Kwaghe International
Journal of Arts, Humanities and Religious Studies
ISSN : 0000-0000
Index: Harvard, Boston, Sydney University, Dimensions, Lens, ResearchGet Scilit, Semantic, Google Scholar, Base etc
https://doi.org/10.58578/KIJAHRS.v1i1.3983

# Burnout as a Predictor of Quality of Life Among the Federal Road Safety Corps Employees in Benue State Sector Command

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**Article Info:**

| Submitted: | Revised: | Accepted: | Published: |
|---|---|---|---|
| Sep 20, 2024 | Oct 3, 2024 | Oct 17, 2024 | Oct 22, 2024 |

**Abstract**

This study investigated the relationship between burnout and quality of life among the Federal Road Safety Corps Employees in Benue State Sector Command. The study employed cross sectional and expost facto design where 200 participants consisting of 161 (80.5%) males, 37 (18.5%) females and 2 (1.0%) did not indicate their sex. Their ages ranged from 21-60 years with means age of 35.55 (SD=7.21). Maslach Burnout Inventory (MBI) and quality of Life Scale (WHOQOL) were used for data collection using Multistage, Stratified random and systematic sampling techniques. Statistical analysis involved the use of multiple regressions. Findings indicated that, there was a significant negative relationship between burnout and quality of life among the Federal Road Safety Corps Employees in Benue State Sector Command. The result of the finding reviewed that there was a significant negative relationship between burnout and the overall quality of life among the Federal Road Safety Corps employees in Benue State Command [R=.562, R2=.316, F (3,178)=27.376, p<.001]. This implies that burnout accounted for 31.6% of the


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total variance observed in quality of life among the Federal Road Safety Corps employees in Benue State Sector Command. The result of the study also showed the individual contributions of the various dimensions of burnout to overall quality of life which indicated that emotional exhaustion made the highest significant negative contribution (β=-.414, t=-5.180, p<.001) followed by depersonalization (β=-.235, t=-3.081, p<.01) while personal accomplishment made no significant contribution to the model (β=.027, t=.355, p>.05) respectively. Based on the findings of this study, it was recommended that conscious efforts should be made to enhance quality of life among the Federal Road Safety Corps Employees through reduction of burnout stress inherent in the work place among the Federal Road Safety Corps Employees in Benue State Sector Command and Nigeria at large.

**Keywords**: Burnout, Quality of Life, Federal Road Safety Employees, Benue Sector Command

## INTRODUCTION

In the work place setting, employees who work in humanity service professions such like security agencies, Nurses, and other clinicians usually experience burnout which may negatively affect their quality of life if not properly managed. For instance when attending to the emergencies situations like conducting rescue operations among the victims of road traffic accident or an efforts to treat employees who sustain injuries in the work place. Burnout is types of stress that is on the increase among workers today and most common among those who have intense contact and involvement with others people during the course of their normal workday (Lee & Ashforth, 1990). It is a syndrome of emotional exhaustion, depersonalization and a feeling of reduced personal accomplishment (Lee & Ashforth, 1990). Burnout is a state of mental and physical exhaustion to excessive demand job like work load or time pressure and insufficient resources of being in control or having a variety of task (Demerouti, Bakker, Nachreiner & Schaufeli, 2001). Burnout could also be defined as a state of mental, physical and emotional exhaustion caused by prolonged exposure to stress in the work place and is characterized overwhelming exhaustion, detachment from work and lack of sense of personal accomplishment (Critical Care Nursing Clinics of North America, 2020). According to World Health Organization International Classification of diseases (ICD 11Ediction) defined burnout as syndrome conceptualized as resulting from chronic work place stress that has not been successfully

managed World health organization 2019 defined burnout according to international classification of disease (ICD, 11edition) as psychological response to work stress risk the employees are facing due to the stressful nature of their jobs and considered it as a occupational phenomenon. It is characterised by three dimensions; feeling of energy depletion or exhaustion increased mental distance from one's or feeling of negativism or cynicism. America Psychological Association defined burnout as characterised emotional exhaustion and negative attitudes and feeling towards one's co-workers and job role. Burnout is also defined as a common psychological response to chronic occupational stress and is found across human services sectors where employees routinely interact with others Wilson,2011; Magnusson, Theorell, Oxenstierna, Hyele & Westerlund, 2008; Maslach, Jackson & Leiter, 1996).Excessive work demands met with inadequate coping and support resources can lead to burnout . Historically, burnout is considered as a multi-dimensional variable that measured three dimensions which include exhaustion, depersonalization or cynicism and decreased personal accomplishment (Burke, 1994; Martinussen, Richardsen and Burke 2007; Maslach, ,1982; (Leed & Ashforth, 1990)& Turgoose e tal, 2017).

