The relationship between gender role conflict, coping and burnout among

male law enforcement officers

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May 16, 2015

**Approval**

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**Acknowledgments**

Writing the acknowledgment section of this thesis feels surreal. There were many times throughout this journey that I questioned whether I would see it through to the end. There were many people who continued to encourage and support me and it is because of their belief in me that I was able to complete this thesis. This is dedicated to them.

I must first acknowledge, and give thanks to my thesis committee for their dedication in helping me see this through. I would like to thank Dr. Terri Jashinsky for her commitment, time and willingness to serve on my committee. I also want to acknowledge her dedication as a professor and mentor. She has been with me since the start of my journey in the master’s program, and has been a great contribution to my professional growth. I would like to thank Dr. Laurel End for the time that she spent teaching me about the process of statistics and research. It is because of her calm demeanor that I felt a sense of ease taking on one of the most difficult parts of this thesis. She made the statistic process enjoyable. I thank her for her commitment to this research and to me.

Finally, I am extremely grateful to my advisor and committee chair, Dr. Melissa Kraemer Smothers. She has spent countless hours with me throughout this process. She continued to provide valuable feedback and knowledge during this project. She believed in me and my ability to make this thesis possible, and continued to push me when I wanted to give up. Not only did she advise me through my thesis, but she has been my mentor for the past three years. She guided me through the academic process, mentored me through my internship, and contributed to my personal and professional growth. I feel extremely fortunate to have had someone as intelligent and supportive as her throughout my academic journey. For this is I am truly grateful.

Getting to this point would not have been possible without the love and support of my family. I would first like to acknowledge my husband Nick. He was the inspiration behind this research. He has stood by me throughout this entire process and I am amazed by his patience, which never seemed to wane. He never gave up on me even when I was at my worst and he believed in me when I wanted to stop believing in myself. It would only seem right to thank my children as well. They were beyond patient and understanding as I spent countless hours typing and attending classes. Someday they will understand that this was all done for them. I must thank my mom, dad and brother for their belief in me. They have been my role models, and my support system. They encouraged me to continue pushing forward and allowed me to see that there is “light at the end of the tunnel.”

Finally, I would like to thank the police departments, their Chiefs and all of the officers that took the time to contribute to this research. Without your participation and honesty this project would not have been possible. I want to thank all the men and women in blue who not only protect and serve their communities on a daily basis, but risk their lives doing so. Please know that there are many people who support “the thin blue line” and appreciate all that you do.

**Abstract**

This study examined the correlation between gender role conflict, coping and burnout in law enforcement officers (LEOs) and whether gender role conflict (GRC) varied based on rank and years in law enforcement. This study was conducted utilizing the Gender Role Conflict Scale (GRCS), (O’Neil, Helms, Gable, David, & Wrightsman, 1986), the Brief COPE Inventory (Carver, 1997) and the Copenhagen Burnout Inventory (CBI), (Kristensen, Borritz, Villadsen, & Christensen, 2005). Participants were 53 male LEOs from multiple departments in a Midwest metropolitan area. Use of Pearson Correlations revealed a significant relationship between increased gender role conflict and maladaptive coping. Further analyses identified a significant correlation between gender role conflict and burnout. The use of a one way ANOVA revealed no significance between GRC, years in law enforcement and rank. Implications of this study provide a framework for developing psychological services available to LEOs with higher GRC.

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**Chapter 1: Introduction**

**Introduction**

Police work is one of the most dangerous and stressful occupations an individual could chose (Alkus & Padesky, 1983; Anshel, 2000; Anshel, Robertson, & Caputi, 2001; Paton & Violanti, 1999; Violanti & Aron, 1994, 1995). There are roughly 795,000 sworn law enforcement officers (LEOs) serving on local departments throughout the United States, and they are routinely risking their lives to protect and serve their communities (U.S. Bureau of Labor, 2013). Police work is demanding, and often times dangerous, leaving LEOs susceptible to physical and psychological strain. Not only are LEOs exposed to the most violent, antisocial and mistrustful elements of society, they are also expected to exercise discretion under critical circumstances (Crank & Caldero 1991; Violanti & Aron, 1994). Often, LEOs are expected to react quickly and work independently in an array of situations that could range from issuing tickets to the use of deadly force. While in these situations, LEOs must exhibit characteristics such as control of emotion and physical toughness (Violanti & Aron, 1994; Wester, Arndt, Sedivy, & Arndt, 2010).

LEOs work long and irregular hours, which may isolate them from receiving support networks, thereby becoming a stressor within itself (He, Zhao & Archbold, 2002). The harmful side effects of law enforcement can be seen in the unrelenting statistics; in 2012 alone, 126 LEOs took their own lives (O’hara, Violanti, Levenson & Clark, 2013). It has been estimated through multiple studies that substance abuse and addiction issues among LEOs are higher than the national average of the general population (Ballenger et al., 2010; Menard & Arter, 2013). In addition, LEOs are stigmatized and criticized, exposed to critical incidents, and at a constant risk of being injured while on the job. Over time, police work can cause an increase in hypervigilance, a need to question everything, restriction of emotion and a regular need to be in control (Violanti & Aron, 1994).

Due to the demands and psychological stress of the job, the process of becoming an LEO is intense. It has been noted that “police training has much in common with military boot camp” (Parsons & Jesilow, 2001, p.80) in that both careers employ techniques designed to break down the recruits’ self-identity and rebuild it in the desired image; independence and self-reliance, the restriction of weakness as well as an emphasis on toughness and aggression in the absence of other coping styles (Levant, 1995; Parsons & Jesilow, 2001; Wester et al., 2010). Adherence to these behaviors is often rewarded in the form of employment and professional success. LEO’s in training who deviate from these expectancies are punished, usually in the form of negative performance evaluations, poor classroom grades, and less lucrative assignments (Wester & Lyubelsky, 2005).

While the skills and techniques employed throughout an LEO’s career are necessary for the job, over time these skills can become less adaptive in non-law enforcement situations. The development of a law enforcement identity often results in a decrease in non-law enforcement friendships, and potential restriction of external contacts and support (Gilmartin, 2002; Wester et al., 2010). Violanti and Aron (1994) stated that the characteristics of policing are so ingrained literally "on" 24 hours a day that they can become part of the LEO’s personality and are perceived by others as a lack of sensitivity. A LEO’s job is dependent on emotional detachment. This detachment is taught and required; yet it is a difficult quality to turn off and on. The characteristics inherent in police work can be difficult to reconcile in a LEO's world view, work experience and family life (Violanti, 2007).

Over the past several decades, society has come to expect more of men and their interpersonal roles within a family (Shapiro, 2001; Wester & Lyubelsky, 2005). Specifically, they are expected to be warm, caring and supportive to their children and partners (Wester et al., 2010). Many male LEOs are able to adapt to these expectations; they are able to exhibit affection and compassion towards their family, while remaining stoic and tough on duty. However, some male LEOs are susceptible to the reinforcement of traditional masculine stereotypes, such as risk taking, courage and self-reliance. They may experience conflict and confusion over how to balance behaviors that make them successful LEOs, but are contradictory to their role outside of the department (Wester & Lyubelsky, 2005).One of the ways that this state of confusion can be understood is through *gender role conflict* (GRC)(O’Neil, Helms, Gable, David & Wrightsman, 1986). GRC was defined by O’Neil (1981) as a condition in which overly ridged and restrictive male gender roles conflict with incompatible situational demands, which may lead to negative consequences for the individual or other around them (O’Neil, Good & Holmes, 1995).

**GRC and Law Enforcement**

O’Neil (2010) stated, “Before anything else is considered, a man is defined by his level of masculinity, as defined by his adherence to traditional male roles” (p. 335). There is intense pressure on LEOs to adhere to traditional gender norms that embrace stoicism, self-control and restriction of emotion (Regehr, LeBlanc, Jelley, Barath, & Daciuk, 2007; Silverstein, Auerbach & Levant, 2002). LEOs that are seen as nurturing or weak are often shamed or ridiculed by their peers (Nolan, 2009). However, a LEO’s expectations to adhere to traditional gender norms while on duty may interfere with positive outcomes in situations that require nontraditional male gender roles (Wester et al., 2010). For example, a male LEO expressing feelings towards his spouse or family members’ conflicts with his role as an LEO, where he is expected to restrict such expression of emotions.

Seeking psychological help or recognizing an emotional problem are characteristics that run counter to those of male LEOs. Even when pressures such as increased problems and psychological distress may propel a LEO towards getting psychological assistance, there are likely to be conflicting pressures that dissuade them from seeking help, or opening up to others emotionally. LEOs may fear seeking help, not only because it could be seen as a sign of weakness but also because it may interfere with their position on the department. They could potentially be labeled as unfit for duty or may risk having a history of psychological service made part of their permanent record (Hassell, 2006; Wester et al., 2010).

It is likely that the norms and roles upheld in a law enfrocement career influence a male LEO’s likelihood of experiencing gender role conflict. Male LEOs may start their career being able to balance their expected roles of remaining stoic and tough on duty, and warm and compassionate at home. Over time, their position in law enforcement may influence the likelihood of experiencing GRC. However, there is little research that explores the relationship between length of time spent working in law enforcement and GRC.

If LEOs are reluctant to seek help they may turn to maladaptive behaviors such as avoidance, substance use, and self-blame, as a means of coping with the psychological and physical strain the may be experiencing. Since LEOs are at risk of being exposed to extremely stressful events, there is a likelihood that this too may produce more maladaptive coping responses such as self-blame (Miller, 1995).

**Coping**

Lazarus defined coping as “ongoing cognitive and behavioral efforts to manage specific external and/or internal demands that are appraised as taxing or exceeding the resources of the person” (Lazarus, 1993, p.181). Simply put, coping could be seen as the strategies employed by an individual to deal with a stressful situation. Mechanisms of coping can be broken down into two categories; problem-focused and emotion focused coping. Problem- focused coping is directed towards managing, or changing, the ways a problem may affect an individual (Lazarus, 1993). The function of emotion- focused coping involves reducing the stress created by the event or situation through relaxation, the use of substances (alcohol and drugs), social activities and/or defense mechanisms, including avoidance (Edwards & Holden, 2001; Rothmann & van Rensburg, 2002; Myendeki, 2008). Emotion-focused coping can viewed as a short term solution to a more long term problem.

Literature suggests that the coping type a person uses can change from one event to another and can be based on the individual’s appraisal of the situations amenability to change (Edwards & Holden, 2001; Lazarus 1993; Myendeki, 2008). According to Folkman and Lazarus (1985), when a person believes that the situation cannot be changed, emotion-focused coping is the most likely to be used, despite the fact that its use is associated with more negative outcomes than problem focused coping.

LEOs are faced with an abundance of occupational stress. As a consequence of exposure to these stressors, normal thinking patterns can be affected and previously available problem-focused coping strategies can be ignored, become limited or unavailable to a LEO (Selye, 1974). For instance, seeking social support is a coping skill that male LEOs may be reluctant to use. The results of several studies imply that LEOs are more likely to use maladaptive emotion-focused behaviors for the immediate reduction of stress, such as alcohol use and the controlling, or restricting of emotions (Evans & Coman, 1993; Richmond, Wodak, Kehoe, & Heather, 1998; Violanti, Marshall, & Howe, 1985). The use of maladaptive coping can potentially harm an LEO’s health and professional standing (Violanti et al., 2006. Poor coping is associated with higher frequency and intensity of occupational strain in LEOs (Anshel, 2000; Toch, 2002). If the imbalance between maladaptive coping and occupational strain continue to be unrelieved, the long term effects could lead to burnout (Mostert & Joubert, 2005).

**Burnout**

There are several definitions of burnout throughout the literature. Maslach (1982a.) defines burnout as a syndrome of emotional exhaustion, depersonalization, and low personal accomplishment. Cherniss (1980) described burnout as a “process in which a previously committed professional disengages from his or her work in response to stress and strain experienced in the job” (p.145). Burnout is a process that gradually advances and intensifies over time (Figley, 1995; Myendeki, 2008).

Burnout can occur in an array of occupations however it is most prevalent among human services providers (Schaufeli & Enzmann, 1998). Individuals who work in human service fields are at a higher risk of occupational stress and burnout because of the demanding and emotionally charged interactions they have with individuals on a continual basis (Maslach, 1982; Maslach & Schaufeli, 1993). In the field of police work, stress and burnout are typically viewed as consequences of the job. Due to the demands of police work, LEOs may feel emotionally drained and overextended. Greenglass, Burke and Konarski (1998) stated that an individual’s burnout levels depend not only on stressful events in the work environment, but also on the availability of coping resources. Coping resources that are seen as inadequate, or maladaptive, may influence an officer’s susceptibility to burnout (Burke, 1993).

Over time, the stress and burnout felt by LEOs could lead them to become ineffectual in their work and unable to keep up with the demands of the job (Mostert & Joubert, 2005; Myendeki, 2008). Burnout and stress can create psychological distress for LEOs, including depression, anxiety, confusion and overall mood disturbances (Chan & Grossman, 1988). Studies suggest that LEOs experiencing burnout are at a greater risk of increased physical ailments such as liver disease, stomach disorders and heart disease (Anshel, 2000; Biggam, Power, & MacDonald, 1997; Dietrich, 1989; Lord, 1996; Walker, 1997).

