in Jackson and Maslach’s (1982) study. These authors did not report the work shift distribution of officers and
wives. In the present research, it was found that the officers and wives often work opposing shifts. Fifty-five percent of the officers work a combination of day, evening, or midnight shifts. Fifty-six percent of the wives work during the day compared to only eighteen percent of their husbands. The opposing shifts may create some strain on the marital relationship in terms of communication and support. Where does the wife turn, who is in need of her husband to be supportive of the difficulties she has encountered during the day, if he is on his way to work an evening shift? And, where does the officer turn when he comes off a difficult evening shift and his wife is asleep or getting ready to leave for her own job?

In the officer's case, his concerns about his frustrations, abilities, and fears are often shared with fellow officers (Niederhoffer and Niederhoffer, 1978). Although this may provide the officer with emotional support, it can also serve to distance the officer from his spouse and family (Stratton, 1975; Ready, 1979). Thus, the distribution of shifts may add to the difficulties confronting the couple. It is also noteworthy to report that some of the women in this sample were nurses or teachers; occupations which have been cited in the literature to be prone to burnout (Maslach, 1978; Pines, Aronson and Kafry, 1981; Cherniss, 1980).
The relative level of burnout among police officers in this study, shown in Table 5, differs in some respects with Jackson and Maslach's findings (1982) as well as the norm group (Maslach and Jackson, 1981). Of the normative population (n=1025), 142 police officers were represented. The present study found the officers to be in the low range for both frequency ($\bar{x} = 15.13$) and intensity (24.13) of emotional exhaustion. This compares with the normative group who scored an average of 24.08 (EE$_F$) and 31.68 (EE$_I$), both in the moderate range, according to Maslach and Jackson's categorizations (MBI Manual, Table 2, p. 2, 1981). The present sample of 122 police officers was relatively close to Jackson and Maslach's (1982) sample of 142 police officers. They found officers to score low on frequency of emotional exhaustion and mild-to-moderate on intensity.

On the subscale which measured depersonalization, this study found officers to be in the high range for both frequency ($\bar{x} = 12.23$) and intensity ($\bar{x} = 16.60$). The present sample exceeded that of both the normative group and officers in Jackson and Maslach's study. The mean scores for the normative sample were 9.40 and 11.71 for frequency and intensity of DP. Jackson and Maslach's sample was more similar to the norm, with officers scoring in the moderate range of experienced depersonalization.

Similarly, officers in both the normative population
and Jackson and Maslach's (1982) study were within the moderate range of frequency and intensity of personal accomplishment, with PA scores in Jackson and Maslach's study being slightly higher in intensity. The present sample of officers was also within the moderate range of both frequency ($\bar{x} = 38.12$) and intensity ($\bar{x} = 34.47$) of personal accomplishment. However, these mean scores were slightly lower than the norm (PA$_F = 36.01$; PA$_I = 39.70$) and less often and less intense than those officers in Jackson and Maslach's (1982) study.

In general, it appears that the most significant finding among Calgary police officers in this sample, is that they experience feelings of depersonalization almost every day, and that these feelings are major to very strong. Thus, although the officers have fewer feelings of depression, helplessness, or lack of emotional energy from their jobs, they seemed to have developed a dehumanizing attitude toward the recipients of their services.

Part of the process of dehumanization involves perceiving and responding to people as if they were not human beings (Pines, Aronson and Kafry, 1981). As reflected in the high scores on depersonalization, the officers in this sample are more likely to experience fewer emotions, less empathy, and fewer personal feelings toward others.

The external signs of depersonalization may be seen
in the hard, tough and cynical demeanor of these officers, which may have emerged as a result of police training, in response to the stereotyped image of a "policeman", or as a coping mechanism to defend themselves against the stresses of the job (Dunlavey, 1982; Duncan, Brenner and Kravitz, 1979; Kroes, Margolis and Hurrell, 1974; Reiser, 1974 and Stratton, 1975).

The theoretical perspective taken by Maslach (1982) would indicate that the denial of negative feelings which is maintained through extreme detachment, can generalize into other aspects of the officer's life - namely, his marriage. Most of the authors in the field have agreed that depersonalization used to cope with the job, isolates the policeman from his spouse and family, as it can create distance between them (Ready, 1979; Kroes, Hurrell and Margolis, 1974; Maslach and Jackson, 1979; Jackson and Maslach, 1982). In keeping with both the theoretical and empirical work of the past, it was found that feelings of depersonalization did have an effect on both the officers' and wives' ratings of their marital relationship. This will become more clear as the results of hypotheses are discussed.

**Hypotheses 1(a):**

Hypothesis 1(a) looked at the relationship between
burnout scores of officers and their marital adjustment scores (as measured by the DAS). This hypothesis was strongly supported, as there were significant relationships ($p < .05$) on the burnout subscales and three of the five subscales of dyadic adjustment. Referring to Table 6, the results suggest that when an officer feels emotionally exhausted and depersonalized, he feels less satisfaction in his marriage.

This would be consistent with the theoretical literature, which indicates that emotional withdrawal and detachment, as part of the adjustment process an officer goes through, can be detrimental to his family life. The suppression of feelings can create a wall around the officer such that he can no longer openly express himself with his spouse (Ready, 1979; Stratton, 1975). The effect on the relationship would be increased distance between the officer and his spouse and less subjective feelings of marital satisfaction. These results are consistent with previous research which found that officers who are detached and depersonalized tend to experience less marital satisfaction and more isolation from their spouses and non-police friends (Hageman, 1978; Jackson and Maslach, 1982).

Another outcome of this hypothesis was on the subscale of personal accomplishment. When the officer's feelings of personal accomplishment were strong and frequent, his
feelings of cohesion in the marriage were also high. However, frequency and intensity of personal accomplishment were negatively related to degree of affectional expression. Thus, although the officer may feel his marriage is a cohesive unit, it may be that when he gets a higher sense of accomplishment and gratification from his job, he is less likely to express his affection with his spouse. The idea that the job or fellow officers provide more for the policeman than the partnership with his spouse, has been documented in the literature (Niederhoffer and Niederhoffer, 1978; Ready, 1979).

Hypothesis 1(b):

Hypothesis 1(b) looked at the relationship between burnout scores of officers and the marital adjustment of police wives. Significant relationships were found to exist \( p < .05 \) with emotional exhaustion and the wives' ratings of marital adjustment. The stronger the officer experiences emotional exhaustion, the less the wife feels overall dyadic adjustment in the subcomponents of consensus, satisfaction, affection and cohesion. The literature notes that burnout is related to a high degree of job commitment (Freudenberger, 1974; Maslach, 1978). Others have suggested that this high degree of involvement with one's job can be detrimental to home life (Burke, Weir and DuWors, Jr., 1979) and is related to the wives' ratings of marital sat-
isfaction (Hageman, 1978). This hypothesis, therefore, concurs with the research to date, which suggests a relationship between occupational life and marital life.

An unexpected finding was in the positive relationship between frequency of emotional exhaustion and the wives reporting a higher degree of marital satisfaction. Perhaps this is reflective of the wives who are maintaining traditional roles. The woman in need of providing support and nurturance may feel neglected if her husband does not want or appreciate her for these qualities. Thus, for the officer who is emotionally drained, with little energy to give to others, the wife may feel her role is more significant; she feels more worthwhile and feels a greater sense of marital satisfaction when she is needed to take care of her husband. This is contrary to other research which found burnout to correlate with marital conflict and dissatisfaction (Maslach, 1976; Silbert, 1982).

**Hypothesis 2(a):**

Hypothesis 2(a) stated that there would be no significant relationship between burnout scores of officers and their ratings of quality of family life. It was expected that significant correlations would occur with respect to previous research findings. Indeed, this expectation was confirmed with a $p < .05$. Referring to Table 8, the present
data indicate that the more frequently the officer experiences emotional exhaustion, the more he tends to isolate himself, as reflected by low involvement with friends, particularly non-police friends. As the frequency and intensity of emotional exhaustion rise, the officer is more likely to be absent from his spouse and family; again reflecting increased isolation and withdrawal. The data also indicate that as emotional exhaustion occurs more frequently and intensely, there are reports of the officer increasing his display of anger toward his spouse and family. This appears to suggest that the officer may not be unwinding after work; his irritability and tension from the job is at a high level and the result may be misplaced aggression in the home.

In Jackson and Maslach's (1982) study, frequency of emotional exhaustion was negatively related to involvement with friends ($p < .05$). All other family life indices were unrelated to frequency or intensity of emotional exhaustion. The present data coincides with the theoretical literature which states that the officer, exhausted and unable to give emotionally, withdraws from his family and friends. His anxiety and tension may build such that it can no longer be kept inside, and is directed outward. With few outlets available at work to disperse his anger and frustration, it is often carried into the officer's home life (Stratton,
149.