**Dimensions of Burnout**

**Exhaustion:** This dimension is related to the feeling of emotional exhaustion from one's work and arise when situation call for emotional responses that are in authentic and incongruent with one's felt emotions.

**Depersonalization**: This refers to disengagement of one from work or enthusiasm about one's work. This arises when workers are repeatedly exposed to negative social interventions and subsequently create distance between themselves and others based on the interaction encountered on the job

**Personal accomplishment**: This refers to a decreased sense of personal accomplishment when one is no longer feels if they are making meaningful contribution in the work and this occurs when the population being served is regularly dissatisfied with one's action (Maslach, 1982; Schaufeli and Sanczur, 1994). A mong the three dimensions of burnout, exhaustion is considered the core of the burnout (Maslach, Schaufeli & Leiter, 2001). The two other components of burnout was proposed and focused more broadly on the element of exhaustion to include cognitive as well as disengagement which composed cynicism as well distancing (Demeronti, Bakkers, Vardakou & Kantas, 2003).

**Empirical Studies of Burnout on Quality Of Life**

This study focused the empirical review on the studies of burnout and quality of life as well the three components of burnout (Emotional exhaustion, Depersonalization and Personal accomplishment) and quality of life among the Federal Road Safety Corps Employees in Benue State Sector Command as discussed below:

**Burnout and quality of life**

Aear and Erkan (2018) conducted a study among the employees and the result of the finding indicated there was significant negative relationship between burnout and quality of work life. The find9ing is in line with the study of Zhang, Kwen, Everett & Jiau (2006). The finding further reviews that to prevent job stress and burnout among the employees, it is necessary to promote quality of working life. This study collaborate with the study of Ashrafi, Ehrahimi, Khosravi, Navidia & Ghajar (2018) study among nursing which revealed that quality of work life has significant negative association with job burnout which is consistent with the study of (Karim, 2013) among the prison staff which indicate significant negative of burnout and quality of work life.In a related study conducted by Ehsan, Taramarz, Ali and Mohammed (2016) among the Iramian health care employees in Islamabad-e Gharb revealed that there was significant negative correlation between burnout and quality of work life (r-0.291P=0.001). This study suggested a clear link between burnout and quality of work life. The study further recommended taking actions such as providing opportunity for staff to continue their education , increase their salaries and benefit as well as promoting their job would be considered as a common sense approaches contributing in improving the quality of work life.

**Emotional Exhaustion and Quality of life**

The finding of Mutkins (2011) study among 200 Employees from mining company in Australia reviewed that emotional exhaustion, and depression symptoms were negatively influenced Quality of working Life among the employees. This finding is in line with the study of Considine and Callus (1999) which showed that (emotional exhaustion and depersonalization negatively influence the quality of life among the employees. The finding further collaborates with the study of Zomorodi, 2003) among economy department in Austria which indicated the significant negative influence of emotional exhaustion on the quality of life. The findings further reviewed that emotional exhaustion and

depersonalization dimensions of burnout were high due to high work demand of the employees. This means that the Government and the management of the Federal Road Safety Corps need to provide necessary measure to prevent workers from been burdened when working and also to improved their salary, shifting allowance, training and retraining that may reduce their problems (Zomorodi& Onteward ,2003; Mad, and Dipti (2009).other study conducted among the the employees of multinational companies review the inability of the workers to manage stress which as its dangerous consequences in the line of their work They need to work effectively for the progress of their career The finding further reviewed that the employees need to strong both psychological as well physical level to combat the chronic negative emotional exhaustion such as anger, anxiety, or depression which can eventually lead to them to psychological burnout (Gaines & Jermier, 1983).

**Depersonalization and Quality of life**

The finding of the study of Backteman (2013) among the police officers in Sweden showed that, there was significant negative relationship between depersonalization and quality of life of both both males and females police officers. However, the level of their depersonalization differed as male's officers experienced 60% and female officer experienced 52% respectively .This finding is inline of the study of Yukthamarani, Abdulla, Naeem, Roseline and Naresh (2021) which showed that safe and healthy working condition, social integrity at work and social relevant of work could significantly reduce the impact of depersonalization among the workers in Malaysia. In a related study, Mutlu (2022) finding revealed that employees with depersonalization are psychologically affected. They believed that they are dream/ game resulting in feeling of sadness hopelessness and loneliness. The finding also showed that individual with depersonalization disorder feel negative emotion due to the problems accompany. This finding collaborate with the study of (Gentile, Snyder and Gillig, 2014) which indicated that individual suffering depersonalization have physical, social and mental issues what have a detrimental impact on the quality of life.