While there are a multitude of studies that examine how gender role conflict affect men in general, there are a limited number of studies that are specific to male LEOs and the effects of GRC. Studying GRC in the male LEO population can be beneficial in the field of counseling. Society expects men contribute to their interpersonal relationships, to childrearing, and to the betterment of society. However, male LEOs soon discover that such caring behaviors may run counter to their job requirements.

**Significance of This Study**

In general, the law enforcement community explicitly rewards traits such as physical toughness, independence, and emotional restriction. As a result, many male LEOs experience confusion and psychological distress due to restricting emotions while on duty, and then having to go home and be warm and caring towards family members (Wester & Lyubelsky, 2005). Therefore, this study is an initial attempt to examine whether increased GRC contributes to higher levels of maladaptive coping and burnout among male LEOs. This study is also designed to examine whether years served in law enforcement and rank of an officer contributes to higher levels of GRC.

What appears to be lacking in the counseling profession are appropriate prevention and intervention strategies for male LEOs that incorporate a gender role perspective. Potential findings of this study may lead to a greater understanding of how to improve the psychological services available to LEOs with higher GRC. Establishing an understanding of how gender role conflict effects LEOs may encourage the development of adaptive coping behaviors, which in turn may lead to more effective ways for officers to handle stress and reduce their risk of burnout.

This study will also benefit the counseling field by providing more current research on GRC and LEOs. While there is a large body of literature on males and GRC, there is minimal research that focuses on GRC and LEOs. What also appears to be lacking in the field of research are current studies on LEOs and coping. Much of the research found for the current studies literature review was dated 10 to 20 years ago. In a similar vein, there appears to be a lack of research that focuses on LEOs in the United States (U.S). Much of the current research on burnout and LEOs focuses on international police departments. This study will help contribute to current literature by focusing on LEOs from departments within the U.S.

Finally, this study will help to increase the development and implementation of counseling programs as well as administrative policy changes that could assist law enforcement agencies in the area of reducing police burnout, maladaptive behaviors (e.g., excessive force, substance abuse, suicide) high turnover rates, and psychical ailments (e.g., headaches, body aches, heart disease).

**Chapter 2: Literature Review**

**Literature Review**

**Gender Role Conflict**

From the start of a boy’s development, he is taught by his family and society the culturally embedded standards of masculinity. From a Euro-American perspective such standards involve independence and self-reliance, the restriction of emotions, toughness and aggression (Wester & Lyubelsky, 2005). These standards have been referred to as the “code of masculinity” (Pollack & Levant, 1998). The messages that boys learn are determined by the key figures in their lives. Many well-intended caregivers impose restrictive gender rules on their sons believing they are doing the right thing in terms of making their sons proper men (Pollack, 1998). Wester and Lyubelsky (2005) noted that family members, peers, teachers and society may teach boys confusing messages in that some characteristics (e.g. strength and independence) are adaptive in some situations (e.g. work and school) and maladaptive in other situations (e.g. relationships). Boys are presented with masculine injunctions about being stoic, showing bravado and fearlessness, and striving for power and status (David and Brannon, 1976)

The expectations that are developed in childhood and expressed throughout adulthood could become problematic for some men (Mahalik et al, 2007). Leafgren (1990) hypothesized that men may experience a loss of psychological well-being when trying to achieve traditional masculine goals. Blazina (2001) states that “This may be due to the restrictive nature of gender roles, to which men attempt to adhere to, and the psychological strain that is felt when there is failure to achieve these masculine role ideals” (p. 51). This psychological strain is known as Gender Role Conflict (GRC). O’Neil (1981) defined GRC as a condition in which overly ridged and restrictive male gender roles conflict with incompatible situational demands, which may lead to negative consequences for the individual or others around them (O’Neil, Good & Holmes, 1995). An example of how GRC manifests in the lives of men is the expression of tender emotions. From an early age boys are taught to avoid the use of this emotion. An example is a distressed little boy crying out for emotional soothing. The boy experiences not only the minimizing of the importance of his pain but is also met with his father's disapproval for showing such unmanly behavior. The father's shaming reactions convey the message that real men do not have these types of emotions, and if they do they do not acknowledge them. Due to the father’s reaction, the child is taught to further internalize these strict gender role rules (Blazina, 2001). Society, as well, has taught boys to avoid expression of such emotions. To avoid having their masculinity questioned, many boys learn to present a more stoic demeanor as a result.

Wester and Lyubelsky (2005), conducted a literature review on the overall consequences of increased GRC. The purpose of their review was to apply their findings on GRC, to the law enforcement population. In doing so they created a framework on understanding how GRC may effect male LEOs. What Wester and Lyubelsky (2005) found was that Law enforcement continues to adhere to the embedded standards of masculinity, and perhaps even expands upon it. In a similar vein, Gerber (2001) noted that “the traits associated with the ideal male are almost interchangeable with those of the model police officer” (p. 79). In their article, Wester and Lyubelsky (2005) stated that LEOs are taught to take charge and to respond to each scenario accordingly, and because of this they are expected to maintain control of their emotions, work independently, and exhibit physical toughness. The more one adheres to the behavioral patterns of an ideal LEO, the greater the likelihood of being rewarded in employment opportunities and professional success. Wester and Lyubelsky (2005) noted that deviations from these behavioral patterns may result in negative performance evaluations and less lucrative assignments.

Although the skills that are required of LEOs are essential to their job performance, they may be considered less adaptive in other situations. GRC emphasizes the importance of understanding how traditional male gender roles may result in characteristics that are inappropriate in the face of changing situational demands (Wester & Vogel, 2002). For example, the restriction of emotion is appropriate while on the job, because an expression of fear may be viewed as a sign of weakness by supervisors, peers or suspected criminals. However, this restriction of emotion may have more of a negative consequence on the LEO’s personal life. While off-duty, the LEO’s family may have differing expectations regarding the expression of warmth and affection (Wester & Lyubelsky, 2005; White & Honing, 1995).

Over the past several years, society has come to expect more of men. For example, their roles within family have changed dramatically. Wester and colleagues (2010) conducted a study examining LEOs, GRC and the stigma of counseling. They noted that men are expected to be warm, caring and supportive to both their partners and children. However, these behaviors run counter intuitive to what is required of male LEOs in order to succeed or survive within the profession (Wester et al., 2010). Indeed, many LEOs are able to adapt to these changing demands, and can switch from being stoic and independent while on duty, to warm and affectionate while off-duty. In their study Wester and colleagues (2010) stated that some male LEOs may experience confusion about how to respond to these changing demands and because of this they may struggle with how to balance masculine behaviors that make them successful LEOs, but are not as adaptive in other situations.

**GRC Subscales**

There are four patterns of GRC (O’Neil et al., 1995): Success, Power and Competition, Conflicts Between Work and Family Relationships, Restricted Emotionality, and Restricted Affectionate Behavior Between Men. Wester and Lyubelsky (2005) applied these factors to understand how specific aspects of socialized traditional male roles may be problematic for some male police officers.

The first factor, Success, Power and Competition (SPC), refers to a males focus on personal achievement, success and obtaining authority (O’Neil et al., 1995). For LEOs, this may mean competing with other LEOs rather than working collaboratively with them. “Within law enforcement there is often a focus on the number of arrests made, cases solved or crimes prevented, a tendency that is exacerbated by interdepartmental rivalries” (Wester & Lyubelsky, 2005, p.53). Often, in the law enforcement community there is an emphasis on individual achievement and competition, which may create difficulties for male officers.

It is common for individuals with higher SPC scores to maintain an authoritarian communication style (Wester & Lyubelsky, 2005). These individuals have a tendency to handle issues on their own rather than ask for help. Within law enforcement, there is an established chain of command, where individuals are used to issuing orders and having them obeyed (White & Honing, 1995, Wester & Lyubelsky, 2005). While these behaviors may prove to be effective within law enforcement, Wester and Lyubelsky (2005) noted that neither of these behaviors are effective within family relationships, where one is expected to work collaboratively with his/her spouse. Friendships outside of law enforcement can be impacted because LEOs may find collaboration difficult (Wester & Lyubelsky, 2005). These patterns may help to identify why divorce rates for LEOs are shown to range from 35% to 75% (White & Honig, 1995; Wester & Lyubelsky, 2005).

The second factor, Conflict Between Work and Family Relationships (CBWFR), refers to the degree in which individuals experience difficulty in balancing work and family relations due to competing socialized roles. (O’Neil et al., 1995). In law enforcement, many LEOs work long, irregular hours. Due to these demands, many male LEOs are not always available to assist with household responsibilities, parenting duties and relationship building (Wester & Lyubelsky, 2005). The characteristics of policing are so ingrained that they become part of the LEO’s personality, even while off duty. LEOs are ready to respond 24/7, which may mean that while they are physically present, psychologically they are absent from their spouse or family (Wester & Lyubelsky, 2005). Some LEOs may become emotionally detached, and despite being off duty may feel constantly on alert for danger (Kirschman, 2000). The consequences of police work directly compete with marital relations, friendships and interpersonal availability (Borum & Philpot, 1993).

The third factor, Restricted Emotionality (RE) refers to the degree in which an individual may be cautious over their expressions of emotions and feelings. The fourth factor, Restrictive Sexual and Affectionate Behavior Between Men (RABBM) explores the degree in which some men have difficulties expressing their feelings for other men (O’Neil et al., 1995). The two factors are similar and relevant when applied to male LEOs, because they explain men’s reluctance to seek out psychological, personal and physical help (Wester & Lyubelsky, 2005). For example, many LEOs experience emotional blunting in response to their job experiences (Bibbens 1986, Wester & Lyubelsky, 2005). Research has debated the nature of male emotionality in that some researchers believe that men experience restriction of emotion due to their job related experiences (Heesacker & Pricahrd, 1992; Wester et al., 2002; Wester & Lyubelsky, 2005). For example, Bibbens (1986) stated that due the nature of law enforcement LEOs become uncomfortable with any display of affect. Brooks (1998) note a similar form of emotional blunting among military veterans. On the other hand Levant (1997), devised the phrase "normative male alexithymia" (p.3) to describe how every male suffers to some degree from cultural conditioning which causes men to repress their vulnerable and caring emotions causing them to become underdeveloped in emotional expressiveness. Wester and Lyubelsky (2005) concluded that for some men “on the job stress exacerbates the negative consequences associated with the male gender role norm of emotional restriction in the form of high rates of depression, anxiety, suicide and relationship distress” (p.53).

Another example of GRC is reflected in some Leo’s reluctance to seek psychological help. Many LEOs often worry about being labeled as unfit for duty or fear that psychological services may become part of their permanent record. LEOs may also avoid expression of emotion, such as fear, to avoid being viewed by others as weak (Wester & Lyubelsky, 2005). Even when negative consequences begin to outweigh the positive consequences, LEOs are quite reluctant to seek psychological services or ask for help (Vogel & Wester, 2003).Researchers have found that higher GRC is related to mental health issues including increased depression (Cournoyer & Mahalik, 1995; Good & Mintz, 1990; Good & Wood, 1995; Schaub & William, 2007; Sharpe & Heppner, 1991), anxiety (Cournoyer & Mahalik, 1995; Schaub & William, 2007; Sharpe & Heppner, 1991), relationship dissatisfaction and intimacy issues (Pederson & Vogel, 2007; Rochlen & Mahalik, 2004; Schwartz, Waldo & Higgins, 2004), job dissatisfaction (Dodson & Borders, 2006; Pederson & Vogel, 2007), higher levels of alcohol usage (Blazina & Watkins, 1996; Pederson & Vogel, 2007), and anger and hostility (Blazina & Watkins, 1996; Schaub & William, 2007).

**GRC and Help Seeking**

Literature suggests that men seek professional psychological help less often than women (Andrews, Issakidis & Carter, 2001; Husaninin, Moore & Cain, 1994; Pederson & Vogel, 2007). In general, men tend to have a greater negative attitude towards counseling than their female peers, even when men and women are comparably distressed (Chandra & Minkovitz, 2006; Gonzalez, Alegria & Prihoda, 2005; Kessler, Brown &Broman, 1981; Pederson & Vogel, 2007).Over the past 30 years, research has examined how expected gender roles can affect a man’s thoughts, feelings and actions. Pederson and Vogel (2007) examined the relationship between gender role conflict and willingness to seek counseling for psychological and interpersonal concerns in 575 undergraduate men. They found that stigma associated with counseling partially mediate the relationship between GRC and attitudes towards counseling and the willingness to seek counseling. Pederson and Vogel (2007) concluded that “men who experience negative consequences of their socialized gender roles—that is, have greater gender role conflict—report less positive attitudes and willingness to seeking counseling” (p.373).