1975; Ready, 1979).

Other significant findings from the test of hypothesis 2(a) were with frequent feelings of depersonalization. The uncaring, cynical, callous attitude from the job appears to generalize to the home as evidenced in the increased display of anger at the family and withdrawal of the officer from his spouse, as reflected particularly in his absence from home. Jackson and Naslach (1982) did not find significant negative relationships on these variables. They found less involvement with both friends and family.

The difference between the present results and that of Jackson and Maslach (1982) on the depersonalization dimension, is that the current sample is not withdrawing from social contact to the same extent, especially from friends. These officers' involvement with family and marital satisfaction were not significantly affected by depersonalization as were the officers in Jackson and Maslach's study. However, the present group of officers appear to have a more significant spill-over effect of job tension (in the form of anger) into the home than do officers in Jackson and Maslach's study.

Personal accomplishment was unrelated to any of the family life indices as can be seen in Table 8. This finding does not concur with Jackson and Maslach (1982) who found frequency of personal accomplishment to be positively
associated with marital satisfaction \( (r = .21; p < .05) \). This may be due to the lower scores of Calgary police on frequency and intensity of personal accomplishment compared with that of Jackson and Maslach's (1982) study. The results thus far have suggested that perhaps the present sample does not get as many rewards or positives from their work as did those in Jackson and Maslach's study, and thus, it has less of an effect on their ratings of family life. Consistent with this trend is the lack of significant findings between personal accomplishment and the satisfaction subscale of dyadic adjustment.

Hypothesis 2(b):

Hypothesis 2(b) stated that there would be no significant relationship between burnout scores obtained by police officers and the wives' ratings of quality of family life. The outcome was that frequency of depersonalization was significantly related to the wives reporting that the officers display their anger more at the family. Thus, the hypothesis was only partially supported as all other indices of family life were unrelated to burnout. The positive relationship between the internalization of negative attitudes, and the erection of barriers between spouse and family with external manifestations in the form of anger, has been documented in the theoretical literature on
police stress (McGuire, 1979; Stratton, 1975).

In contrast, Jackson and Maslach found significant associations between frequency and intensity of depersonalization and less involvement with friends. As well, the more frequent and intense the officers' depersonalization, the more the wives reported that the officers spent their off-hours away from the family. It is possible that Calgary police wives remain more involved with their friends, despite their husbands' behavior and attitude, or have more channels of social support than do the wives in Jackson and Maslach's study. If this were the case, it might account for the lack of significant relationships between the officers' burnout and the wives' ratings of quality of family life, as involvement with friends or support groups could be mediating the negative impact of police work on family life.

From the results of hypotheses 2(a) and 2(b), the pattern which appears is that the officer's quality of family life experience appears to be more negatively affected by his experienced burnout than the wife's. This would support the concept that officers experiencing burnout are more likely to bring job tensions home and withdraw, thus contributing to family disruption. As Jackson and Maslach (1982) note, the officer is in double jeopardy as the marital and family conflict then feed back into the officer's
performance on the job. Thus, the interaction of both job-related stress and marital conflict can exacerbate the negative effects of burnout and family life for the police officer.

**Hypothesis 3:**

Hypothesis 3 stated that there would be no significant relationship between burnout scores of officers and the wives' report of their husbands' after-work mood. Previous research has suggested that job-related stress may emerge as symptoms within the home (Terry III, 1981; Silbert, 1982; Stratton, 1978, 1975; Singleton and Teahan, 1978). Support for previous theoretical and empirical research comes from the present results. As shown in Table 10, there were a number of significant relationships at $p < .05$. Specifically, to the extent that police officers experience more frequent and intense emotional exhaustion, the more the wives are likely to report they observe physical and psychological symptoms of job stress in their husbands.

Officers are more likely to come home upset or angry; tense or anxious; physically exhausted and complaining. As well, the more often the officer is emotionally drained, the less the wife reports that he will come home in a cheerful or happy mood and has no difficulty sleeping. The police wives' ratings of police work being a source of
pride and prestige for the family, appear to decline as the officers' feelings of emotional exhaustion become stronger. In addition, stronger feelings of emotional exhaustion are perceived by the wives as related to the degree of danger involved in the officers' work.

The majority of the present findings coincides with that of Jackson and Maslach (1982). The main differences occurred with the wives' ratings of the officers' sleeping patterns and how police work was prestigious for the family. These authors found intensity of emotional exhaustion to be positively related to the officer having difficulty sleeping. The more frequent his emotional exhaustion, the less wives would report police work to be a source of pride and prestige for the family. Jackson and Maslach did not include "dangerous work" as a variable to correlate with burnout, nor did their study find any significant relationships between officers' after-work mood and depersonalization or intensity of personal accomplishment.

The other significant findings with respect to Hypothesis 3, were the following: The more frequent the officers' feelings of depersonalization, the more the wives reported that the officers come home upset or angry. However, the stronger the feelings of depersonalization, the more the officers come home complaining. The more
frequent and intense the feelings of depersonalization among police, the more wives reported their husbands as being physically exhausted after work and the less likely the wives were to report the officers' job to be a source of pride and prestige for the family. Thus, when the officer is depersonalized, he is more likely to withdraw, have less involvement with spouse, family and non-police friends and the wife is less likely to view police work in a positive manner.

This would concur with the literature which acknowledges the propensity for the police wife to develop negative attitudes and opinions toward police work because of the way it has contributed to marital dysfunction or family disruption (Jackson and Maslach, 1982). The withdrawal of her social support and understanding does little to relieve the officer of the dilemma that he faces in coping with burnout on the job or stresses in the marital relationship (Pines, Aronson and Kafry, 1981; Blanch, 1977; Webber, 1976 and Stratton, 1976).

An interesting finding was with the wives' rating of the degree to which their husbands' work involved danger. For all three subcomponents of burnout, intensity was positively correlated with dangerous work. Perhaps unusual, is the positive association with personal accomplishment. Perhaps one could explain this finding in
terms of the officer feeling a greater sense of accomplishment and heightened self-esteem as he deals effectively with dangerous situations. Although the danger component of the job can contribute to strong feelings of burnout, it can also be a possible factor contributing to the maintenance of a positive self-image as a police officer.

The frequency with which officers felt a sense of personal accomplishment was found to be unrelated to the wives' ratings of the officers' after-work mood. It may be that personal accomplishment is not a good predictor of the physical and psychological effects that police work can have on the officer. However, emotional exhaustion and depersonalization may be stronger influences on whether or not stress symptoms will manifest themselves externally and within the home.

The implication which seems to arise from observing the outcome of Hypothesis 3 is that serious repercussions can ensue for the officer. The picture which appears is that the officer may be physically and emotional exhausted and having difficulty sleeping. As the frequency and intensity of these symptoms rises, one might expect that the officer will become more irritable and anxious, and his job performance and effectiveness may suffer. Faced with these feelings and behaviors, there may be more carry over
of job tensions into the home where the officer is then faced with having to deal with conflicts between spouse and family. The cycle may continue, rendering the officer more and more affected by job stress and experiencing more disruption in his marital life.

**Hypothesis 4(a):**

Hypothesis 4(a) stated that there would be no significant relationship between marital adjustment scores and quality of family life scores as rated by police officers. The results, as can be seen in Table 11, indicate strong support against accepting the null hypothesis. Significant relationships existed in 16 out of a possible 25 correlations. Specifically, significant negative relationships were found between husband's anger and all five subscales of dyadic adjustment. The more the officer rated himself as displaying his anger at his spouse and family, the less he reported dyadic consensus, satisfaction, affection, cohesion and overall adjustment in his marriage.

Similarly, the more the officer rated himself to be absent from his spouse and family, the less he reported consensus, satisfaction, affection and overall adjustment in his marriage. However, when the officer was involved with his spouse and family, he was likely to feel overall
adjustment in the marriage, particularly in terms of consensus.

The family life index which rated marital satisfaction was found to significantly correlate with all five subscales of dyadic adjustment. Perhaps of interest is that marital satisfaction as measured by Jackson and Maslach's (1982) questionnaire and dyadic satisfaction as measured by the Dyadic Adjustment Scale (Spanier, 1976), correlated at \( r = 0.53, p < 0.05 \). Whereas, marital satisfaction as rated by police officers, correlated at 0.73 with total dyadic adjustment.