**Personal Accomplishment and Quality of life**

Madhu, Anand and Dipti (2009) on Burnout, Life satisfaction and Quality of life among Executive Employees of National Companies in Italy using 60 participants. The result of the study showed that, there was significant influence of personal accomplishment on quality of life among employees. This finding implies that, employees have the feeling of

personal competence in achieving their set goals and objectives no matter the pressure place before them. In the empirical review of the three components of burnout on quality of life among Employees, the study have found that Emotional Exhaustion has highest influence than any other components on quality of life and this may affect the quality of life of the Employees except appropriate measures is taken (Bagnara, Baldasseromi, Parlangli, Tadelei & Tralaglia, 1999).

**Quality of life**

Quality of life is defined as an individual's perception of their position in life in the context and value system in which they live and relation to their goals, expectation, values and concern incorporating physical health, psychological state and social relationship and salient features of the environment (Kuy, Orley, Hudelson & Sartorious 1994; WHO 1996). Quality of life is also defined as the collection of dimension that is both objective and subjective view about human existence (Lawton, 1997). Quality of life is goodness because it involves all the aspect of human experience about the necessity of life which is the wellbeing and the general measure of how happy and / or satisfied they are with their lives. Quality of life is also defined as the individual perception of their position in life in the context of the culture and value system in which they live and relation to their goals, expectations, standard and concern (WOOQL GROUP, 1995). It is a multi-dimensional variable that recently considered four dimensions which, physical health, psychological, social and the environment.

**Purpose of the study**

This study examines the relationship between burnout and quality of life among the Federal Road Safety Corps employees in Benue State Sector Command through the following objectives.

- To investigate whether there will be significant negative relationship between burnout and quality of life (Physical health, psychological health, social relation and environment) among the Federal Road Safety Corps Employees in Benue State Sector Command.
- To investigate whether there will be significant negative relationship between the dimensions of burnout (emotional exhaustion, depersonalization and personal accomplishment) on quality of life among the Federal Road Safety Corps Employees in Benue State Sector Command.

### Hypotheses

- There will be significant negative relationship between burnout and quality of life among the Federal Road Safety Corps Employees in Benue State Sector Command.
- There will be significant negative relationship between burnout dimensions (emotional exhaustion, depersonalization and personal accomplishment) on quality of life among the Federal Road Safety Corps Employees in Benue State Sector Command

## METHODS

### Research design

This study employed cross Sectional Survey and Expost Facto design. The rationale for the choice of the research design is based on the variations in the population of the participants, socio-cultural and personal characteristics such as age, sex, educational level Tribe and religious.

### Participant/ Setting

The study was carried out among selected Road Safety Employees in Benue State Sector Command. Two hundred (200) copies of questionnaire were administered and one hundred and eighty four (184) were adequately filled. Participants were selected using multi-stage, stratified and systematic sampling techniques. The sample was made up of 161 male (80.5%) male, 37(18.5%) female, 142 single participants (71.0%), 50 separated (25.0%), 3 widow (1.5%) and 1 widower (.5%). Other include 120 tertiary (60.0%), 23 primary and post primary (11.5%), 38 others (19.0%); 17 management staff (8.5%), 54 officer (27.0%), 128 Marshal (64.0%); 193 permanent staff (96.5%), 1 contract (.5) and 5 (temporary (2.5).

### Instruments

Participants completed a set of questionnaires which has three Sections. Section A assesses the participant demographic information. Section B assesses the participant's perceived burnout and Section C assesses the participant's quality of life.

**Maslach Burnout Inventory (MBI) developed by** Maslach and Jackson (1980) was designed to measure perceived components of burnout (MBI) (emotional exhaustion, depersonalization and personal accomplishment). MBI is 25- items self-report measure

administered in pencil and paper. MBI indicate that the respondents should endorse perceived burnout for the 25-items. A pilot study was conducted to check the adaptability of this scale to the population after the 25-items were analysed; and 25-items were retained. Respondents ranged from 1-4 in a likert format with 1=Daily, 2=frequently, 3= occasionally, 4=Never. The scale had Cronbach Alpha of .857 and .886 in the pilot and main study respectively. The scale initially had a Cronbach Alpha of .090 for emotional exhaustion .76 for depersonalization and personal Accomplishment. The scale reported Cronbach Alpha.076 to .90 and test retest reliability coefficient of .60 to .80 for the original scale and used Nigeria sample reported Cronbach Alpha of .86 and split reliability coefficient of .57 as well reported validity coefficient of .01 to .36.