Despite the nature and severity of the psychological, emotional, and physical problems related to GRC, and the benefit of treating these concerns through counseling or psychotherapy, men experiencing GRC are far more likely to stigmatize counseling services (Addis & Mahalik, 2003; O’Neil, 2008; Wester et al., 2010). A possible explanation for this is that traditional male gender roles encourage men to withhold emotion, fix problems without help and deny the need for psychological help (Levant, 1992; O’Neil, 1981, Pederson & Vogel, 2007). Simply put, admitting one might need help suggests weakness and failure (Brooks, 1998; Wester et al., 2010). A man who feels that he needs counseling, may feel a sense of failure, which could create a barrier in asking for help. Therefore, fear of stigma may create an even greater barrier to men’s help seeking.

Stigma, in terms of help seeking behaviors, can been defined as the negative self- perception that society, or an individual might hold about personal or physical characteristics that are regarded as socially unacceptable (Blaine, 2000; Wester et al., 2010). Two types of stigma have been identified in terms of help seeking attitudes: Self-stigma and social stigma. Self-stigma, defined as the internalization of the negative images expressed by society towards those who seek help from psychologists or other mental health professionals, can lead to a self-perception of inferiority or inadequacy (Corrigan, 2004; Holmes & River, 1998; Pederson & Vogel, 2007). Self-stigma is also the stigma that is most commonly associated with men’s perception of counseling and therapy (Wester et al., 2010). Vogel, Wade and Hackler (2007) conducted research to analyze the relationship between perceived stigma and the willingness to seek counseling. What they found was that those who had perceived a greater stigma associated with counseling had less positive attitudes about counseling and less willingness to seek mental health services. Social stigma is the perception held by society that an individual is socially unacceptable. Wester et al. (2010) stated that in the context of seeking mental health services, social stigma is the perception that a man who seeks psychological services is “undesirable, or socially unacceptable because of his overt violation of the socialized gender role” (p. 288).

**Law Enforcement and Help Seeking**

Many LEOs avoid reaching out for help, because they fear being labeled “troubled” or they fear being seen as ineffective (Levenson, 2007). Despite being at risk for significant psychological stress (Gillmartin, 2002; Hassell, 2006; Violanti, 2007), male LEOs often stigmatize counseling and psychological services (Wester & Lyubelsky, 2007). Seeking psychological help, recognizing emotional problems, and a need for help, are characteristics that run counter to those characteristics that make up a successful LEO (Wester et al., 2010). LEOs may fear seeking help not only because it could be seen as sign of weakness, but also because it may interfere with their position on the department (Brooks, 1998). Wester and colleagues (2010) argued that LEOs who seek help face fears of being labeled as unfit for duty, or may risk having a history of psychological services made part of their permanent record. They stated that the fear LEOs experience can be thought of as a form of public stigma, and therefore they chose to further examine the relationship between GRC, stigma and counseling in their research.

A LEO may recognize the need to seek psychological help and the benefits it may provide for them, but they will stigmatize it because of the potential risks (Wester et al., 2010). For example, a LEO who is experiencing difficulties may ignore symptoms rather than risk being stigmatized by fellow LEOs, despite the fact that peers may be facing similar concerns. If LEOs are reluctant to seek help, they may turn to maladaptive behaviors as a means of coping with the psychological and physical issues in which they face. Since LEOs are at risk of being exposed to extremely stressful events, there is a likelihood that this, too, may produce more maladaptive coping responses.

**Coping**

Coping is a term that has been used to refer to perceptual, cognitive or behavioral responses that are used to avoid, manage, or control situations that could be seen as difficult (Lazarus & Folkman, 1984; Zeidner & Endler, 1996). Coping could be defined as the strategies employed by an individual to deal with stressful situations. Coping can be broken down into two categories: problem focused and emotion focused (Amirkhan, 1994; Callan, 1993; Lazarus & Folkman, 1984). Problem focused coping is directed towards managing, or changing the way problems may affect an individual (Lazarus, 1993). Examples include seeking information, obtaining knowledge, verbal confrontation, planning a strategy, monitoring actions, and visualization (Anshel, 2000). The function of emotion-focused coping involves reducing the stress created by the event or situation. Examples include relaxation, the use of substances, social activities, and/or defense mechanisms, including avoidance (Edwards & Holden, 2001; Myendeki, 2008; Rothman & van rensburg, 2002). Emotion-focused coping can be viewed as a short term solution to a more long term problem and is associate with negative outcomes (Folkman & Lazurus, 1985).

The type of coping a person uses can change from one event to another and can be based on the individual’s appraisal of the situations amenability to change (Edwards & Holden, 2001; Lazarus, 1993; Myendeki, 2008). Folkman and Lazarus (1980) studied 100 men and women and how they coped with the events of daily living. Information about recent stressful encounters was obtained through monthly interviews and self-reported questionnaires. Through the use of a checklist participants were asked to identify coping thoughts and methods used in specific situations. Folkman and Lazarus (1980) discovered that both emotion-focused and problem-focused coping were used in 98% of the 1,332 stressful events, indicating that people are more variable than consistent in their coping patterns. According to Endler and Parker (1990), the response of an individual to a situation can be a critical component in determining the impact an event will have on them. According to Folkman and Lazarus (1985), when a person believes that the situation cannot be changed, emotion-focused coping is the most likely to be used, despite the fact that its use is associated with more negative outcomes than problem focused coping. The type of coping style and individual uses may act as a buffer between a stressful situation and a negative outcome (Lazarus & Folkman, 1984). It is likely that when a situation is correctable, an adaptive response would involve problem solving coping skills (Zeidner & Saklofske, 1996).

Research indicates that there are factors that influence the choice of coping strategies among LEOs. Anshel (2000) examined previous literature to help create an understanding of the coping process in police stress, identify adaptive and maladaptive coping styles in police work, and to suggest coping strategies that would reduce both chronic and acute forms of stress as well as improve job satisfaction and performance among LEOs. In his review of previous literature, Anshel (2000) found that personal disposition can influence coping styles among LEOs. Studies indicated that personal characteristics can influence an individual’s susceptibility to stress, the manner in which they react to stressful events, and the extent to which coping with events leads to chronic stress and burnout (Aldwin, 1994; Anshel, 2000; Lazarus & Folkman, 1984). Anshel (2000) stated that “dispositions that are most strongly linked to experiencing and coping with stress include coping style, self-esteem, self-confidence, optimism, hardiness, extraversion, neuroticism, and perfectionism” (p. 393). LEOs with higher self-esteem and greater confidence are less likely to feel the effects of stress, have more resources for coping with stress effectively, and experience a greater sense of control and because of this reported greater job satisfaction (Anshel, 2000; Harter, 1978; Malloy & Mays, 1984). In the same vein, LEO’s with higher self-confidence reported a greater degree of job competence as well as satisfaction, indicating that higher self-esteem and higher self-confidence contribute to greater job performance (Anshel, 2000). One of the most effective ways to increase self-esteem and confidence within departments is through supervisors providing positive feedback. This has been shown to create a culture of emotional and social support within police work (Alkus & Padesky, 1983; Nordlicht, 1979; Violanti & Aron, 1993).

A study conducted by Carver, Scheier and, Weintraub (1989) found that optimists and pessimists use different strategies to cope. While designing the COPE inventory, Carver and colleagues (1989) also administered a variety of personality measurements to their participants. They chose specific personality variables due to the fact that each variable suggested a basis for either a preference for active coping or a tendency to respond poorly to stressors. Carver and colleagues (1989) chose optimism versus pessimism. They believed that optimists had positive views and expectations about their future and therefore would chose active coping skills when faced with a stressor. Carver and colleagues (1989) hypothesized that pessimists would chose to engage in problem focused coping skills because of their unfavorable expectations for the future. What Carver and colleagues (1989) found was that optimism was associated with seeking social support and emphasizing positive aspects of situations. On the other hand, pessimism was linked to denial, distancing and disengagement. The study suggested that, overall, optimists engaged in active coping, and remained on task to achieve their goals (Scheier, Weintraub & Carver, 1989) Anshel (2000) noted that “because police officers must take control of the most stressful situations, dispositional optimism is clearly desirable in coping effectively with police stress” (p. 394).

Neuroticism is defined as an individual’s tendency to be less emotionally stable and experience feelings in a negative manner, whereas extroversion reflects continuous and persistent patterns of dominance (Costa, Somerfield & McCrae, 1996). Costa and colleagues (1996) stated that individuals high in neuroticism react poorly to stress, are more likely to engage in self-blame, and are more likely to experience health problems. Since neuroticism is associated with an individual’s susceptibility to experience negative affect, links between experiencing stress and subsequent coping is understandable (Costa, Somerfield & McCrae, 1996). Anshel (2000) stated that extroversion is related to social support seeking, which has been noted as an adaptive and healthy coping strategy. In a police study by Hart, Wearing and Headey (1994), job satisfaction among police officers was found to be best predicted by neuroticism and extroversion. They found that officers experiencing neuroticism were less likely to experience job satisfaction. The authors stated that these two traits are more powerful predictors of coping styles among police officers than situational characteristics in which stress is experienced.

Coping strategies among LEOs can be limited (Ortego, Brenner, & Leather, 2007). Anshel and Brinthaupt (2014) conducted a study with 11 police officers that participated in a coping skills program. The purpose of their study was to examine the coping methods that LEOs used. Anshel and Brinthaupt (2014) stated that police culture encourages the use of both approach coping and avoidance coping. For example, LEOs are required to serve and protect their communities, because of this they often find themselves in situations where individuals are in danger. It is in these emergency situations that LEOs are forced to use approach coping. However, there are times when avoidance coping is beneficial to the LEO. Anshel and Brinthaupt (2014) provide the example of an LEO who is the target of profanity or disparaging remarks, but he is unsure of the source, especially in a high crime area. If there is no threat to the LEO (or the surrounding area) choosing not to pursue the source may be the best choice.

In their research Anshel and Brinthaupt (2014) states that LEOs are faced with an abundance of occupational stressors. As a consequence of exposure to these stressors, normal thinking patterns can be affected and previously available problem-focused coping strategies can be ignored, become limited or unavailable to the officers. They argued that there is a need for effective coping skills in order for LEOs to maintain job satisfaction, good health and effective performance (Anshel & Brinthaupt, 2014).

Seeking social support is a coping skill that male LEOs may be reluctant to use. Despite this reluctance, social support is important to a LEO’s wellbeing. Positive social support can provide a sense of belonging and recognition, which may lead to heightened feelings of self-worth and appreciation of others (Maynard & Arter, 2013). Carlier, Lamberts, and Gersons (1997) reported the emotional support of friends, coworkers, and spouses was a key factor in reducing the negative effects of policing within law enforcement. However, LEOs may not always receive support from family, friends, or colleagues. In fact, Bunnk and Verhoeven (1991) found that support within the work environment had the potential to have a negative influence and create additional stressors within departments. Lack of support from a LEO’s department has the potential to lead to feelings of worthlessness, hopelessness and helplessness (K. Williams, personal communication, May 21, 2014). LEOs may find themselves being rejected by friends and family, as well as feeling resented. In addition, to this they are often stigmatized by the public and misunderstood, creating an “us vs. them” mentality (Arter, 2005). This stigmatization and lack of support can have a negative impact on law enforcement officers (Band & Manuele, 1987; Toch, 2002). Due to the potentially negative consequences of support, LEOs may isolate themselves from social support rather than seeking it out (Gerald, 2004).

There is ample evidence that LEOs often cope with stress through the use of maladaptive coping behaviors (Anshel, 2000; Anshel, Robertson, & Caputi, 1997; Hart et al., 1995). Cynicism is cited as being the most common maladaptive coping strategy used among officers (Anderson, Plecas & Segger, 2001; Bonifacio, 1991; Violanti & Marshall, 1983), along with violence, deviant behaviors, depersonalization (Bonifacio, 1991; Violanti, 1981) suspiciousness and hypervigilance (Gilmartin, 1986; Kroes, 1985), and increased risk taking behaviors (Alkus & Padesky, 1983). The use of maladaptive coping by LEOs has also been linked to high rates of divorce, thoughts of or actual suicide, negative mood, ineffective communication with others, and poor performance (Rybicki & Nutter, 2002).

LEOs who use maladaptive coping behaviors for the immediate reduction of stress, are more likely to use alcohol (Evans & Coman, 1993; Richmond, Wodak, Kehoe & Heather, 1998; Violanti, Marshall & Howe, 1985). Davey, Obst and Sheehan (2001) identified alcohol consumption as a means of managing stress and as part of the police culture. Factors such as the availability of alcohol outside of work, lack of departmental policies on drinking, lack of support mechanisms to help members deal with stress, and peer pressure, all contribute to the problem of drinking among LEOs (Davey et al., 2001). Violanti (1993) found that emotional dissonance and depersonalization indirectly contributed to an increase in alcohol use; further, alcohol usage increased when the LEO’s use of cynicism to cope with stress failed. The correlation between work stress and alcohol consumption among the law enforcement community may be much higher than what is reported. Violanti (1993) stated that alcohol abuse among U.S. LEOs was believed to be double that of the general population.

The use of maladaptive coping can potentially harm a LEO’s health and professional standing (Violanti et al., 2006). Pasillas, Follette and Perumean-Chaney (2006), completed a study of 48 law enforcement officers. The authors examined the use of avoidance coping, occupational stress, and psychological distress in LEOs. They concluded that maladaptive coping was related to psychological distress and the use of avoidant coping was associated with higher levels of organizational stress. If the imbalance between maladaptive coping and occupational strain continue to be unrelieved, the long term effects could lead to burnout (Mostert & Joubert, 2005).