In observing the individual items of the two research instruments, it appears that the main themes of Jackson and Maslach's indice for marital satisfaction is with mutual understanding, caring, appreciation and mutual sharing of feelings. The main items of the DAS which measure marital satisfaction are determined by scores on how often the spouse: discusses or considers divorce; leaves the house after a fight; thinks things are going well in the marriage; confides in their partner; regrets having married; quarrels with their partner; "gets on their partner's nerves"; kisses their spouse; rates the relationship as happy and how important the success of the relationship is to the individual. It is difficult to say which of the items from the two questionnaires are
most related to one another and influencing the significant correlations that emerged.

On the other family life indices, it seems logical that involvement with friends did not correlate significantly with any of the subscales of dyadic adjustment, as none of the items on the DAS explore the partner's relationships with other people, only with one another. However, one might expect that the items which rated the officer's anger and absence would be related to negative reports on the subscales of dyadic adjustment because they tapped whether the officer: wanted to be alone or spent a lot of time with family; often lost his temper or was very patient; was away from family on days off or preferred to stay home; often got angry with spouse or children or rarely got angry and; whether the officer was absent or present during family holidays and celebrations. The results tend to support theoretical conceptions mentioned in the literature, that displaced anger and increased isolation can create marital conflict (Nordlicht, 1979; Stratton, 1975; Territo and Vetter, 1981).

**Hypothesis 4(b):**

Hypothesis 4(b) stated that there would be no significant relationship between marital adjustment and quality of family life scores as rated by police wives. Significant relationships were found with police wives. When
comparing the results of Table 12 with that of Table 11, it appears that the police wives' ratings of dyadic adjustment on all five subscales is more affected by the family indices which rate the husbands' absence, anger and the wives' satisfaction with the marriage.

The police wife's rating of the officer's involvement with the family was unrelated to her scores on any of the subscales of dyadic adjustment. Perhaps this is because she does not perceive the officer's involvement as a contributor or determinant of her rating of consensus, satisfaction, affection, or cohesion with her spouse. This raises the issue of how the respondent interprets "involvement with family". Perhaps the wives and officers differ in their definition of family involvement and its influence on marital adjustment. Are the results indicating the amount of time involvement of the officer with the family, or the quality of his involvement with the family?

The significant relationship between the wives' rating of marital satisfaction and overall dyadic adjustment ($r = 0.73$) was the same as the officers'. As well, the findings reflect stronger correlations between the officers' absence, anger and the wives' ratings of dyadic adjustment. It appears that the wives' sense of marital adjustment could be more seriously affected by the husbands' absence and display of anger than are the officers'
own reports of adjustment.

Unlike the police officers, the wives' ratings of dyadic cohesion and consensus in the marriage were significantly related to involvement with friends. Perhaps this is because the couple is getting different needs met by their friends. The officers and wives who have maintained their non-police friends, may report greater marital satisfaction than if the couples' friends were all associated with police work. This notion has received support in the literature (Ready, 1979; Webber, 1976; Stratton, 1976; Niederhoffer and Niederhoffer, 1978; Hageman, 1978). The data in this study suggests that involvement with friends would be more of a factor influencing police wives' ratings of dyadic adjustment than that of officers. If the couple's friends were primarily related to the officer's job, the wife might feel less marital adjustment, as it may serve to isolate her more from non-police relationships and activities. It has been suggested in the literature that the police wife can feel she is losing her personal identity when everything appears to revolve around police work (Webber, 1976; Stratton, 1976, 1975). Also, if the husband is highly involved with his police friends, it may be that he is withdrawing from his spouse and family. This may be the case for the officers in this study who have relatively high scores on frequency and intensity of depersonalization.
Hypothesis 4(c):

Hypothesis 4(c) set out to determine if there were significant differences between the officers and wives on how they rated dyadic consensus, satisfaction, affection, cohesion and overall adjustment. The results of the t-test shown in Table 13, confirmed that no significant differences exist ($p < .05$); the police couple is in close agreement as to how they perceive their marital relationship, whether positive or negative.

One of the main functions of using the Dyadic Adjustment Scale (Spanier, 1976), is to place the couple along a continuum of adjustment and to look at the degree of differences on issues in their interpersonal relationship. It seems important to note that one should not necessarily assume that the agreement between officers and wives on their ratings of the DAS is indicative of a positive relationship. It is equally possible that the agreement between the couple was related to the negative end of the continuum. The results of this study appear to indicate that the lack of partner variance in responding to the DAS scale items is reflective of similar perceptions of the relationship's functioning.

Hypothesis 4(d):

Hypothesis 4(d) stated that there would be no signi-
significant differences between officers and wives on their quality of family life ratings as measured by Jackson and Maslach's questionnaire. The differences between the mean scores of officers and wives were not enough to be significant, thus the null hypothesis was confirmed.

Comparing results of Hypotheses 4(c) and 4(d), there appears to be closer agreement on the subscales of dyadic adjustment than on indices of family life. The results indicate that police are more likely than their wives to report the officers being angry toward the spouse and family and spending their off-hours away from home. If this relationship would have been significant, the literature may have supported it based on the opinion that the spouses of police officers are not aware of the nature of police work and thus, may not see the connection that job tensions can have with family life (Blanch, 1977; Ellison, Cross and Genz, 1980; Burgin, 1978). The present data do not confirm this speculation. There exists close agreement on the officers' and wives' ratings of involvement with friends, marital satisfaction, and involvement with family.

In general, police wives and police officers tend to be in agreement on the nature of their relationship in terms of dyadic adjustment and quality of family life indices. If both officers and wives are aware of the variables which can have a negative effect on the relationship, such as the
husband directing his anger toward the spouse or spending most of his off-hours away from the family, then one question which remains unanswered is, what, if anything, is being done about it, individually and as a couple? Jackson and Maslach's (1982) study did not examine the differences between officers' and wives' ratings of quality of family life; thus, the present findings are not comparable.

Hypothesis 5:

Hypothesis 5 stated that there would be no significant relationship between burnout scores of police officers and their length of employment. As noted in Table 15, there was a significant negative relationship between time on the police force and both frequency and intensity of de-personalization. Officers in this sample have been on the force an average of 7.6 years and in their particular area of specialization an average of 3.2 years. Those in Jackson and Maslach's (1982) study had been on the force an average of 12.1 years; time in their primary work area was not reported. These authors did not perform a correlation between time on the police force and the subscales of burnout.

Theoretically, research has indicated that burnout occurs relatively early within the individual's career (Freudenberger, 1974; Maslach, 1982). The present findings would concur with this, as the trend seems to be when de-personalization is high, time on the force is comparatively
less. The opposite could also be true; as length of time on the force increases, feelings of burnout become less.

The theoretical and empirical literature on police burnout and on occupational stress consistently indicates that there is a relationship with length of employment (Silbert, 1982; Hageman, 1978, 1982; Maslach, 1978). Similarly, the notion exists that the police officer goes through a process of adjustment within the first few years of his career (Hayes, 1977; Dunlavey, 1982; Reiser, 1974; Kroes, 1976; Singleton and Teahan, 1978). This adjustment process typifies the symptoms which are characteristic of the depersonalization of burnout. The results, then, may be suggesting that this process does exist to some degree among Calgary police officers.

The categorization of time on the force into three-year intervals was designed to examine the variance in burnout between and within groups. As indicated in Table 16, significant differences between groups were found to exist with the frequency of depersonalization. The Student-Newman-Keuls procedure indicated that the only significant difference occurred with group 6, those officers who had been employed on the force 16-18 years. These results may be misleading, considering the small number of officers in this sample who fell within this time interval. Perhaps noteworthy is the observation that the group means for
officers on the force 1 to 9 years were fairly close. In the 10-to-12-year period the group mean dropped, then rose slightly in the 13-to-15-year interval. It was not until 16 to 18 years, that the group mean became significantly lower.

The pattern which may be emerging from the data is that the officers in the present sample have developed the depersonalizing symptoms of burnout early in their careers as opposed to later on. It also appears to be maintained over a period of 9 years; longer than has been suggested in the literature thus far. If this were the case, one might expect that the officers' work performance, physical and psychological health and relationships with his spouse and family could be severely threatened.

Hypothesis 6:

Hypothesis 6 stated that there would be no significant relationship between the officers' burnout scores and their frequency in the use of coping activities. The results that are represented in Table 17 indicate there are 32 significant correlations out of a possible 108, five of which could have been expected by chance alone ($p < .05$). Jackson and Maslach (1982) did not expect the coping behaviors assessed to be related to on-the-job behavior and therefore unrelated to burnout scores. They had 16 coping activities, 96 possible correlations, 8 of which were significant.
(p < .05). The authors did not report their results. The present findings suggest that generally speaking, these officers tend not to deal directly with the source of their stress and tension, but engage in activities which detract from or temporarily relieve the stress experience. This is strongly supported in the literature on stress, coping and burnout (Lazarus, 1974; Holroyd and Lazarus, 1982; Pines, Aronson and Kafry, 1981; Maslach and Jackson, 1979; Jackson and Maslach, 1982; Ellison and Genz, 1978; Stratton, 1978; Reese, 1982; Van Raalte, 1979; Conway, Ward, Vickers and Rahe, 1981).

Specifically, the present study found that officers who are emotionally exhausted tend to engage in inactive/indirect coping activities such as eating, taking medicine and smoking more often. Their use of meditation would fall under Lazarus' definition of a palliative activity which is somatic-oriented. Talking things over with his friends was significantly related to the two subscales of emotional exhaustion. It appears that the officer is more likely to share his feelings of fear, frustration, or anxiety with his peers, perhaps other police officers, than with his spouse and family. This trend has been suggested in the literature to exist (Ready, 1979; Kroes, Margolis and Hurrell, 1974; Reiser, 1974). Officers who are emotionally exhausted also tend to engage in other activities such as
shopping, which serves as a distraction and suppressor for the officers' feelings of stress. Getting away from everyone, a form of withdrawal and escape, is a commonly used coping activity when there are both frequent and intense feelings of emotional exhaustion.

The implications that emerge from observation of the data are that increased consumption of food, medicine, tobacco and avoidance of the source of stress can take both a physical and mental toll on the officer. The officer's physical tolerance and mental agility, both necessary for effective reacting to crisis situations, may be affected by the way he copes with stress. If there is mental stress on the individual, he may be rendered less effective if his anxiety exceeds that which is required for optimal performance and functioning on the job. Thus, not only is the officer affected, but the organization and the clients he serves are also affected.

The suggestion that these officers talk with friends about their feelings of stress and tension has implications for both the officer and his spouse. When the officer is feeling emotionally drained from his work, he may feel that his friends, perhaps his co-workers, are the only ones who will understand what he is going through. Sometimes, however, the effect on the marriage is one of distancing between the officer and his wife. On an organizational level,
there is the chance for feelings of depression and alienation, characteristic of emotional exhaustion, to contribute to low staff morale, increased absenteeism, or job turnover. These variables were not tested in the present study.

Other findings under Hypothesis 6 were related to feelings of depersonalization and coping activities used by police officers. The greater the frequency of depersonalization, the more the police officer was to use indirect/inactive coping activities, engage in something intrapsychic which detracted from the stress and apply methods which internally alter his behavior and emotions. Thus, eating, taking medicine, working harder around the house, getting away from everyone and meditating were significantly related to frequency of depersonalization.

Similar activities were employed for coping with intense feelings of depersonalization. Significant relationships were found with smoking, eating, going shopping, getting away from everyone and meditating. Officers in this study report using fewer tranquilizers when their feelings of depersonalization are strong. Drinking alcohol was not related to emotional exhaustion or depersonalization as being an activity for coping with stress. It is possible that this activity was under-reported, since drinking is an area cited in the literature to be a sensi-
tive issue for officers to admit to its use (Dunne, 1974; Unkovik and Brown, 1978; Dishlacoff, 1976; Van Raalte, 1979). The personal implications which emerge from these findings are again of a psycho-physiological nature. It is unknown what form of medicine is being used or exactly how often it is used, but it may be a factor influencing the officer from looking at the negative impact of the job. For instance, if the medication was for gastrointestinal disorders, it may relieve the symptoms but it fails to deal with the source of stress.

It can be noted from the results that when the officer is feeling negatively about his job and the clients of his service, he is withdrawing and using 'escape' mechanisms to deny the stress. Officers in this sample do not appear to be using social resources: friends, family, professional help, groups, or clubs for emotional support. Increased use of social support has been documented in the literature to be a buffering agent against burnout and job stress (Webber, 1976; Meadows, 1981; Pines, Aronson and Kafry, 1981).

Other significant findings were with indirect/inactive and indirect/active modes of coping and personal accomplishment. It appears that officers who are experiencing positive feelings from their jobs are more likely to do activities such as shopping, religious prayer and eating.
They are also likely to work harder around the house and want to get away from everyone if their feelings of personal accomplishment are strong and occur often. Officers are less likely to report drinking to be a coping activity when they are frequently getting satisfaction and reward from their jobs.

It is interesting that some of the activities reported by the officers as being used to deal with emotional exhaustion and depersonalization are also used to deal with high feelings of personal accomplishment. The most obvious activity is "getting away from everyone"; the officer is still withdrawing, even when he has positive feelings about himself and the work that he does. One would have expected greater frequency and intensity of personal accomplishment to be associated with less desire to 'escape' or be uninvolved with people; peers, spouse or family. Perhaps the degree to which officers in this sample experience depersonalization is so great as to mitigate the impact of personal satisfaction from the job, and the tendency to isolate themselves or be unable to share their feelings, positive or negative, becomes more predominant.

Hypothesis 7(a):

Hypothesis 7(a) stated that there would be no signi-
significant relationship between police officers' ratings of quality of family life and the frequency in the use of coping activities. Significant relationships were found on each of the five indices of family life with particular coping activities; thus, the null hypothesis was disconfirmed. From Table 18, it can be seen that police officers seem to be experiencing more marital satisfaction when they report not trying to get away. To deal with off-the-job stress, the officer is more likely to engage in indirect but active modes of coping which are more supportive and involvement-oriented rather than isolated. Thus, the officer reports greater marital satisfaction when he is involved in activities (movies or sports), talks with friends and when he talks things over with his spouse.

An unexpected finding is that the officer reports using alcohol more as a coping mechanism when he experiences marital satisfaction. This does not coincide with Jackson and Maslach (1982) who found a significant negative relationship between marital satisfaction and drinking for police officers. Perhaps the unexpected results in this study may be suggesting that if an officer drinks more, he is less likely to be aware of problems within the home or his marital life, and would be more prone to rate it as satisfactory.
Jackson and Maslach (1982) reported the outcome of four of the possible 16 coping activities used in their study: talking with spouse, getting away from everyone, drinking and eating. Of these, only "talking with spouse" concurred with the present findings for police officers.

The officers' rating of involvement with friends and coping activities was not reported in Jackson and Maslach's (1982) study. However, the present investigation found officers to engage primarily in coping which was active but not directed at the source of stress. Activities such as talking with spouse, participating in groups for social support, working harder around the house and trying to forget about it are coping mechanisms used by officers when they are involved with friends. The increased involvement with others also tends to be related to less use of tranquilizers as a mechanism for coping with stress.

Perhaps these findings are suggesting that when the officer does not isolate himself, he may be more likely to use the people around him (his spouse, family and friends) to help keep his mind off the problem. Though this may be effective in the short term, it may be emotionally taxing to the officer - especially if these coping activities help him to deny that the stress still exists. These findings have received support in the literature (Pines, Aronson and Kafry, 1981).
Only two significant relationships exist between involvement with family and the 18 possible coping activities: smoking and relaxation. The literature has noted that activities such as smoking, coffee drinking, drug consumption and overeating can produce feelings that can be positively reinforcing as behaviors for coping with stress (Conway, Ward, Vickers and Rahe, 1981). Smoking may be seen by police officers as an activity which calms them, especially if previous use of the activity as a coping device has been associated with effects which reinforce their belief of its usefulness. Employing relaxation techniques may be another element of this. However, there may be a problem in knowing what "relaxation techniques" implies, and this would then influence how individuals responded to the term. Jackson and Maslach (1982) did not include three of the coping activities which were added as options in the present study. These were: hypnosis, meditation (separate from religious prayer) and relaxation techniques.

The intent of including these was to determine how many of the officers engaged in activities which are being taught in ongoing staff development and stress workshops. These classes are mandatory for the officers; therefore, the inclusion of the three coping activities mentioned may be applicable only to those who have been through the
course. It is possible that relaxation is just that; not engaging in activities or thoughts which create stress or anxiety for the individual. As well, what may be relaxing for one individual may not be for someone else. This notion has been discussed in the stress literature and theory on coping (Lazarus, 1974; Helroyd and Lazarus, 1982).

Most of the relationships with coping, from Hypothesis 7(a), were seen on the family life indice which rated husband's absence away from home. As the officer spends more time away from the family on his days off, wants to be left alone, and is not present for family celebrations or holidays, he reports not using hypnosis, relaxation techniques, or professional help. The reluctance of the police officer to go to a counsellor or therapist is well-documented in the literature (Maslach and Jackson, 1979; Jackson and Maslach, 1982; Silbert, 1982; Farmer and Monahan, 1980; Territo and Vetter, 1981; Stratton, 1978; Reese, 1982; Dunlavey, 1982; Stratton, 1980). The officers' unwillingness to consider professional help could be influenced by a number of factors, one of which is the traditional police attitude and police image. Officers are reluctant to discard their "protective armor" or engage in problem solving activities through counselling because it would be a sign of weakness.