**Burnout**

Maslach (1982) defined burnout as a syndrome of emotional exhaustion, depersonalization, and low personal accomplishment. Maslach and Leiter (1997) stated that burnout thrives in the workplace. Cherniss (1980) described burnout as a “process in which a previously committed professional disengages from his or her work in response to stress and strain experienced in the job” (p.145). It has also been noted that burnout is a process that gradually advances and intensifies overtime (Figley, 1995; Myendeki, 2008).

Two core dimensions of burnout have been identified; emotional exhaustion and depersonalization (Maslach, 1982; Cordes & Dougherty, 1993). Emotional exhaustion occurs when an individual’s emotional resources have been depleted and they have nothing left to give on a psychological level. It can better be described as “a lack of energy and a feeling that one’s emotional resources have been used up. This feeling of exhaustion may co-occur with frustration and tension” (Cordes & Dougherty, 1993, p. 644). A way of coping with this emotional exhaustion is to decrease investments in relationships with recipients by emotionally distancing oneself from them (Maslach, Jackson & Leiter, 1996). Emotionally distancing oneself from others, or depersonalization, can lead to a cynical and dehumanizing attitude and reduced empathy (Ray, Wong, White & Heaslip, 2013; Schaufeli & Enzmann, 1998).

A third dimension of burnout has also been identified, which concerns negative feelings about oneself which are reflected in a sense of failure or reduced personal accomplishment (Maslach et al., 1996, Ray, Wong, White & Heaslip, 2013). Professional self- efficacy was identified by Cherniss (1993) as being a key underlying component in the development of burnout. In a similar vein, Pines (1993) stated that those who are highly motivated are prone to burnout because they often believe that they have failed to make a significant contribution to their work.

There has been a considerable amount of research that shows work setting characteristics, particularly work stressors, influence levels of psychological burnout (Burke & Richardsen, 1993; Golembiewski, & Kim, 1991; Jackson, Schwab & Schuler, 1986; Ray, Wong, White, & Heaslip, 2013). Burnout can occur in an array of occupations, however, it has been noted that it is most prevalent among human services providers (Ray, Wong, White & Heaslip, 2013; Schaufeli & Enzmann, 1998). Individuals who work in human service fields are at a higher risk of occupational stress and burnout because of the demanding and emotionally charged interactions they have with individuals on a continual basis (Gould, Watson, Price, & Valliant, 2013; Maslach, 1982; Maslach, & Schaufeli, 1993). Police work, organizational strains, workload, and inadequate management played a greater role in the development of burnout than interactions with criminals (Brown & Campbell, 1990; Kop, Euwema, & Schaufeli, 1999). Often times, LEOs must frequently contend with the emotions of themselves as well as others (Martin, 1999). Due to the demands of police work, LEOs may be left feeling emotionally drained and overextended.

Greenglass, Burke and Konarski (1998) stated that an individual’s burnout levels depend not only on stressful events in the work environment, but also on the availability of coping resources. Coping resources that are seen as inadequate, or maladaptive, may influence an LEOs susceptibility to burnout (Burke, 1993; Gould, Watson, Price & Valliant, 2013). Several other characteristics were identified as being associated with burnout which include career orientation, locus of control, perceived stress, self-esteem, career stage, and neuroticism (Cannizzo & Liu, 1995; Hills & Norvell, 1991). Cherniss (1995) identified several characteristics that were positively associated with avoiding or successfully overcoming burnout including, resilience, ability to resolve conflicts, and skill at generating support for ones initiatives.

Burnout can have negative consequences on the work environment. It has been linked to decreased productivity and efficiency, staffing shortages due to absenteeism, and training dollars wasted due to turnover (Burke, 1997; Cherniss, 1980; Goodman, 1990; Ricca, 2003). Burnout may lead to decreased organizational commitment, diminished caring towards others, and lowered job satisfaction (Ricca, 2003). Aside from work related concerns, there is a considerable amount of evidence to show that burnout is related to poor physical health. Sleep disturbances such as insomnia and nightmares, gastro-intestinal problems such as stomachaches, loss of appetite, and bowel difficulties, headaches and backaches, colds and flu, and physical exhaustion are all reported consequences of burnout (Belcastro, 1982; Belcastro & Hays, 1984). The most common emotional complaints related to burnout are emotional depletion, irritability, anxiety, guilt, depression, and feelings of helplessness (Beck & Gargiulo, 1983; Sakharov & Farber, 1983).

Over time the stress and burnout felt by a LEO could lead him to become ineffectual in his work and unable to keep up with the demands of the job (Mostert & Joubert, 2005; Myendeki, 2008). Burnout and stress can create greater psychological distress for LEOs, including depression, anxiety, confusion and overall mood disturbances (Chan & Grossman, 1988). Jelliffe, Quinn, Tunick, and Melhado (1996) discovered that New York City traffic officers who reported higher levels of emotional exhaustion engaged in more incidents of conflicts with civilians. In addition to these findings Jelliffe and colleagues also found that unexpressed anger was positively related to rate of conflict and level of burnout (Jelliffe et al., 1996; Ricca, 2003).

A study of Dutch LEOs found that burnout was positively associated with a hostile attitude towards civilians, positive attitude towards use of force, as well as use of verbal and physical force (Kop & Euwema, 2001). These findings support the idea that burnout may lead to physical abuse of citizens (Cherniss, 1980; Ricca, 2003). A link between burnout and violence is significant due to the fact that in American society, police brutality is an ever-present concern. Ricca (2003) stated that in 1999 a national survey found that the reported prevalence of force during police-citizen contact was 1%. However, when force did occur approximately 75% of citizens characterized it as excessive, and 92% believed that the police acted improperly.

In addition to the previously mentioned antecedents and consequences of burnout, studies have shown that LEOs experiencing burnout are at a greater risk of increased physical ailments such as liver disease, stomach disorders and heart disease (Anshel, 2000; Biggam, Power, & MacDonald, 1997; Dietrich, 1989; Lord, 1996; Walker, 1997).

**Police Culture and Police Stress**

Police stress is defined as a combination of routine police job duties, organizational stressors, family and relationship problems as well as external problems (Deisinger, 2002). Williams (2014) describes the culture of law enforcement as a three headed dog; organizational, the beat (which is a term often used in law enforcement to describe an officers patrol duties), and the officer’s personal life. LEOs must learn how to “walk the dog” if they want to be successful in their chosen career. Williams (2014) designates each head of the dog to conflicts with which LEOs often struggle. The first head being the department or administration; there is considerable evidence that suggests work settings influence psychological wellbeing and burnout (Burke, 1993; Burke & Richardsen, 1993; Jackson, Schwab & Schuler, 1986; Maslach, 1982). Crank and Caldero (1991) identified occupational stress as multidimensional. The authors noted that organizational structure, work environment, court system, local government and personal matters can all have an influence on the LEO and be viewed as stressful. However, Crank and Caldero (1991) identified that organizational aspects of the department (e.g. supervisors and shift work) were the most stressful factors for LEOs. Other researchers have also found support for the organization itself as highly stressful for the officer (Pasillas, Follette, & Perumean-Chaney, 2006; Shane, 2010). Violanti and Aron (1993) reported that organizational stressors impacted levels of distress 6.3 times that of operational stressors.

Shane (2010) researched police stress with rank and file LEOs in the Newark, NJ police department. He argued that officers may perceive organizational stressors as oppressive, unnecessary and inescapable. He found that LEOs specifically identified several “organizational stressors” as a direct source of overall stress. The stressors were low morale within the department, being second guessed, punishment for minor infractions, lack of reward for a job well done, fear of being “degunned” or fear of having administration strip the officer of his/her firearms due to stress or personal problems (Shane, 2010).

LEOs cannot control nor escape perceived organizational stressors (Shane, 2010). The more LEOs perceive the organization has failed them, the more likely they will endorse an anti-managerial theme that arises from a “fundamental distrust of superior officers and bureaucratic administration” (Pollock-Byrne, 1989, p.78; Shane, 2010). The administrative environment is rarely regarded as a source of job enrichment or enjoyment. Rather it is seen as an objectionable atmosphere that must be endured and often leaves officers burnt-out, cynical, and struggling with low job performance (Zhao, Thuman & He, 1999).

Stress creates irritability, which lowers the quality of officers’ decision making and leaves them prone to aggression and anger (Park, 1987; Shane, 2010; Thayer, 1989). Negative physiological and psychological consequences often accompany organizational stress for a significant portion of officers exposed to them (Shane, 2010). Sustained exposure to organizational stress accumulates over time and eventually drains the police officers’ energy and enthusiasm for their career. Conditions that once seemed insignificant to a rookie officer are now seemingly intolerable 15 years into their career (Shane, 2010). This change in mentality can have a negative impact on an officer effecting his patience and temperament. This change could lead to lapses in judgment, attitude problems and organizational withdrawal (Shane, 2010)

Chronic exposure to work related stressors can have serious adverse health consequences including physical and psychological ramifications (Ganster & Schaubroeck, 1991). The physical effects may include, high blood pressure, heart attack, immune deficiencies, gastrointestinal problems, fatigue and sleep disruption (Cox et al., 2000; Rosekind et al., 1994). The psychological effects may include, diminished concentration, job dissatisfaction, anxiety, depression, (Dollard et al., 2001; Kendall et al., 2000), headaches and dizziness, burnout, and anger (Caplan, et al., 1975; Perrewe & Anthony, 1990; Veninga & Spradley, 1981).

Williams (2014) described the second head of the dog as the street, or “walking the beat.” Kop and Euwema (2001) define this second stressor as “job demands” or operational stress. These demands refer to aspects of the job that require physical and mental effort such as shift work, irregular hours, difficult citizens, exposure to human suffering, danger, sense of inefficacy, meeting deadlines, excessive paperwork, difficult partners, police corruption and crisis situations (Brown & Campbell,1990; Crank & Caldero, 1991; Demerouti, Bakker, Kop & Euwema, 2001). Critical incidents such as deaths, shootings, and serious injuries are unavoidable in the police profession (Page & Jacobs, 2011), and they are often identified as elements of stress among LEOs (Violanti & Aron, 1993). Having to take a life in the line of duty and the death of a partner are among the top job stressors identified by LEOs (Coman & Evans, 1991; Violanti & Aron, 1993).

The third head of the dog is work-family conflict (Williams, 2014). Greenhaus and Beutell (1985) defined work-family conflict as a form of inter-role conflict in which demands from work and family are incompatible, indicating that participation in one role leads to difficulty participating in the other role. Research on work-family conflict has long recognized that LEO’s personal lives are affected by the unique nature of their work which in turn, makes officers perceive their job as more stressful (Galinsky, Bond & Friedman, 1996; Hughes, Galinsky & Morris, 1992). A study by Hobfoll (2002) proposed that high levels of demands at work require individuals to use personal resources to focus on job demands leaving fewer resources to tackle demands in areas such as those in the family domain. In turn this creates conflict at home which can contribute to emotional exhaustion (Kossek & Ozeki, 1999; Netemeyer, Boles & McMurrian, 1996).

Meijman and Mulder (1998) noted that because work demands may leave an individual feeling drained, they may attempt to replenish their energy through limited activity and behavior at home, and because of this, family members are required to compensate for the workers inactivity. Negative work experiences can affect social interactions at home, which can lead to distress between spouses and other family members (Westman & Vinokur, 1998). Meijman and Mulder (1998) state that because pressures at work decrease one’s ability to function at home, there may be insufficient opportunities for recovery outside of work after exposure to high job demands, or stressful events, which can lead to a spiral of continued burnout and exhaustion (Meijma & Mulder,1998).

The literature supports the idea that there are multiple sources of police stress that can affect marriage, family, physical and mental health, job satisfaction and performance, and coping, (e.g. O’Neil, Good & Holmes, 1995; Wester & Lyubelsky, 2005). Research also suggests that age, gender, years in law enforcement, and support within the department have been linked to police stress and burnout. The current review of the literature suggests that the law enforcement community explicitly rewards traits such as physical toughness, independence, and emotional restriction. However, LEOs are expected to be caring and affectionate in their personal life and because of this many male LEOs experience confusion and psychological distress (Wester & Lyubelsky, 2005). Therefore, the first purpose of this study is to create a framework for understanding how increased GRC relates to coping, and burnout among male LEOs. The second purpose of this study is to explore whether rank within and department and years served in law enforcement relate to GRC.

**Chapter 3: Method**

**Method**

**Purpose of Study**

The purpose of the current study was to create a framework for understanding how GRC relates to coping styles, and burnout among male law enforcement officers. The research is designed to explore whether increased GRC scores are related to increased maladaptive coping as well as an increase in burnout. The second purpose of this study is examine the relationship between GRC and years served within a department and rank.