The officer is also concerned about the influence of
his peers, spouse and family and what they would think if he were to seek professional help to deal with the effects of stress. The officer may also feel that his job would be in jeopardy if administration felt that he was not coping effectively. If the officer is experiencing burnout, he may not be aware of his symptoms nor be capable of asking for help. Considering this is just a sample of why the officer may resist psychological help, it is not surprising to find the officers in this study to have reported less use of this activity for coping with stress. It is also possible, for similar reasons, that officers may have under-reported their actual use of such services.

Other relationships under Hypothesis 7(a), occurred in a positive direction with the officers' ratings of their absences from home. These were with eating more, drinking, working harder around the house, going shopping, getting away from everyone, trying to forget about it and talking with friends. Again, many of these activities are palliative (Lazarus, 1974) and possibly related to the experience of burnout. Since these officers were found to experience feelings of depersonalization every day, and of a strong intensity, one would expect coping activities indicative of withdrawal and isolation from the spouse and family. There may be more involvement with police friends on a social level on off-hours, which may account for more eating
and drinking behavior.

Jackson and Maslach's (1982) findings do not concur with the present sample on the indice rating husband's absence, except on the variable "eating". With the husband's rating of anger, however, the present study coincides with the finding in Jackson and Maslach (1982) on the use of eating as a coping activity. These findings show a trend toward the officer drinking more, working harder around the house, trying to forget about it and talking with friends when he rated his anger to be frequently directed at his spouse and family. These activities can have a negative effect, not only on the marital relationship, but on the physical health of the officer. Continual tension on the job, which is not allowed to be expressed, can fester within the officer, and take its toll on the body. Stomach ulcers, for instance, may be the outcome of this built up tension; increased alcohol consumption will only serve to aggravate the problem (Selye, 1974).

To summarize the results of Hypothesis 7(a), the data suggest that many of the coping activities used could be, in the long term, unsuccessful and/or harmful to the officer and his marital relationship. The results may be misleading in that the questionnaire does not include active-direct activities for coping with stress. Given that option, more officers may have reported doing things
which attempted to change the source of stress, adopt a positive attitude, or alter the individual's troubled relationship with the environment (Pines, Aronson and Kafry, 1981; Lazarus, 1974). It appears that the officers use their spouses as a buffer against feelings of stress and tension only when things are going well in their marriage and other relationships with friends. The literature suggests that the spouse is often left out and given second priority in the policeman's life, but that given some understanding of the nature of police work and its effects, she could become a significant factor in helping her husband cope more effectively (Webber, 1976; Stratton, 1976; Singleton and Teahan, 1978; Blanch, 1977).

Hypothesis 7(b):

Hypothesis 7(b) sought to find out what coping activities were used by police wives and the relationship that these activities had with the wives' ratings of family life. The null hypothesis was partially confirmed as significant relationships were found with some of the coping activities and quality of family life indices. When the wives reported marital satisfaction, they were less likely to use professional help and much more likely to talk with their spouses. This relationship was reversed when the wives reported their husbands to display anger toward them.
The data concurs with Jackson and Maslach (1982) only on "talking with spouse" for the indices of marital happiness and husbands' anger. The authors did not find a significant positive relationship with drinking and husbands' absence, as was found with Calgary police wives. However, the present sample did not find a significant relationship between husbands' absence and increased eating, as was found in the study by Jackson and Maslach. When the officers were absent from home, the wives were less likely to do housework, go to church, relax, and not surprisingly, to talk to their spouses.

The data suggests that when police wives report high marital satisfaction, they use inactive-indirect coping activities less, possibly because there is less need to withdraw or escape from something which is perceived as positive. The wives are also less likely to try and forget about stress and tension when they are involved with friends. Involvement with friends and family was found to be positively associated with taking more medicine and engaging in religious activities. Although the wives are involved with other people and participating in clubs and organizations, taking medicine tends to suggest that physically, the body may be under stress and has not yet adapted to the external stressor (Selye, 1974).

In general, the data seem to indicate that the rela-
tionships between coping activities and family life are perhaps more significant to police officers' ratings of quality of family life than police wives. Police wives seem twice as likely to use indirect-active modes of coping rather than indirect and inactive. Police officers, however, are just as likely to use indirect-inactive styles of coping as they are to use indirect-active behaviors. For both officers and wives, marital satisfaction was positively related to talking things over with one's spouse, but negatively related to getting away from everyone. Both officers and wives reported participation in groups or clubs to be positively related to involvement with friends. Although wives reported less of trying to forget their stress when involved with friends, officers used this coping activity more. Both officers and wives reported increased use of drinking as a way of coping when the husbands were absent from home and less use of relaxation techniques.

Hypothesis 8(a):

To determine if there were any significant differences between police officers and police wives in their frequency in the use of coping activities, Hypothesis 8(a) was developed. As can be seen from Table 20, officers and wives differed significantly on 50 percent of the 18
coping activities ($p < .05$), thus supporting the expectation that there would be differences between the two groups.

Police wives indicated more frequent use of eating, working harder around the house, going to church, shopping and talking with their spouses more than police officers in this sample. These findings concur with Jackson and Maslach (1982) who found the same differences in their sample of police wives. However, they were likely to talk with friends, participate in clubs, use drugs and seek professional help more than wives and officers in this study.

Compared to their wives, police officers more frequently deal with stress by drinking, engaging in activities which take their minds off it (movies, sports), use meditation and also hypnosis. The use of meditation and hypnosis is over-represented in the officers, primarily because of the training they have received for its use. Police wives are not part of this training and unless they attain it from elsewhere or from their husbands, they are not likely to use it as a coping activity. Drinking more and engaging in other activities, correspond with previous research of Jackson and Maslach (1982), except that their sample of police officers were also smoking, getting away and trying to forget about stress more than their wives.

From the present data, it appears that police officers are more likely to engage in palliative modes of
coping, applied internally to reduce the subjective feelings of distress. Police are also more likely to do things which deploy their attention away from the source of stress. The techniques used by the officers to cope, appear to be solitary and isolated. Therefore, this can have negative consequences in the long run for the officer and his relationship with spouse and family. The literature tends to support that withdrawal from others and low social support can contribute to the adverse effects of burnout and marital conflict (Pines, Aronson and Kafry, 1981; Silbert, 1982; Hageman, 1978; Jackson and Maslach, 1982; Maslach and Jackson, 1979).

Perhaps the officers' training in emotional control is a factor contributing to their choice of coping activities. If an unemotional stance is the norm, deviation from this could imply personal ineffectiveness, failure or weakness. The officer learns to bury his negative feelings so that he can be effective in his line of work. Over a period of time, he may eventually stop sharing or expressing both positive and negative feelings and minimize his involvement with others, creating a barrier between himself and his spouse or family.

The police wives in this sample are more likely to use active coping techniques which, according to the literature, are more successful than inactive strategies (Pines, Aronson
and Kafry, 1981; Lazarus, 1974). Police wives, although they try to talk with their spouses about stress, are primarily engaging in activities designed to take their minds off the problem. Perhaps this sample of officers and wives feel that changing the source of the stress is beyond their internal control or perhaps, the cost of direct action is too high and they choose to accept the stress situation or deny that it exists. Ultimately, this mode of coping could have its consequences on the physical and emotional well-being of the individuals, not to mention the relationship and the officers' survival on the job.

**Hypothesis 8(b):**

Hypothesis 8(b) stated that there would be no significant difference between the frequency with which officers report their use of coping activities and the wives' ratings of the officers' use of coping activities. As shown in Table 21, there was partial support for failing to accept the null hypothesis, as there were significant differences between officers and wives on five of the 18 coping activities. Police wives indicated that they felt their husbands ate more and consumed more alcohol than they would have reported. Perhaps the police wife is more aware of behavior which she observes her husband to be doing when
he is experiencing stress. The police wife is also more likely than her husband to say that he tries to forget about his feelings of stress and tension. Thus, although the officer reports using this activity for coping, he may be unaware or perhaps, is not admitting to the degree to which he avoids stress by denying its existence. The other possibility is that the wives' perceptions of what officers use as coping techniques could be inaccurate or exaggerated.

Other findings were perhaps suggestive of the wives being less aware of activities which the police officers use in isolation to cope with stress. In other words, the officer's reports of shopping and using meditation were greater than his wife's perceptions. One of the implications that arises from these findings and has been cited in the literature (Singleton and Teahan, 1978) is that the spouse's perceptions of coping mechanisms used by the officer can provide information and understanding of how he is effectively or ineffectively dealing with stress. Her role as a support system for the officer can help minimize the exacerbation of physical problems and family conflict related to the stresses of the occupation. The fact that the data appear to indicate no significant differences between officers and wives on the remaining 13 coping activities, may suggest that police wives in this study know their husbands fairly well when it comes to perceiving how
they are coping with stress.

**Hypothesis 8(c):**

The final hypothesis, 8(c), looked at the differences between police officers' rated effectiveness of their coping activities and the wives' rated effectiveness of the officers' coping activities. The results showed that only three of the eighteen coping indices were significantly different for officers and wives. Since five correlations would be expected by chance alone, failure to accept the null hypothesis is only mildly confirmed.

The findings in Table 22 indicate that police officers perceive religious activity and participation in clubs and groups as being significantly more effective for them than their wives' ratings of these coping activities. Perhaps the wives perceive these as ineffective because the activity may be done to the exclusion of them. The officer may go to church alone, or he may be involved in clubs that are related to police work. If he is gaining his support through police friends or outside activities, the police wife can feel quite isolated and rejected.

An interesting finding is that police officers perceive "getting away from everyone" to be an effective way to deal with stress and tension. Perhaps police wives view their husbands' 'escaping' as increasing the officers'
isolation from their wives and the family. This could place greater strain on the relationship which could, in turn, aggravate the feelings of stress and tension on the job.

5.2 Summary and Conclusions

Eight major research hypotheses were proposed for investigation in the present study which looked at the relationships between police burnout, marital adjustment, quality of family life, husbands' after-work mood, coping activities and length of employment. Based on the preceding findings, all but two of the sub-hypotheses failed to be accepted in the null form. The data contained evidence to suggest that relationships do, in fact, exist between burnout among Calgary police officers and disrupting effects on their personal lives and marital relationships.

More specifically, this sample of Calgary police officers, although not emotionally drained by their work, are also not getting as much personal accomplishment from their jobs as might be possible. Most pronounced is that these officers seem to have developed a cold, callous, uncaring attitude toward people and feel the job has hardened them emotionally. This dehumanizing symptom of burnout is felt strongly by these officers almost every day.
Given the strong impact that feelings of depersonalization can have on the officer, it is not surprising to find that many of the wives report his job-tensions to be expressed in the home. Both emotional and behavioral symptoms emerge as emotional exhaustion or depersonalization are experienced by the officer.

With job-induced stress, burnout symptoms can not only exhibit themselves in the form of emotional and behavioral change, but can permeate into the officer's non-occupational life with his spouse and family. Dyadic satisfaction is felt by both officers and wives to be negatively affected by job-related stress and burnout, particularly for the officers, possibly because they have tension from the job and in the home to deal with.

The quality of family life as experienced by both police officers and police wives, is also adversely affected by the degree of burnout. The experience of burnout in the officers can contribute to the displacement of anger onto the family and can affect the frequency with which officers are absent from home. Again, the officers' quality of family life appears most significantly affected by feelings of burnout than are the wives in this sample. Nevertheless, officers and wives are perceiving their relationship very similarly as evidenced by their agreement on the subscales for both dyadic adjustment and family life.
The officers in this sample were found to be experiencing burnout, specifically, depersonalization, more in the earlier part of their police careers, as opposed to later on, especially when employed over 15 years with the police department. Theoretically, those individuals in the helping professions are more likely to burn out when younger and just beginning their jobs. As these officers were an average age of 31.5 and have been on the police force 7.6 years, the results are not that surprising.

When experiencing both emotional exhaustion and depersonalization, officers are likely to engage in palliative activities to cope with stress. Most significant, perhaps, is that "getting away from everyone", a form of escape or withdrawal, was used as a coping activity on all six subcomponents of burnout.

Also noteworthy are the findings which suggest that the officer's choice of coping activities affects, or is influenced by, his quality of family life. Active coping activities were positively associated with the officer's marital satisfaction. Active coping was also found to occur when the officers reported involvement with friends; inactive techniques, however, were used when the officer was involved with the family.

Other than talking with friends, officers who report being absent from home, use coping activities which divert
attention away from the source of stress and allow the feelings to be suppressed. They are not likely to use professional help, hypnosis, or relaxation when withdrawing from the family. Similar findings exist on the index which rates the officer's anger toward his spouse and family.

Police wives are less likely to use inactive coping activities; they are more directed at talking with their spouses, friends and engaging in organized groups which provide social support. When experiencing satisfaction in the marriage, they are less likely to seek professional help or withdraw as a coping activity. The only positive relationship with the wife's rating of the officer's absence from home, was with her use of alcohol as a coping mechanism. Wives may be in trouble, as it appears that they shut themselves off from other people and activities when their husbands spend more time away from the wives and families. However, if the wife reports the officer directs more of his anger toward her and the family, she will use professional counselling to help her cope with stress, rather than talk things over with her spouse.

The differences which were found between officers and wives in their use of coping activities are perhaps what one would expect. Wives typically ate more, went shopping, did housework, engaged in prayer or tried talking with
their husbands. In contrast, officers' styles of coping are perhaps reflective of what is promoted by the police organization and peer group. Thus, drinking, engaging in activities such as sports, using meditation and hypnosis were used significantly more by the officers than the wives.

Finally, there were some differences between what officers used as coping techniques and the wives' rating of what their husbands used and how effective they saw the activity to be. Wives were more unaware of coping activities used by the officers in isolation from them. However, observable behaviors, such as eating and drinking, were seen by the wives as activities which officers used more to cope with stress. Wives were not likely to agree that the officers' involvement in groups, clubs or religion was as effective as the officers perceived them to be. Nor did the wives feel withdrawal or escaping from people was effective as a coping activity for the officers.

In general, the present investigation was consonant with many of the findings of previous research, in particular, with Jackson and Maslach's (1982) study. Therefore, there appears to be some strong evidence that the proposed relationships between police burnout and its effects on family life may exist to some degree in Canada, in particular, with this sample of Calgary police officers.
5.3 Limitations of the Present Research

Some critical issues regarding the limitations of the study involve external and internal validity, the research instruments used, the sampling and volunteer bias and the hypotheses chosen for investigation. Some of the relevant concerns raised by these issues will be considered.

External validity of the present investigation revolves primarily around the issue of generalizability of the data. The present sample yielded information germane only to Calgary police officers and their wives. Although the sample size was almost equivalent with the study which was replicated (Jackson and Maslach, 1982), it is only a fraction of the officers employed in the service. The majority of officers were patrolmen; thus, the sample is not representative of officers in other specialty areas. The findings, therefore, are limited if one wants to generalize across various work areas within the force.

Furthermore, this is perhaps the first investigation done in Canada on police burnout and its effects on marital relationships. Although it provides a starting point upon which to build Canadian norms, the study was only exploratory. Much more work will need to be conducted before one can generalize the present findings to police families in other cities and provinces within Canada.

The act of volunteering as a research participant is
something which needs to be considered as a limitation, since those who volunteered to complete the survey-questionnaire may be significantly different from those who chose not to participate. It has been proposed in the literature on survey research that subjects are more likely to volunteer the more they are involved and stand to gain something from their participation; or, it may be that the attitude held toward the issue under discussion determines whether or not he/she will self-select into the sample.

As the police wives in this sample were not briefed in person, there was no control for how the officers presented the questionnaire to them. Since the questionnaire involved a commitment of time by both spouses to complete the forms, perhaps one or both of them felt pressured to participate. As well, there should be consideration of the spouses who wanted to consent but did not because their partner was unwilling. A final note regarding the sample is the tendency for survey-type research volunteers to be better-adjusted than non-volunteers (Rosenthal and Rosnow, 1969).

The use of self-report instruments in this study can make the interpretation of results somewhat tenuous. The researcher must be aware that self-reporting measures have the potential for response bias, lying, faulty memory,
misperceptions and over-representations (Beehr and Newman, 1978). The validity of Jackson and Maslach's (1982) questionnaire was enhanced by the correlations which were found between it and the Dyadic Adjustment Scale (Spanier, 1976). However, one should be cautious in assuming that the two instruments are, in fact, measuring the same thing before a factor analysis is done or replication of the study on the same and different populations is performed.

Finally, consideration of the many variables and hypotheses in the present investigation deserves mention. Once all subscales and components were broken down, there were a total of 208 variables. The hypotheses generated to explore these variables certainly provided an abundance of information. In hindsight, each general area could have been a study in and of itself. Considering the sample size is not proportionate to the variables used in this study, caution should be exercised in viewing the significant relationships to be indicative of only trends or patterns, rather than firm proof that strong conclusions can be drawn from the data.