**Participants**

**Sample population.**

Participants (*n* = 88) were active duty, sworn male LEOs within southeastern Wisconsin. Of these participants, 35 incomplete participant surveys were not included in the data set. Fifty-three of the surveys were completed and used for data collection. The departments were suburban departments with the smallest department consisting of 6 full-time LEOs and the largest department employing 137 full-time LEOs. A convenience sample was utilized. The researcher chose departments that were located within the two counties from where the research was conducted. This was done due to convenience, in case any of the departments had requested to meet with the researcher.

**Participant characteristics.**

The age of the participants were; 3.8 % identified as being between the ages of 21-25, 15.1% identified as being between the ages of 26-30, 17.0% identified as being between the ages of 30-35, 22.6% of participants identified being between 36 to 40 years old, 15.1% identified as being between the ages of 41-45, 20.8 % identified being between 46 to 50 years old, 3.8 % identified as being between the ages of 51-55, and 1.9% identified as being between the ages of 56-60. In regards to rank, 52.8 % of the sample identified as patrol officers, 18.9 % as Sergeants, 9.4 % as Captains, 15.1 % as Detectives, and 3.8 % as Lieutenants. Years of experience on the force ranged from 1 year to 25 years. With regards to marital status, 81.1% identified as married, 17.0% as single and 1.9% as divorced. The majority of participants identified as Caucasian 96.4%, 1.9% as multiracial and 1.9% as Native Hawaiian or Pacific Islanders. Table 1 reports the major demographic characteristics of the surveyed respondents.

Table 1

*Demographic variables*

Variable

*n* = 53 %

Age

21-25 2 3.8

26-30 8 15.1

31-35 9 17

36-40 12 22.6

41-45 8 15.1

46-50 11 20.8

51-55 2 3.8

56-60 1 1.9

Ethnicity

Caucasian 51 96.2

Pacific Islander 1 1.9

Multiracial 1 1.9

Marital status

Married 43 81.1

Single 9 17

Divorced 1 1.9

Years in law enforcement

0-4 7 13.2

5-10 13 24.5

11-15 7 13.2

16-20 10 18.9

21-24 10 18.9

25 or greater 6 11.3

Rank

Patrol 28 52.8

Sergeant 10 18.9

Detective 8 15.1

Lieutenant 2 3.8

Captain 5 9.4

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**Procedures**

After receiving approval from the Institutional Review Board at Mount Mary University, the researcher made contact with the 13 chosen police departments. Contact was made by sending letters to the chief of each department (see Appendix A) explaining the purpose of the study. The chief was asked to reply “yes or no” regarding participation by his department, as well as provide a current email address that the online survey could be emailed. Each chief was provided with a stamped envelope to mail back his/her response. The researcher also was available via phone or in person to answer any questions the departments may have had. Once the responses were received, the chiefs who chose to participate were emailed a follow up letter as well as link to the anonymous online survey. The follow up email (see Appendix A) described the purpose of the study, that participation was completely voluntary, that all participant responses were completely anonymous, and the researcher would not have access to any participants email address. The Chief was asked to forward the email to only male LEOs in their department. LEOs were reminded that the survey was provided online so they could complete it from any location.

Ten of the 13 departments chose to participate. Once the response was received, the researcher emailed each Police Chief a follow up letter with a link to the online survey. The Chief was asked to forward the link to the members of the police department via email. Four weeks after the initial email was sent the researcher sent a brief reminder requesting that the Chief send a reminder to officers about the study. The researcher offered to meet with any departments that had questions around the survey or research. While some departments chose to communicate with the researcher via email and phone conversations, none of the departments elected to meet with the researcher. Since the Chief of each department was responsible for emailing the survey to officers, it is uncertain how many officers participated from each department. It is also uncertain whether having the Police Chief email the survey influenced how many officers chose to participate. Therefore, response rates could not be calculated.

**Measures**

**Demographics.**

A questionnaire (to collect demographic information about each police officer) was developed by the researcher. Respondents were asked to indicate personal information regarding age, relationship status, ethnicity, years of experience as a law enforcement officer and rank in their department.

**Gender Role Conflict.**

The Gender Role Conflict Scale (GRCS; O’Neil, Helms, Gable, David & Wrightsman, 1986) was used to measure GRC (see Appendix B). It consists of 37 statements originally designed to assess masculine role conflict. Each statement is scaled on a 6-point Likert–type scale ranging from 1 (strongly agree) to 6 (strongly disagree). Higher scores indicate greater masculine role conflict, while lower scores indicate less masculine role conflict. The GRC is divided into 4 subscales. The first subscale (13 items), success, power, competition, (SPC) refers to the degree the respondent reports persistent worries about “personal achievement, obtaining authority, or comparing themselves to others” (O’Neil et al., 1995, p.174; Wester et al. 2007, p.290). An example is “I worry about failing and how it will affect me as a man.” The second subscale restrictive emotionality (RE; 10 items), refers to how the participant acknowledges fear around expressing their feelings (O’Neil et al.1995, p. 176). An example would be “Strong emotions are difficult for me to understand.” The third subscale, restrictive sexual and affectionate behavior between men (RABBM; 8 items), refers to how the respondent may struggle with expressing feelings and emotions to other men (O’Neil et al.1995, p.176). An example would be “Expressing my emotions to other men is risky.” The fourth subscale, Conflict Between Work and Leisure—Family Relations (CBWFR; 6 items) refers to how the respondent acknowledges difficulties balancing work, school, and family relationships (O’Neil et al.1995, p.176). An example would be “My career, job, or school affects the quality of my leisure time or family life.”

The GRCS has good reliability and validity. Test-retest reliability done over a one month period range from .72 to .86 (Faria, 2000; O’Neil et al., 1986). Internal consistency for college student samples range from .79 to .89 and .71 to .91 for more samples outside of college settings (O’Neil, 2008). Coefficient alpha identified good reliability for the GRCS factors. SPC range from .83 to .84, RE ranges from .81 to .91, RABBM at .83, and CBWFR ranges from .70 to .80 (Chamberlin, 1993; Good, Roberston, O'Neil, Fitzgerald, Stevens, & DeBord, 1995). For the current study, Cronbach’s alpha was identified for the overall GRC scale (α = .88), SPC subscale (*α* =.83), the RE subscale (*α*.=.89), the RABBM subscale (*α* =.80), and CBWFR subscale (*α* =.72). Construct validity has been supported by low correlations with social desirability and sex role egalitarianism, while being moderately correlated with other masculinity measures (O’Neil, 2008).

**Brief COPE Inventory.**

The Brief COPE is a self–report questionnaire measuring coping strategies (Carver, Scheier &Weintraub, 1989; Carver, 1997). The Brief COPE is the abridged version of the Coping Orientation for Problems Experienced (COPE) Inventory. COPE inventory and includes 28 items (see Appendix B). The researcher chose to use the Brief version rather than the full version to shorten the length of participation time. Literature indicates previous studies that used the original 60 question from the COPE found participants becoming impatient because of the length and redundancy of the questionnaire (Carver & Scheier, 1994). The Brief COPE assesses different coping dimensions on fourteen scales; active coping, planning, using instrumental support, using emotional support, venting, behavioral disengagement, self-distraction, self-blame, positive reframing, humor, denial, acceptance, religion, and substance use. Each scale contains two items (Mueller & Spitz, 2003) and is rated by a four-point Likert scale ranging from “I haven’t been doing this at all” to “I have been doing this a lot.” According to Carver (1997) the identified coping strategies overall cannot be termed as adaptive or maladaptive and are dependent on the context and situation. However, the suggested grouping used in some of the previous studies is as follows; maladaptive coping can be categorized by behavioral disengagement, denial, self-distraction, substance use, self-blame, and venting.

The Brief COPE was initially validated with an ethnically diverse sample following Hurricane Andrew. The sample consisted of 168 participants, 40% Caucasian, 34% African-American, 17% Hispanic, ad 5% Asian (Carver, 1997). The test-retest reliability analysis of the Brief COPE has yielded coefficients that have met or exceeded .50 for all scales (Kimemia, Asner-Self, & Daire, 2011). Cronbach's alpha for the 15 scales of the original COPE ranged from .37 to .93. With the exception of mental disengagement, the remainder of the alphas were all above .59, with the majority above .70. The average alpha was .79. (Carver, Scheier, & Weintraub, 1989).

It is important to note that the author of the Brief COPE tool did not attempt to dichotomize the coping scales into positive or negative coping strategies, as “different samples exhibit different patterns of relations” (Carver, 1997, p.96) This task has been left to the researchers utilizing the Brief COPE tool and has been reported in various ways throughout literature. For the purpose of this study the researcher has created a maladaptive, or emotion focused, coping category consisting of self-distraction, denial, behavioral disengagement, self-blame, venting and substance abuse. The adaptive, or problem focused coping category includes planning, instrumental support, religion, positive reframing, emotional support and humor. The researcher chose the maladaptive coping variables based on literature that suggests officers are more likely to use maladaptive coping such as; alcohol use and the controlling, or restricting of emotions (Evans & Coman, 1993; Richmond, Wodak, Kehoe, & Heather, 1998; Violanti, Marshall & Howe, 1985).

**Copenhagen Burnout Inventory.**

The Copenhagen Burnout Inventory (CBI) is a public domain 19-item questionnaire measuring the degree of physical and psychological fatigue experienced in three sub-dimensions of burnout; personal, work-related, and client-related burnout (Borritz & Kristensen, 1999). The personal burnout scale has six items and measures the degree of physical and psychological fatigue and exhaustion experienced by a person regardless of their participation in the workforce (See Appendix B). Questions are designed to ask: How tired are you? (Kristensen, Borritz, Villadsen & Christensen, 2005). The CBI is given an overall score, but is also broken down into personal burnout, work burnout and client burnout. The work related burnout scale has seven items and measures the degree of physical and psychological fatigue related to work (Kristensen et al., 2005). The client-related burnout scale has six items and measures the degree of physical and psychological fatigue experienced by people who work with clients. The Cronbach’s alpha for internal and reliability is high on all three scales, .85-.87 (Kristensen, Borritz, Villadsen & Christensen, 2005; Winwood & Wineﬁeld 2004). A Cronbach’s alpha for the current study identified the following; personal burnout subscale (*α = .*81), work burnout subscale (*α* = .84) and the client burnout (*α* = .74). In these populations, the three burnout sub-dimensions were negatively correlated with vitality, mental and general health, job satisfaction, sick days, sleep problems, use of pain medication, intention to quit the workplace, and absenteeism. Kristensen and colleagues (2005) argue that the validity of the CBI should be tested in different cultures. Researchers have attempted to extend the utility of the measure in an international context by translating it to more than eight languages (Kristensen et al. 2005), and using it in different countries (Biggs & Brough 2006; Winwood & Wineﬁeld 2004). The CBI has also been tested in more than 15 occupations, such as prison wards (Kristensen et al. 2005) and with dentists (Winwood and Wineﬁeld 2004).

**Helping seeking preference survey.**

The help seeking preference survey was designed by the researcher and consisted of 1 question. Participants were asked “If you had to seek assistance for marital or relationship issues, drug and alcohol issues, depression, anxiety, career changes, grief, or other life events, what method would you prefer?” They were then asked to choose between Licensed Therapist, Professional Peer Support, or Career Assistance Program. There were several reasons for the use of this survey. First, the researcher wanted to examine which method of help seeking services the participants would prefer to use. Second, the researcher wanted to explore whether participants would choose “career assistance program.” The use of “career assistance program” is based on suggestions that perhaps changing how counseling services are marketed may encourage LEOs to seek services. Wester and colleagues (2010) suggested that interventions designed to be used in a career counseling setting may reduce stigma around counseling, because men often experience career services as less stigmatizing than traditional psychotherapy.

In the current study, 53 participants, 69.8% (*n* =37) indicated they would prefer to seek services from a licensed therapist, 22.6 % (*n* =12) indicated they preferred a professional peer support group, and 7.5% (*n* = 4) indicated they preferred a career assistance program.

**Hypotheses**

This study sought to determine whether certain factors were related to gender role conflict (as measured by the GRCS) for male law enforcement officers. This study also sought to determine whether increased gender role conflict scores were correlated with burnout and coping skills among male law enforcement officers. In testing these theories the following hypotheses were evaluated:

Hypothesis # 1: Rank and years within a department will be related to higher GRC scores.

Hypothesis # 2: Law enforcement officers with high gender role conflict scores will experience increased maladaptive coping skills.

Hypothesis # 3: Law enforcement officers with higher gender role conflict scores will experience increased burnout.

As previously identified, there is a relatively small amount of research that examines how gender role conflict effects male law enforcements officer’s coping skills and burnout levels. There is also very little research that examines how rank within a department and years spent working in law enforcement influence gender role conflict. Therefore, this study sought to contribute to the literature by providing information on gender role conflict, coping, and burnout as well as other descriptive information about male law enforcement officers.

**Chapter 4: Results**

**Results**

The findings of this study are discussed according to the results of the hypotheses that were formulated and tested.

**Descriptive Statistics**

In the current study an average score for total GRC was calculated by adding all 37 variables together for each respondent and then dividing by total number of responses. Each of the four subscales of GRC were calculated by adding the variables for each respondent and dividing by total number of responses. Average scores were then used in the data analysis.

An average score was also calculated for the chosen maladaptive coping scales by adding together each respondents score and then dividing by total number of responses. Average scores were then used in the data analysis.