5.4 Suggestions for Further Research

The present investigation has generated the following as possible recommendations for future research:

In the distribution of questionnaires throughout the
various districts, the reactions of individuals to the restriction of participation by marital status and sex, stimulated the idea that information in the future should be obtained from police officers who are divorced and those who are single. As well, information on how female officers and male spouses concur with present findings will help add to our understanding of how police work affects individuals and their relationships with others.

Subject selection should be expanded further to include other cities within Canada and in various fields of specialization within the police department to see if there are differences across work areas and if the present findings hold true for officers outside of Calgary. In so doing, it would be possible to build a larger data base upon which to draw Canadian norms.

It has been mentioned that each of the hypotheses generated in this study might have been sufficient to investigate in isolation from one another. Thus, future research could take any one of these hypotheses and explore the relationships between variables in much more depth.

One of the most interesting findings was that Calgary police officers experience depersonalization at a level higher than in Jackson and Maslach's (1982) study and the norm. Further investigation could be directed at determining where and how these negative feelings and attitudes
develop. Do they begin in the training of the officer, or are there certain personality characteristics which predispose the development of a dehumanizing attitude toward people? Information needs to be gathered on what components, if any, in police training are contributing to the development of this unemotional stance that is harming the physical and psychological well-being of the officer as well as his non-occupational relationships with his spouse and family.

Another area in which to undertake research, emerges from the finding that job tensions permeate the marital life of the officer. Research needs to explore the spouse's role and how she responds to her husband's mood and behavioral changes. More knowledge of the police spouse may help to ascertain what she could do to be a buffering agent as he experiences job-related stress. As well, what stressors are inherent in the nature of the job or police organization which contribute to job-related stress for the officer?

Future research could also be directed at determining how "successful" police families have coped with job-related stress. What factors make the police officer less immune to the development of burnout? What are they doing differently to maintain a healthy balance between work and home life?
More exploratory and replicatory investigations are necessary and there are many avenues available for the researcher to follow. A follow-up study of the investigation just performed may be one of the options available for researchers. This could add to the reliability of the present findings or raise more issues which can be further expanded on.

5.5 Implications for the Psychologist

The present investigation indicated that the trends which appear from the results are that job stress and burnout among police officers can have detrimental effects on marital relationships. Officers' health and psychological well-being are negatively affected by the way in which they cope with stress. It appears that the home is the likely target for job tensions, misplaced anger and frustration to emerge. The marital relationship can suffer as a result of the unemotional stance the officer has internalized as a coping defense for the stress of his job. As well, the wife can develop negative attitudes toward police work, as she feels alienated and isolated from her husband, whose primary partnership may be with his job. The findings which emerged during the course of this study are sufficiently consistent with previous research to warrant suggestions for the practicing psychologist.
Perhaps one of the first implications for the psychologist begins before the individual even becomes a police officer. He or she may play a role in the screening of potential recruits, looking for signs of emotional stability, intellectual and interpersonal skills. The present findings suggest that it may be important to consider the personality of the individual; whether he or she possesses qualities that could be vulnerable to the development of burnout and investigating the coping activities that the individual uses and their effectiveness.

The competent and impartial selection of police officers may be more of a necessity than it was in the past, since, as the demands of society increase, more is being expected of the police officer. Thus, the psychologist can help to eliminate those applicants who may be less able to cope effectively with the stress of police work.

Another, perhaps obvious implication for the psychologist, is in his or her role as teacher. The results suggest that officers and wives are unaware of how to cope with job-related stress and its effects on family life. There may be a lack of information regarding the psychological and physiological consequences of police work being presented as part of the police training curriculum. Thus, the psychologist could play an active role in conducting stress workshops and increasing the officers' awareness of
the symptoms of stress. As well, increased awareness of how burnout can develop and manifest itself in the emotional, physical, behavioral, or cognitive domain may help to significantly reduce the onset of this syndrome.

Of equal necessity, is to inform officers of how job stress and symptoms of burnout can generalize to other aspects of their lives, specifically with their spouses and families. The teaching of alternative coping mechanisms is another area which can be emphasized. From the present findings, it appears that officers may not be coping so as to eliminate the stress, but would rather "escape" or forget that it exists. The psychologist can educate the officers on the harmful consequences that the non-expression of emotions can have on the body, not to mention the distancing it creates in a relationship.

By being involved in the training of rookies, as well as in-service lectures for those already in the force, the officers have the opportunity to meet the psychologist in a non-threatening situation. Hopefully, this will help to establish his or her credibility as well as reduce any myths about the precariousness of a "shrink".

The results of this study indicated that police officers do not significantly use psychological services for coping with stress; nor do they talk with their spouses or engage in social support from non-police friends. This
can be valuable information for the psychologist to know, since efforts will have to be directed at breaking through the hardened exterior of the officer and emphasizing that it is not a sign of weakness to turn to others for emotional support, be they family, peers or professionals.

Police wives in this study were found to use professional help in response to crisis situations within the marriage. Information by the psychologist needs to be conveyed to the spouses of the important role that they can serve in reducing the negative effects that police work can have on the officers and their families. Involving the spouses in workshops and lectures on the nature of police work is one starting point.

Ideally, both spouses should be involved in the workshops, as the research findings indicate that there are problems with the couples in establishing an open, sharing and caring relationship. Efforts need to be made by the psychologist to decrease the police wives' alienation from their husbands' job and officers need to be more aware of the importance of being involved with their spouses and families. The results also point to implications for the psychologist in dealing with marital problems, family problems, displacement of aggression, psychosomatic problems and perhaps, alcohol abuse.

There are implications for the psychologist working
with the police department in the area of research. The information generated can be useful and relevant to the optimal functioning of individuals and to the maintenance of the police organization. Research can help direct training and change within the department and point to problem areas in need of further investigation.

There is little doubt that the need for psychological services within the police department exists. This could be extremely exciting but not without its limitations. Some problems one might expect would include confidentiality, mistrust, armed clientele and resistance to let down the protective 'mask' one incorporates as a police officer. Despite these problems, the area of burnout and job stress in police work could conceivably become an area of increased involvement for psychologists.
REFERENCES


Daviss, B. *Burnout - 'No one can imagine what the costs really are'**. *Police Magazine*, May, 1982, 9-18.


Donnelly, G. *Coping: Why you 'just can't take it any-more!'* *RN*, May, 1980, 34-36.


Dunne, J. Alcoholism among police officers. Law Officer, 1974, 1(1), 32-34.


Fell, R., Richard, W., & Wallace, W. Psychological job stress and the police officer. Journal of Police Science and Administration, 1980, 8(2), 139-144.


Jackson, S. Personal communication, January 26, 1983.
Jackson, S. Personal communication, January 31, 1983.
Jackson, S. Personal communication, February 3, 1983.
Jackson, S. Personal communication, February 10, 1983.


Lamb, R. Staff burnout in work with long-term patients. *Hospital and Community Psychiatry*, June, 1979, 30(6), 396-398.


Lester, D. *The policeman's lot.* Law and Order, 1979, 27(11), 58, 71.


Locke, H. J., & Wallace, K. M. *Short marital adjustment and prediction tests: Their reliability and validity.* Marriage and Family Living, 1959, 21, 251-255.


Ready, T. So your husband is a police officer. The Police Chief, Feb., 1979, 40-41.


Spanier, G. Personal communication, January 31, 1983.


APPENDICES
INSTRUCTIONS

Police Officer

The following survey is part of a study about police officers and their wives which is being sponsored by the Psychological Services Branch. It is research that hopefully can be used to increase our understanding of the police family.

The survey is being distributed to male police officers and their wives, with separate sets of questionnaires being distributed to both. I would appreciate it very much if you would each answer the appropriate questionnaires as honestly and completely as possible. Then return all questionnaires in the envelope to the researcher.

Please be assured that all questionnaires are STRICTLY CONFIDENTIAL. Your personal answers will not be divulged under any circumstances. Questionnaires are being identified by number and not by name, so that no connection can be made between any individual and his or her answers. I am interested in the answers of all respondents taken together as a group rather than in the answers of any one respondent. Results will be reported in general statistical form and never with any reference to any individual.

In order to provide the best and most accurate information possible, it is very important that each person fill out his or her questionnaire in private, without discussing the questions with his or her spouse. Please do not talk about the questionnaires with each other until after they have been completed by both you and your spouse. The results of the survey will not be reported until mid-Spring, and a written summary can be made available to interested respondents shortly thereafter. I appreciate very much your time and effort in completing these questionnaires and hope that the results of this survey will be both interesting and useful to you.

Thank you for your cooperation,

Deborah Lain, B.A.
Graduate Student, MSc.
University of Calgary

Wm. J. Barker, Ph.D.
Director
Psychological Services Branch

/1re
Encl.
Police Officer

Your involvement in this research is strictly voluntary. If for any reason you decide not to participate simply place the questionnaire in the return envelope and place in the mail. If you decide to participate in the study, we would like to thank you for your assistance.

Please complete the questionnaire as promptly as possible. Place and seal in small envelope. Put both questionnaires in the larger return envelope and place in mail. Don't put it off; complete it now if you can. We would like the questionnaire returned, at the latest, within five days.

Thanks again for your help,

[Signature]
Deborah Lain, B.A.
Graduate Student, MSc.
University of Calgary

[Signature]
Wm. J. Barker, Ph.D.
Director
Psychological Services Branch
Calgary Police Service
INSTRUCTIONS

Police Wife

The following survey is part of a study about police officers and their wives which is being sponsored by the Psychological Services Branch. It is research that hopefully can be used to increase our understanding of the police family.

The survey is being distributed to male police officers and their wives, with separate sets of questionnaires being distributed to both. I would appreciate it very much if you would each answer the appropriate questionnaires as honestly and completely as possible. Then return all questionnaires in the envelope to the researcher.

Please be assured that all questionnaires are STRICTLY CONFIDENTIAL. Your personal answers will not be divulged under any circumstances. Questionnaires are being identified by number and not by name, so that no connection can be made between any individual and his or her answers. I am interested in the answers of all respondents taken together as a group rather than in the answers of any one respondent. Results will be reported in general statistical form and never with any reference to any individual.

In order to provide the best and most accurate information possible, it is very important that each person fill out his or her questionnaire in private, without discussing the questions with his or her spouse. Please do not talk about the questionnaires with each other until after they have been completed by both you and your spouse. The results of the survey will not be reported until mid-Spring, and a written summary can be made available to interested respondents shortly thereafter. I appreciate very much your time and effort in completing these questionnaires and hope that the results of this survey will be both interesting and useful to you.

Thank you for your cooperation,

[Signature]

Deborah Lain, B.A.
Graduate Student, MSc
University of Calgary

[Signature]

Wm. J. Barker, Ph.D.
Director
Psychological Services Branch

/1re
Encl.
Police Wife

Your involvement in this research is strictly voluntary. If for any reason you decide not to participate simply place the questionnaire in the return envelope and place in the mail. If you decide to participate in the study, we would like to thank you for your assistance.

Please complete the questionnaire as promptly as possible. Place and seal in small envelope. Put both questionnaires in the larger return envelope and place in mail. Don't put it off; complete it now if you can. We would like the questionnaire returned, at the latest, within five days.

Thanks again for your help,

Deborah Lain

Deborah Lain, B.A.
Graduate Student, MSc.
University of Calgary

Wm. J. Barker, Ph.D.
Director
Psychological Services Branch
Calgary Police Service
APPENDIX A-1  
DEMOGRAPHIC DATA SHEET  
POLICE OFFICERS

Your sex:

_____ (1) Male
_____ (2) Female

Your age:

_____ years

Are you:

_____ (1) Asian
_____ (2) Black
_____ (3) French
_____ (4) Native Canadian
_____ (5) Canadian Indian
_____ (6) White, Caucasian
_____ (7) Other (please specify) ________________________.

What is your religion?

_____ (1) Protestant
_____ (2) Roman Catholic
_____ (3) Jewish
_____ (4) Other (please specify) ________________________.
_____ (5) None, no religion

At the time of joining the Calgary Police Service:

_____ (1) never married
_____ (2) married
_____ (3) never divorced or widowed
_____ (4) divorced
_____ (5) separated
_____ (6) remarried after divorce
_____ (7) other (please specify) ________________________.
Current marital status:
____ (1) never married
____ (2) married How long? ______
____ (3) never divorced or widowed
____ (4) divorced How long? ______
____ (5) separated How long? ______
____ (6) remarried after divorce How long? ______
____ (7) other (please specify) ____________________________

If you have children, how many are now living with you?
____ children live with me.
____ I have no children.

What was the highest year you completed in school? (Check only one)
____ (1) completed high school
____ (2) some college or university
____ (3) completed 4 years of college or university
____ (4) some graduate or postgraduate work
____ (5) other (please specify) ____________________________

Please check the highest degree you have received:
____ (1) BA/BSc  ____ (5) MD
____ (2) MA/MSc  ____ (6) PhD
____ (3) MSW  ____ (7) EdD
____ (4) RN  ____ (8) other (please specify)
__________________________

What is the primary area in which you work?
____ (1) field operations - patrol
____ (2) police administration
____ (3) traffic
____ (4) C.I.D.
____ (5) community services
What is your rank?

(1) trainee
(2) constable
(3) sergeant
(4) other (please specify)

How long have you been at your present job?

months
years

How long have you been employed with the police department?

months
years

What shift do you generally work?

day
evening
midnight
other (please specify)

How many hours per week do you work at the job indicated?

50 (or more) hours per week
49-40 hours per week
39-30 hours per week
29-20 hours per week
fewer than 20 hours per week
APPENDIX A-2

DEMOGRAPHIC DATA SHEET
POLICE WIVES

Your sex:
(1) male
(2) female

Your age:
years

Are you:
(1) Asian
(2) Black
(3) French
(4) Native Canadian
(5) Canadian Indian
(6) White, Caucasian
(7) Other (please specify)

What is your religion?
(1) Protestant
(2) Roman Catholic
(3) Jewish
(4) Other (please specify)
(5) None, no religion

What was the highest grade you completed in school?
(1) no formal schooling
(2) some grammar/elementary school
(3) completed Grade 8
(4) some high school
(5) some college or university
(6) completed 4 years of college or university
(7) some graduate or postgraduate work
(8) Other (please specify)
Marital Status:
How long have you been married to your current spouse? 

How many months or years had you been married when your husband joined the police force? 

_____ months _____ years

Have you had any previous marriages? ___ yes ___ no

Children:
How many children do you have? ______

What are their ages? ___________________

How many are currently living at home with you? ______.

Employment:
Do you have an outside paid job, in addition to your work as a homemaker? ___ yes ___ no

If yes, what is your job title? ___________________

How many hours per week do you work?

_____ 50 (or more hours per week

_____ 49-40 hours per week

_____ 39-30 hours per week

_____ 29-20 hours per week

_____ fewer than 20 hours per week

When do you work?

_____ days

_____ evenings

_____ midnights

_____ other (please specify) ___________________.
APPENDIX B

"I am a graduate student from the University of Calgary. In October, I approached Dr. Barker of the Psychological Services Branch and informed him that I was interested in doing research on police families. Psychological Services was very interested in the research proposal, as they felt that it was information that could be valuable for increasing the department's knowledge about police work and the effects, both positive and negative, on the officer's life outside of work for him, his spouse and his children. The research is being sponsored by Psychological Services and has been formally approved by Chief Brian Sawyer.

What is involved are two questionnaires, one for the officer and one for his spouse. The present study is interested in male officers only. It is totally voluntary; if, for any reason, you and/or your spouse choose not to complete the questionnaire, that is your decision. Neither you nor your spouse are required to reveal who you are and the envelopes are not in any particular order, such that numbers cannot be matched to a particular district or to individuals.

It is important that the questionnaires are completed honestly and independently from your spouse.
Once completed, seal your individual envelopes and place them both in the return envelope for mailing. I prefer that the questionnaires be returned within five days. The time limit is important to allow sufficient time for scoring and because, if you delay responding, the chances of returning the questionnaires becomes less than might be the case if you were to complete them as soon as possible. I ask that if you choose not to participate, please return the uncompleted forms in the mail, also within five days so that I can account for all questionnaires. I ask you to take the packages home and explain to your wife what I have just told you. There are instructions in each package.

The research is for my Master's thesis and a copy will be available in the Police Library in late summer, early fall. As well, a summary of the results will be in one of the monthly issues of the department's magazine, The Call Box, which circulates throughout all districts. Thank you for your time and I would appreciate your cooperation in research which will hopefully be useful to you, your spouse and the police department."
EDUCATION JOINT COMMITTEE ON RESEARCH ETHICS

CERTIFICATION OF INSTITUTIONAL ETHICS REVIEW

This is to certify that the Education Joint Committee on Research Ethics at The University of Calgary has examined and approved the research proposal by: (Applicant) Deborah Lain of the Department of: Educational Psychology to: (Agency) Calgary Police Service entitled: "Burnout in the Police Force: The Effects of Occupational Stress on Marital Relationships (the above information to be completed by the applicant)

Date: April 7/83
Chair, Education Research Ethics Committee