In regards to burnout an average score was calculated by adding all 28 variables together for each responded and then dividing by total number of responses. Each of the three subscales of burnout were calculated by adding the variable for each respondent and dividing by total number of responses. Average scores were used in the data analysis.

Hypothesis 1 was tested using a one-way analysis of variance (ANOVA). ANOVA’s are used to determine whether there are any significant differences between the means of two or more independent (unrelated) groups. In the current study the ANOVA was used to understand whether GRC scores differed based on the number of years an LEO had been employed within the department, and whether GRC scores differed based on officers rank within the department.

Hypotheses 2 and 3 were tested using a Pearson Correlation to examine how closely the chosen variables were related to one another. Pearson Correlations are frequently used in statistical research to determine if there is a relationship, or correlation between variables. In the current study Pearson Correlation was used to determine if there was a correlation between the subscales of GRC and the chosen maladaptive coping subscales. The Pearson Correlation was also used to determine if there was a relationship between the GRC subscales and the burnout subscales.

**Hypotheses**

**Hypothesis 1: Years served in the department and rank of a LEO will be related to higher levels of GRC.**

In regards to the first hypothesis, a one-way ANOVA of variance was used to explore whether years of service within a department increased GRC. Results in the present study indicate that years served on a department did not have an influence on total GRC, *F*(5, 52) = 1.42, *p* = .235, η² = .29. To determine a relationship between the GRC and the rank of an officer, a one-way ANOVA of variance was used. Results in the present study indicate that an officer’s rank on a department did not have an influence on total GRC, *F*(41, 11) = .677, *p* = .823

**Hypothesis 2: LEOs with higher gender role conflict scores will experience increased maladaptive coping skills.**

Using SPSS a Pearson correlation was used to examine the relationship between the chosen maladaptive coping subscales, the total GRC score and the four subscale scores of GRC, success power and competition (SPC), restrictive emotionality (RE), restrictive affectionate behavior between men (RABBM), and conflict between work family relations (CBWFR). Results indicated that as overall maladaptive scores increased GRC increased as well, *r* =.37, *n* = 53, *p* = 0.007, *r²* = .14. However, the researcher believed that it would be beneficial to examine which subscales of maladaptive coping increased with GRC scores. Upon examination of the subscales results indicated that not all maladaptive subscales were positively correlated with the total GRC scores.

The correlation between GRC and self-distraction indicated that this was positively correlated with the overall GRC conflict scores, *r* = .37, *n* = 53, *p* = 0.006, *r²* = .14. Self –distraction was also positively correlated with SPC, *r* = .341, *n* = 53, *p* = 0.012, *r²* = .12. Results indicated that self – distraction was positively correlated with RE, *r* = .300, *n* = 53, *p* = 0. 029, *r²* = .09. There were no significant results between self-distraction and RABBM, *r* = .206, *n* = 53, *p* = 0.138, *r²* = .04. Self –distraction was found to be positively correlated with CBWFR, *r* = .407, *n* = 53, *p* = 0.002, *r²* = .17 (Table 2). These results indicate that officers who scored higher on the SPC, RE, and CBWFR scale used self- distraction as a way of coping more so than those with lower scores.

When looking at the relationship between GRC score and the four subscale scores of GRC, there were no significant correlations discovered between any of the variables (Table 2).

There were several correlations noted between substance abuse and the subscales of GRC. In regards to substance abuse and overall GRC scores results indicated a positive correlation, *r* = .276, *n* = 53, *p* = 0.046, *r²* = .07*.* Substance abuse was positively correlated with SPC, *r* = .404, *n* = 53, *p* = 0.003, *r²* = .16. Results indicated that there were no significant correlations between substance abuse and RE or RABBM. For the final GRC subscale, a positive correlation was found between CBWFR and substance abuse, *r* = .392, *n* = 53, *p* = 0.004, *r²* = .15 (Table 2).

When examining the relationship between disengagement, the overall GRC score and the fours subscale scores of GRC, there were several significant correlations. Disengagement was found to have a positive correlation with overall GRC, *r* = .380, *n* = 53, *p* = 0.005, *r²* = .14. Disengagement was also found to be positively correlated with SPC, *r* = .366, *n* = 53, *p* = 0. 005, *r²* = .14. Results indicated disengagement was positively correlated with RE, *r* = .333, *n* = 53, *p* = 0.015, *r²* = .11. There was no significant correlation between disengagement and RABBM. However, disengagement was positively correlated with CBWFR, *r* = .274, *n* = 53, *p* = 0.047, *r²* = .07 (Table 3).

When comparing venting to total GRC and the four GRC subscales, no significant correlations were found (Table 2).

Self-blame was the final subscale in maladaptive coping. Results indicated that self- blame was positively correlated with several areas on the GRC scale. Self- blame was found to have no correlation with the overall GRC, CBWFR, or RABBM. However, self-blame was positively correlated with SPC, *r* = .277, n = 53, *p* = 0.045, *r²* = .08. Results also indicated that self –blame was positively correlated with RE, *r* = .295, *n* = 53, *p* = 0.032, *r²* = .09 (Table 2).

Table 2

*Gender Role Conflict and Maladaptive Coping*

Variable

1 2 3 4 5 6 7 8 9 10 11

1. GRCS --- .83\*\* .89\*\* .80\*\* .72\*\* .37\*\* .20 .27\* .37\*\* .07 .26
2. SPC ---- .61\*\* .45\*\* .62\*\* .34\* .24 .40\*\* .36\*\* .08 .27\*
3. RE ---- .75\*\* .49\*\* .30\* .22 .13 .33\* -.06 .29\*
4. RABBM ---- .41\*\* .20 .14 .01 .25 .07 .09
5. CBWFR ---- .40\*\* .12 .39\*\* .27\* .21 .17
6. SD ---- .34\*\* .56\*\* .30\* .16 .42\*\*
7. Denial ---- .22 .41\*\* .11 .38\*\*
8. Substance Abuse ---- .23 .21 .40\*\*
9. Disengagement ---- .01 .33\*
10. Venting ---- .13
11. Self-blame ----

*Note.* SD = Self distraction, \* *p* < .05. \*\* *p* < .001

**Hypothesis 3: LEOs with higher gender role conflict scores will experience increased burnout.**

In order to determine how gender role conflict effected burnout out, the researcher used a two- tailed Pearson correlation to examine the relationship between overall GRC scores, the four GRC subscale scores and burnout. The Copenhagen Burnout Inventory (CBI) has an overall score, but is also broken down into personal burnout, work burnout and client burnout. For the purpose of providing additional descriptive data, the three subscales were compared to the four subscales of the GRC. It is important to note that CBI utilizes a reverse –score Likert scale. When the total GRC score was compared to the total burnout score, results indicate that they were significantly correlated, *r* = -.37, *n* =53, *p* = .007, *r²* = .14.

When the relationship between overall GRC score was compared to personal burnout, results indicated a significant positive correlation, *r* = -.40, *n* = 53, *p* = 0.002, *r²* = .16. Overall those who experienced increased GRC also experienced an increase in personal burnout. In regards to personal burnout and the success power and competition subscale (SPC), results indicated a significant correlation, *r* = -.36, *n* = 53, p = 0.008, *r²* = .13. Similarly, personal burnout was shown to be correlated with increased restrictive emotion (RE), *r* = -.28, *n* = 53, *p* = 0.038, *r²* = .08. When personal burnout was compared to restrictive affectionate behavior between men (RABBM), no significant correlation was found. The last subscale of GRC, conflict between work family relations (CBWFR) had a significant correlation to personal burnout, *r* = -.57, *n* = 53, *p* = 0.000, *r²* = .32 (Table 3).

Work burnout was the next subscale that was correlated with overall GRC score and the four GRC subscales. When the relationship between work burnout and overall GRC was examined a significant correlation was found, *r* = -.35, *n* = 53, *p* = 0.010, *r²* = .12. The relationship between work burnout and SPC were also found to be correlated, *r* = -.30, *n* = 53, *p* = 0.027, *r²* = .09. When work burnout was compared to RE and RABBM, no significant correlations were found. The comparison between work burnout and CBWFR was found to have the strongest correlation, *r* = -.51, *n* = 53, *p* = 0.000, *r²* = .26. Much like personal burnout and CBWFR, these results indicate that officers who have higher scores on the CBWFR scale experience higher levels of work related burnout (Table 3).

When client burnout was compared to total GRC and the four GRC subscales, no significant correlations were found (Table 3).

Table 3

*Gender Role Conflict and Burnout*

Variable 1 2 3 4 5 6 7 8

1. GRC --- .82\*\* .89\*\* .80\*\* .72\*\* -.40\*\* -.35\*\* -.11
2. SPC --- .61\*\* .44\*\* .61\*\* -.36\*\* -.30\* -.01
3. RE --- ...74\*\* .48\*\* -.28\* -.18\* -.08
4. RABBM --- .41\*\* -.190 -.24 -.18
5. CBWFR --- -.57\*\* -.51\*\* -.11
6. Personal --- .61\*\* .25
7. Work --- .39\*\*
8. Client ---

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*Note:* *\* p < .05. \*\* p < .001.*

**Chapter 5: Discussion**

**Discussion**

The purpose of this research was to explore the relationships between gender role conflict, coping and burnout, as well as both rank and years served in the police department in relation to GRC. The discussion of the present study will address the results and findings regarding the researched hypotheses, and limitations, implications and directions for future research.

The first hypothesis predicted that years served within the department would influence GRC. There is very little research that examines how years served on a police department may have an effect on GRC. Based on the idea that norms and roles upheld in a law enforcement career influence a male LEO’s likelihood of experiencing gender role conflict, and that overtime, their position in law enforcement may influence the likelihood of experiencing GRC, the current study wanted to examine whether or not GRC would increase as years in law enforcement increased. The results from this hypothesis were not supported. However, sample size for this study was small, and may not be a reflection of how years served in a department influences a male LEO’s susceptibility to increased GRC.

The second hypothesis predicted that an LEO’s rank within the department would influence GRC. There is little research that examines how a LEO’s rank influences variables such as GRC, burnout, coping or occupational stress. Therefore, the current study sought to examine if there were relationships between rank and higher GRC scores. The results from this study were not supported.

**Gender Role Conflict and Coping**

The second hypothesis predicted that officers with increased GRC scores would also have an increase in maladaptive coping scores. The results of this study supported the hypothesis that those participants with higher GRC scores would have increased maladaptive coping scores. Further investigation of the data also showed that the four aspects of GRC contributed to an increase in maladaptive coping subscale scores. In regards to SPC, results showed a correlation between self-distraction, substance use, disengagement and self-blame. These results may indicate that maladaptive coping behaviors are implemented as an LEO’s (with high SPC) way of protecting himself from feelings of weakness or inferiority. LEOs with higher SPC scores may feel the need to be powerful and compete with others, and therefore by engaging in behaviors such as disengagement and substance use, they can avoid facing emotions or feelings of weakness.

In regards to RE scores, the results indicated that increased RE scores were significantly correlated with self-distraction, disengagement and self-blame. This correlation is supported by the literature that states increased RE scores indicate difficulties with expressing emotions. Rather than exploring stressors and emotions, one may disengage and forfeit efforts to address or approach stressful situations (Carver et al., 1998). Results from the current study indicate that individuals that struggle with addressing and acknowledging emotions may engage in self- distracting behaviors as a way to take their mind off of a stressor. Interestingly, the data showed no significant correlation between substance abuse and increased RE scores, even though use of alcohol and drugs has been identified as a way to disengage (Carver & Connor-Smith, 2009). The data showed no significant correlation between RABBM and the maladaptive coping subscales.

The results of the study indicated that increased CBWFR scores had a significant correlation with self –distraction, substance abuse and disengagement. The results support the literature stating that despite being off duty, LEOs may become emotionally detached at home, and that while they are physically present, psychologically they are absent from their spouse or family (Kirschman, 2000; Wester & Lyubelsky, 2005). Pressures of police work may create a preoccupation of job demands causing an interference with the LEO’s attempt to meet demands of responsibilities at home. In a similar vein, Kanter (1977) observed that employees that experience fatigue at work may withdraw from personal contact at home. Results from this study may enforce the idea that LEOs find themselves caught between two incompatible behavior systems: the emotional restrictiveness enforced while on duty and the openness expected by family members.

In regards to substance use and CBWFR, LEOs with increased scores may believe that the use of alcohol will alleviate the conflict between work and family life, thus using it as a means to cope with stress brought on by conflicts. Cooper and colleagues (1992) found that negative life events were strongly related to alcohol abuse/use among those that believe alcohol promotes tension reduction.

**Burnout and GRC**

The third hypothesis predicted that officers with higher GRC would report higher levels of burnout. The results of this study support the hypothesis that increased GRC scores would lead to greater levels of burnout. Furthermore, results indicated that personal burnout and work burnout were correlated with increased GRC subscale scores. In regards to personal burnout, those who experienced an increase in personal burnout also had higher SPC, RE, and CBWFR scores. Personal burnout was defined by Kristensen and colleagues (2005) as “the degree of physical and psychological fatigue and exhaustion experienced by a person” (p.197). It would seem to make sense that individuals who experience an increase in SPC would also experience physical and psychological fatigue. These results can be supported by the literature on burnout Maslach, Jackson and Leiter (1996) state that individuals who experience emotional exhaustion may decrease investments in relationships and distance themselves from others. Due to emotional distancing, an individual may experience burnout, cynicism and lack of empathy (Schaufeli & Enzmann, 1998). Pines (1993) stated that those who are highly motivated are prone to burnout because they often believe that they have failed to make a significant contribution to their work. This may explain why participants with increased SPC scores experience an increase in burnout.

In regards to work burnout and GRC, participants who experienced more burnout also had increased SPC, and CBWFR scores. Literature supports these results. Professional self-efficacy was identified by Cherniss (1993) as being a key underlying component in the development of burnout, which may explain why individuals with increased SPC scores reported greater levels of work burnout. Also, Maslach and colleagues (1996) stated that individuals who experience concerns of negative feelings about oneself, a sense of failure or reduced personal accomplishment are more likely to experience burnout.

When examining the relationship between burnout and CBWFR, Jackson and Maslach (1982) found that job burnout can have a debilitating effect on the quality of an individual’s family life. Due to the fact that work demands may leave an individual feeling drained, this may explain why they feel burned out and have limited energy for family and personal life. The results from the current study are supported by Meijman and Mulder’s findings (1998) that pressures at work decrease one’s ability to function at home, which can lead to a spiral of continued burnout and exhaustion between work and family life.

**Limitations**

The results provide several implications for LEOs, but it is important to recognize the limitations of the study. First, the most notable of these was the small sample size, which engenders concerns about statistical power and the stability of correlations. A replication of this study would be advisable before drawing any definitive conclusions. Secondly, the researcher did not randomly select police departments. They were chosen based on proximity to the researcher’s location. Therefore the findings are not necessarily generalizable to the law enforcement population as a whole. Third, the sample size consisted primarily of Caucasian officers. These characteristics place limitations on the findings and do not speak to members of racial/ethnic minority groups within law enforcement.

When research was collected for the current study three of the departments chose not to participate. One department sited that they were currently going through administrative changes and do to this, they did not have the ability to participate. The second department stated that they were not able to complete the study. The researcher hypothesized that the possible reason for this was because this department had lost an officer in the line of duty within the year that research was conducted. The third department did not disclose why they were unable to participate. It is possible that due to circumstances within departments, participation can become limited, and this may influence the sample size.

Another possible intervening factor related to study outcomes may be related to the nature of help seeking and law enforcement. It is possible that LEOs who felt comfortable discussing gender roles and mental health were more likely to respond, whereas LEOs with a distrust towards therapists may have ignored the requests to participate. Also, as noted earlier in the study LEOs may be reluctant to seek help based on limits around confidentiality. The surveys were distributed by their Police Chief through email. This may have caused LEOs to question the anonymity of the study, limiting participation size and perhaps even skewing responses.

Another limitation could be that some of the questions on the GRC scale may have caused LEOs to feel uncomfortable while answering them. Of the 35 incomplete surveys, 10 LEOs stopped answering questions in the GRC section. A reason for this may be that LEOs with higher GRC may not have felt comfortable answering questions that addressed men’s affectionate behaviors towards other men. Another explanation for this could be that LEOs with higher GRC may not have been interested in completing a survey regarding counseling. Wester and colleagues (2010) stated that individuals with higher levels of GRC may see fewer benefits in therapy. It is possible that if officers with higher GRC felt that there were minimal benefits to the therapeutic process, they may have chosen not to participate, or finish the current study.

The design of the current study also has limitations. First, the survey was a self-report design. Therefore, it is unclear if participants were answering questions honestly. It is also possible that some participants may not have understood some of the questions, and because this was an online survey the researcher wasn’t present to provide clarification (potentially skewing responses). Also, all questionnaires for the current study utilized a Likert-scale, meaning some participants may view a situation as a “1” while others may have a more extreme response to the same situation and rate it as a “6.” Also, the results were obtained by using Pearson correlation. A correlation only shows that there is an interaction between variables, but it does not explain how the chosen variables interact with one another.

**Implications**

The context of law enforcement may help conceptualize the findings of this study, as well as previous research that has identified outcomes in which gender role conflict has led to positive outcomes. There are aspects of law enforcement that require traditional masculine beliefs or behaviors which can contribute to the professional success of LEO’s. For example, restricting emotions while on duty, facing a suspect, or during emergency situations. It is important for clinicians to not focus exclusively on the negative impacts of GRC. There needs to be a balance where both consequences and benefits are addressed with clients. The current study suggests that what is beneficial for a LEO on duty may not be beneficial for the LEO off duty. Working to understand these differences may benefit the client. For example, Wester and Lyubelsky (2005) note that the male ideal of competition and success , which is evidenced in the GRC pattern of SPC, and an aspect of law enforcement, interferes with the ability to develop interpersonal relationships. The results of this study also supported the idea that increased SPC scores where correlated with burnout at work as well as in a LEO’s personal lives.

However, rather than forcing LEOs to completely eliminate gender role conflict, effective interventions may assist officers in identifying when gender role beliefs are productive and when they are not. Wester and Lyubelsky (2005) note that reframing encourages the LEO to develop new adaptive behaviors. They offer an example using the GRC pattern of SPC, and suggest that with assistance LEOs could “transform their interpersonally competitive nature into one that, outside of law enforcement duty, is geared toward community advocacy, social change, or family involvement” (p. 54).

Researchers have also suggested that men might feel more open toward seeking help if treatment focused on thinking rather than on feeling. Cognitive–behavioral, psychoeducational, and self-directed techniques that focus on problem-solving skills rather than analyzing feelings may be preferable approaches (Levant & Fischer, 1998; Wisch & Mahalik, 1995). Wester and Lyubelsky (2005) suggest that clinicians take a direct, goal oriented approach with officers, to earn their trust early in the relationship.

Due to the fact that many LEOs avoid reaching out for help, because they fear being labeled “troubled” or they fear being seen as ineffective (Levenson, 2007), taking extra steps to establish rapport and empathy is critical when working with LEOs. Wester and Vogel (2002) stressed the importance of empathy when working with men from different backgrounds. Wester and Lyubelsky (2005) go on to state that it is particularly important when working with male LEOs.

It has been suggested throughout several studies that peer support and mentor programs may prove to be beneficial for LEOs and should be explored by professionals as well as departments. The current study surveyed participants and found that 12 of the 53 participants, or 22.6% chose peer support as their preferred method for help seeking. Efforts to increase the use of peer support may help prevent isolation, and disengagement while encouraging behavioral changes among LEOs with higher levels of RE, SPC and RABBM. Wester and Lyubelsky (2005) note that peer support and group counseling for male LEOs can offer a space where they can come together and share both their personal and professional experiences. Group therapy may also encourage LEOs to work together to find effective ways to move beyond behaviors that are maladaptive. Group therapy and peer support also offer a space that validates, normalizes and honors the experiences of officers.

It may benefit departments to receive more training in the identification of symptoms of stress, substance abuse, and mental health concerns and their impact on officers. Supervisors may do their best to help their subordinates, but at times may miss the signs and symptoms of serious concerns. It may benefit departments to discuss these concerns with LEOs entering the academy, as this may reduce stigma around help seeking. LEOs and their families may also benefit from education about stress management, demands of the LEOs job, demystification of depression and other mental health issues.

Furthermore, it may benefit LEOs and their family members to have therapeutic services and interventions that are specific to their needs. The results from the this study indicated that increased scores on the CBWFR scale were linked to increased self-distraction, substance abuse, disengagement, personal burnout and work related burnout. Literature on work/family conflict has recognized that the nature of police work affects the personal lives of LEOs (Galinsky et.al., 1996). The National Institute of Justice conducted an eight-week program where officers and their spouses participated in didactic group training and group therapy for couples. Topics covered were couple communication skills, relationship strengthening strategies, shift work and long hours, emotional control, skeptical attitudes, hypervigilance, unpredictability of police work, depression, trauma, substance abuse, coping and stress reactions. At the end of the eight weeks here was evidence that the program decreased the stress levels of those who participated in the program when compared to a control group.

Results of the current study could serve as a foundation to promote development and utilization of innovative programs that address the needs of today's law enforcement families. Family therapists can play an important role in the process through collaboration with departments and law enforcement families to provide appropriate assistance that will better serve these families.

**Future Research**

When examining gender role conflict, future research may want to focus on understanding how gender roles influence coping and burnout. It would benefit male law enforcement officers if research continued to explore how GRC affects the officer as well as their role in law enforcement. Future studies may want to further examine the relationships between the subscales of GRC, in relation to coping and burnout. This may help establish effective therapeutic techniques to address specific GRC subscale concerns. Further investigation may also provide insight into how dispositional characteristics influence an officers coping preference or susceptibility to burnout.

Researchers may want to focus on delivering therapy that is gender role specific. Wester and Lyubelsky (2005) suggest changing the ways that therapeutic services are marketed, in order to find ways that normalize help seeking services. Studies should also focus on ways to retain clients. Wester and colleagues (2010) suggest exploring the effect of techniques that draw upon strength and courage, which would allow the client to view therapy as an “act that requires significant bravery” (p.298). Levant (1995) identified several ways that traditional male gender roles may be beneficial such as: “willingness to withstand hardship and pain to protect others”; “loyalty, dedication and commitment”; and the abilities to solve problems, think logically, rely on himself, take risks, stay calm in the face of danger and assert himself” (p 232). Perhaps by drawing upon these points in therapy, LEOs with increased GRC may feel more encouraged to enter therapy.

Another interesting direction for future research is to examine GRC changes over a longer period of time and over the course of a LEO’s career. A suggestion would be to follow a group of officers in their academy over the course of several years. This longitudinal research may provide insight into how law enforcement may influence a newly recruited LEO’s susceptibility to increased GRC. A longitudinal design may help departments develop support systems that improve officers coping skills, lower burnout rates, and create a healthy work environment.

LEOs are a unique population, and finding ways to work effectively with this population can be challenging. Many departments offer Employee Assistance Programs yet these programs do not always seem to be effective for the law enforcement population. Part of it may have to do with a LEO’s feeling distrustful towards seeing a provider that was recommended by their department, or this may have to do with the lack of training clinicians have in working with this population. For example, clinicians may not fully understand the nature of law enforcement, and that some LEOs view clinicians with suspicion, and fear of being labeled unfit for duty. It would be beneficial to examine certain interventions, and determine ones that are more effective in serving the law enforcement population. Clinicians should take into account interventions that are non-traditional. For example, it may be beneficial to research how providing flexible clinical hours to meet a LEO’s demanding schedule, utilizing cash services to eliminate the fears of using insurance, and establishing a peer support team can encourage LEOs to seek help.

It would also be of interest to study the impact of GRC on female LEOs. Stronik (2004) suggested that due to the expectations placed on female LEOs, they may adopt behaviors and characteristics consistent with those of their male counterparts. Social identity is an issue for female LEOs, especially because females in this profession are expected to adopt male behaviors and characteristics (Stroink, 2004). However, there is still an expectation that female officers will follow traditional gender role norms and be emotionally expressive and nurturing (Stroink, 2004). These expectations placed on female LEOs appear to be similar to those that are expected of male officers.

There is extensive research to support that conflicting expectations can lead to mental health concerns for male LEOs (Cournoyer & Mahalik, 1995). However, despite research suggesting that female LEOs are more likely to experience higher levels of occupational stress than their male counter parts (He et.al. 2005), what is lacking is research that examines how gender role expectations affect female LEO’s. The suggestion is that if female LEOs reinforce more traditional male role norms while on duty, perhaps making the findings of this research applicable to female LEOs would be beneficial.

While results from the current study did not support the idea that the amount of time served in law enforcement would influence GRC scores, future research may want to consider studying this area. Williams (2014) suggested that when LEOs are hired onto a department they experience what is known as the honeymoon phase. According to Williams (2014), newly hired LEOs typically experience a love affair with their department. They experience feelings of fitting in, hopefulness about helping their communities and experience overall excitement for their new career. Williams (2014) noted that the five year mark is where LEOs begin to struggle. They have been exposed to more critical incidents at this time. They also may be struggling to develop as officers, e.g. becoming a detective, K-9 officer, or a promotion to a higher rank. Williams (2014) also noted that the 5 year mark is when family issues become magnified.

Examining the relationship between years served in a department and GRC may lead to a better understanding of high turnover rates and resignations within departments. A longitudinal study conducted by Stageberg and colleagues (1990) reported that seventy-seven percent of the LEOs recruited for the study had been with their department for five years or less before resigning. The authors go on to note that younger LEOs usually have shorter tenure with departments. One reason for this could be that LEOs who chose to stay with their departments may develop ways to cope with the psychological strain and stressors that come with being a LEO. Future studies may want to examine factors that influence an LEO’s decision to leave their positions before retirement. Findings may have help departments develop programs that prevent higher turnover rates.

**Conclusion**

The findings of this study provided initial information about GRC, burnout and the use of maladaptive coping among LEOs. This study provides implications for clinicians, law enforcement personal and peer support programs. Law enforcement agencies, and fire departments are becoming more aware of the impact that psychological stressors have on their LEOs. As this awareness increases, so does the need to find interventions that will meet the unique needs of LEOs as well as the first responder population. Therefore, it is important that clinicians fully understand the differences between each LEO and the variables that impact their personal lives and professional lives so that they can deliver effective methods of treatment to officers. Creating alliances between mental health professionals and law enforcement departments may help reduce the stigma surrounding help seeking services. By creating alliances and tailoring services to meet the needs of LEOs, clinicians may be able to aide departments in reducing the amount psychological and physiological distress experienced by their LEOs.

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**APPENDIX A: LETTERS**

**Initial Letter to Department**

Dear Chief \_\_\_\_\_\_\_\_\_\_\_,

I am a graduate student at Mount Mary University currently conducting research for my master’s thesis. The purpose of this study is to explore the impact of individual factors, such as career demands, on police officers. I am committed to increasing my knowledge about how to best support law enforcement officers as well as other first responders both locally and nationwide.

This study is designed to include any male officers in your department that want to participate. For convenience, and privacy this survey is designed to be completed online, allowing officers to complete the survey at home. It would be my pleasure to arrange a time to come to your department to explain both the purpose and the process of the study to your officers.

Your department’s participation in this study will help in the process of better understanding factors that affect the well-being of law enforcement officers. The current research would aid in understanding elements that contribute to a positive work environment as well as job satisfaction in the police community. The ultimate goal is to increase knowledge on how to best support professionals who risk their lives for their fellow citizens.

Attached to this letter is a stamped envelope as well as a participation form. Please indicate on the attached form whether your department will be participating or not. Again, I am willing to meet with you if you have any questions or would like to discuss this study in person. As indicated earlier this survey is completely anonymous, no identifying info is collected. I will not be able to see individual emails, nor will your officers be asked to provide one. If you would like, I will be more than happy to share the results of this study upon completion of the project.

Thank you for your time and consideration.

Sincerely,

Allison Lancione

Graduate Student

Mount Mary University

Melissa Kraemer Smothers, Ph.D.

Thesis Advisor

414 258-4810 ext. 487

Mount Mary University

2900 North Menomonee River Parkway

Milwaukee, WI 53222-4597

Please indicate below whether your department will participate in the following study:

\_\_\_\_ No, I do not wish to have my department participate in this study.

\_\_\_\_ Yes, I do wish to have my department participate in this study

If you answered yes to the above question please provide the following information

Email address where researcher may send the link to the study:

Name of the department:

Thank you for your time and consideration.

Sincerely,

Allison Lancione

Graduate Student

Mount Mary University

**Follow Up Letter**

Dear Chief \_\_\_\_\_\_,

I greatly appreciate your reply, and willingness, to allow your officers to participate in my master’s thesis.

Again, for convenience, and privacy this survey is designed to be completed online, allowing your officers to complete the survey at home. As indicated earlier this survey is completely anonymous, no identifying info is collected. I will not be able to see individual emails, nor will your officers be asked to provide one.

I have provided a copy of the original letter I sent you, in this email. I apologize for the redundancy. If you could please forward this onto your officers, along with the attached link, I would greatly appreciate it. Once the link is accessed there is a page that describes the purpose of this study, confidentiality, and contact information should any questions arise.

I greatly appreciate your time. Again, do not hesitate to contact me if there are any questions.

Best Regards,

Allison Lancione

Graduate Student

Mount Mary University

2900 N. Menomonee River Parkway

Milwaukee, WI 53222

**Informed Consent**

Research Participation Information and Consent Form

Mount Mary University

Study Title: Career demands and coping among male police officers

Person Responsible for Research: Allison Lancione

Thank you for considering participation in this survey. Your participation provides an opportunity to share your experience as an officer, while helping to contribute to the study of the well-being of Law Enforcement Officers. Please take a few moments to read over the following information.

Research Description: This study is designed to examine how career demands and length of time on the police force may affect a male officer’s well-being. This study will also seek to evaluate coping skills used among male officers. Participation in the online research should take approximately 10-15 minutes.

Your Confidentiality and Privacy: This survey is anonymous. We will never ask you to report your name, or other identifying information. No reports or data can be linked to you personally. The researcher will not be able to identify participants based on the information you have provided. Any information published will reflect group responses rather than individual results. It is important to note that the police department and administration will not have access to your individual responses. All of your responses are anonymous in that your names or any identifying information will never be asked for. While your Chief has forwarded this study through email, your email will not be identified, nor will you be asked to provide your email for this study

Your Participation: Your participation in this study is voluntary. You have the right to withdraw from this study at any time, without repercussions. The primary purpose of this study is to investigate variables unique to male officers, therefore female responses will not be collected for analyses. After providing your consent you will be directed to an online questionnaire that will be used to assess coping skills, burnout rates, gender role and help seeking preferences. You will also be asked to provide basic demographic information. Your participation will last approximately 15 minutes.

Risks or Benefits: Risks to participants are considered minimal. There will be no costs for participating, nor will you benefit from participating other than to further research.

Who do I contact for questions about this study: For more information about the study or study procedures, contact Melissa Kraemer Smothers, Ph.D. at kraemerm@mtmary.edu or 414 258-4810 ext. 487

Who do I contact for my questions about my rights or complaints towards my treatment as a research subject? Contact the Mount Mary University IRB at clasonm@mtmary.edu or 414-258-4810 ext. 471

**APPENDIX B: MEASURES**

**Demographic Questionnaire**

**Directions-** Please tell us a bit about yourself and your job by responding to the following items.

1. Age

21-25

26-30

31-35

36-40

41-45

46-50

51-55

56-60

56-60

1. Which one of the following best represents your ethnic or racial heritage

White or Caucasian

Black or African American

Asian

Hispanic or Latino

American Indian or Alaska Native

Native Hawaiian or Pacific Islander

Multiracial

1. Relationship Status

Married

Single

Divorced

Partnered

1. Years of service as a Law Enforcement Officer

0-4

5-10

11-15

16-20

21-24

25 or greater

1. Rank

Captain

Lieutenant

Sergeant

Detective

Patrol Officer

Other

**Gender Role Conflict Questionnaire (GRC)**

Instructions: In the space to the left of each sentence below, write the number that most closely represents the degree that you agree or disagree with the statement. There is no right or wrong answer to each statement; your own reaction is what is asked for.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

strongly moderately mildly mildly moderately strongly

disagree disagree disagree agree agree agree

1 2 3 4 5 6

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. \_\_\_\_ Moving up the career ladder is important to me.

2. \_\_\_\_ I have difficulty telling others I care about them.

3. \_\_\_\_ Verbally expressing my love to another man is difficult for me.

4. \_\_\_\_ I feel torn between my hectic work schedule and caring for my health.

5. \_\_\_\_ Making money is part of my idea of being a successful man.

6. \_\_\_\_ Strong emotions are difficult for me to understand.

7. \_\_\_\_ Affection with other men makes me tense.

8. \_\_\_\_ I sometimes define my personal value by my career success.

9. \_\_\_\_ Expressing feelings makes me feel open to attack by other people.

10. \_\_\_\_ Expressing my emotions to other men is risky.

11. \_\_\_\_ My career, job, or school affects the quality of my leisure or family life.

12. \_\_\_\_ I evaluate other people’s value by their level of achievement and success.

13. \_\_\_\_Talking about my feelings during sexual relations is difficult for me.

14. \_\_\_\_ I worry about failing and how it affects my doing well as a man.

15. \_\_\_\_ I have difficulty expressing my emotional needs to my partner.

16. \_\_\_\_ Men who touch other men make me uncomfortable.

17. \_\_\_\_ Finding time to relax is difficult for me.

18. \_\_\_\_ Doing well all the time is important to me.

19. \_\_\_\_ I have difficulty expressing my tender feelings.

20. \_\_\_\_ Hugging other men is difficult for me.

21. \_\_\_\_ I often feel that I need to be in charge of those around me.

22. \_\_\_\_ Telling others of my strong feelings is not part of my sexual behavior.

23. \_\_\_\_ Competing with others is the best way to succeed.

24. \_\_\_\_ Winning is a measure of my value and personal worth.

25. \_\_\_\_ I often have trouble finding words that describe how I am feeling.

26. \_\_\_\_ I am sometimes hesitant to show my affection to men because of how others might

perceive me.

27. \_\_\_\_ My needs to work or study keep me from my family or leisure more than would like.

28. \_\_\_\_ I strive to be more successful than others.

29. \_\_\_\_ I do not like to show my emotions to other people.

30. \_\_\_\_ Telling my partner my feelings about him/her during sex is difficult for me.

31. \_\_\_\_ My work or school often disrupts other parts of my life (home, family, health, leisure).

32. \_\_\_\_I am often concerned about how others evaluate my performance at work or school.

33. \_\_\_\_Being very personal with other men makes me feel uncomfortable.

34. \_\_\_\_Being smarter or physically stronger than other men is important to me.

35. \_\_\_\_ Men who are overly friendly to me make me wonder about their sexual preference (men or women).

36. \_\_\_\_ Overwork and stress caused by a need to achieve on the job or in school, affects/hurts

my life.

37. \_\_\_\_ I like to feel superior to other people.

FACTOR STRUCTURE

Factor 1 - Success, Power, Competition (13 items) Items – 1, 5, 8, 12, 14, 18, 21, 23, 24, 28, 32, 34, 37

Factor 2 – Restrictive Emotionality (10 items) Items – 2, 6, 9, 13, 15, 19, 22, 25, 29, 30

Factor 3 – Restrictive Affectionate Behavior Between Men (8 items) Items – 3, 7, 10, 16, 20, 26, 33, 35

Factor 4 – Conflicts Between Work and Leisure – Family Relations (6 items) Items – 4, 11, 17, 27, 31, 36

Total Number of Items = 37

**Brief COPE Inventory**

These items deal with ways you've been coping with the stress in your life since you found out you were going to have to have this operation. There are many ways to try to deal with problems. These items ask what you've been doing to cope with this one. Obviously, different people deal with things in different ways, but I'm interested in how you've tried to deal with it. Each item says something about a particular way of coping. I want to know to what extent you've been doing what the item says. How much or how frequently. Don't answer on the basis of whether it seems to be working or not—just whether or not you're doing it. Use these response choices. Try to rate each item separately in your mind from the others. Make your answers as true FOR YOU as you can.

1 = I haven't been doing this at all

2 = I've been doing this a little bit

3 = I've been doing this a medium amount

4 = I've been doing this a lot

1. I've been turning to work or other activities to take my mind off things.

2. I've been concentrating my efforts on doing something about the situation I'm in.

3. I've been saying to myself "this isn't real.”

4. I've been using alcohol or other drugs to make myself feel better.

5. I've been getting emotional support from others.

6. I've been giving up trying to deal with it.

7. I've been taking action to try to make the situation better.

8. I've been refusing to believe that it has happened.

9. I've been saying things to let my unpleasant feelings escape.

10. I’ve been getting help and advice from other people.

11. I've been using alcohol or other drugs to help me get through it.

12. I've been trying to see it in a different light, to make it seem more positive.

13. I’ve been criticizing myself.

14. I've been trying to come up with a strategy about what to do.

15. I've been getting comfort and understanding from someone.

16. I've been giving up the attempt to cope.

17. I've been looking for something good in what is happening.

18. I've been making jokes about it.

19. I've been doing something to think about it less, such as going to movies,

watching TV, reading, daydreaming, sleeping, or shopping.

20. I've been accepting the reality of the fact that it has happened.

21. I've been expressing my negative feelings.

22. I've been trying to find comfort in my religion or spiritual beliefs.

23. I’ve been trying to get advice or help from other people about what to do.

24. I've been learning to live with it.

25. I've been thinking hard about what steps to take.

26. I’ve been blaming myself for things that happened.

27. I've been praying or meditating.

28. I've been making fun of the situation.

**Copenhagen Burnout Inventory**

Part 1

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Personal | Always | Often | Sometimes | Seldom | Never |
| How often do you feel tired? |  |  |  |  |  |
| How often are you physically exhausted?  How often are you emotionally exhausted ?  How often do you think “ I can’t take it anymore?”  How often do you feel worn out?  How often do you feel weak and susceptible to illness? |  |  |  |  |  |

Part 2

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Work | To a very high degree | To a high degree | Somewhat | To a low degree | To a very low degree |
| Is your work emotionally exhausting?  Do you feel burnt out because of your work?  Does your work frustrate you?  Do you feel worn out at the end of the day  Are you exhausted in the morning at the thought of another day at work? |  |  |  |  |  |
| Do you feel that every working hour is tiring for you?  Do you have enough energy for family and friends during leisure time? |  |  |  |  |  |

Part 3

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Public related | Always | Often | Sometimes | Seldom | Never |
| Do you find it hard to work with clients ?  Do you find it frustrating to work with clients?  Does it drain your energy to work with clients?  Do you feel that you give more than you get back when you work with clients?  Are you tired of working with clients?  Do you sometimes wonder how much longer you will be able to continue working with clients? |  |  |  |  |  |