**Quality of Life (WHOQOL) developed by** (Kuyken, Orley, Hudelson & Sartorius, 1994; WHO 1996 and validated by Nigeria sample (Sokoya, 1999) and designed to measure perceived quality of life (physical health, Psychological health, Social relationship and Environment). Quality of life scale is 26-items self-report measured administered in pencil and paper. Quality of life scale indicates that the respondents should endorse perceived quality of life for the 26-items. A pilot study was conducted to check the adaptability of this scale to the population after the 26-items were analysed and two items 3 and 4 were deleted while 24 were retained. Respondents ranged from Very Poor, Poor, Never Nor Good, Good, And Very Good for item 1. Item 2 ranged Very Dissatisfied, Dissatisfied, Neither Satisfied Nor Dissatisfied, Item 3 to 9 ranged Very Poor, Poor, Neither Poor Nor Good, Good And Very Good. Item 10 to 14 ranged from Not At All, A Little, Moderately, Mostly, Completely. Item 15 to 25 ranged from very poor, poor, neither poor nor good, good very good and finally Item 26 ranged never, seldom, quite often, very often and always. The scale initially reported Cronbach Alpha of .76 to .90 across domain and Cronbach Alpha .72 to .82 across related domain as original scale. The adopted version reported Cronbach Alpha of .938 for the pilot study and .907 for the main study.

**Ethical Consideration**

The researcher received ethical approver from the Sector Commander of Federal Road Safety Corps RS4.2 Benue State Sector Command who promised to rendered any necessary support when the need arise.

### Procedure

Selected participants were informed on the purpose of the study in order to gain informed consent and enable an atmosphere for administration of the questionnaire**.** Each participant was also informed for his or her voluntary participation in the study. At the end of the study all the participants were thanked for their participation, debriefed and subsequently statistical procedure was carried out on the retrieved responses. Data collected, analysed and interpreted.

### Statistical Techniques

Data collected in the study were analysed using Statistical Package of Social Science (SPSS) version 20. Demographics data were recorded and analysed.

## RESULTS

**Table 1: Standard multiple regression showing the Relationship between Burnout and Quality of Life among the Federal Road Safety Corps Employees in Benue State Sector Command**

| DV | Predictors | R | $R^2$ | df | F | P | β | t | p |
|---|---|---|---|---|---|---|---|---|---|
| QoL (Overall) | Constant | .562 | .316 | 3,178 | 27.376 | .000 | | 18.34 | .000 |
| | Emotional exhaustion | | | | | | -.414 | -5.180 | .000 |
| | Depersonalization | | | | | | -.235 | -3.081 | .002 |
| | Personal accomplishment | | | | | | .027 | .355 | .723 |
| Physical health | Constant | .310 | .096 | 3,178 | 6.322 | .000 | | 17.967 | .000 |
| | Emotional exhaustion | | | | | | -.287 | -3.132 | .002 |
| | Depersonalization | | | | | | -.132 | -1.509 | .133 |
| | Personal accomplishment | | | | | | .225 | 2.602 | .010 |
| Psych. Health | Constant | .267 | .071 | 3,178 | 4.549 | .004 | | 15.708 | .000 |
| | Emotional exhaustion | | | | | | -.200 | -2.149 | .033 |
| | Depersonalization | | | | | | .103 | 1.160 | .248 |
| | Personal accomplishment | | | | | | .274 | 3.127 | .002 |
| Social relations | Constant | .584 | .341 | 3,178 | 30.709 | .000 | | 14.806 | .000 |
| | Emotional exhaustion | | | | | | -.404 | -5.155 | .000 |
| | Depersonalization | | | | | | -.241 | -3.215 | .002 |
| | Personal accomplishment | | | | | | -.020 | -.277 | .782 |
| Environment | Constant | .254 | .049 | 3,178 | 4.084 | .008 | | 2.435 | .016 |
| | Emotional exhaustion | | | | | | -.223 | -2.386 | .018 |
| | Depersonalization | | | | | | .210 | 2.350 | .020 |
| | Personal accomplishment | | | | | | .171 | 1.944 | .054 |

The result presented in Table 1 showed that there is a significant joint influence of burnout dimensions on the overall quality of life among Road Safety employees in Benue State Command [R=.562, $R^2$=.316, F(3,178)=27.376, p<.001]. Burnout accounted for 31.6% of the total variance observed in quality of life among Road Safety employees in Benue State Sector Command. The result further showed the individual contributions of the various dimensions of burnout to overall quality of life. It indicated that emotional exhaustion made the highest significant negative contribution (β=-.414, t=-5.180, p<.001) followed by depersonalization (β=-.235, t=-3.081, p<.01) while personal accomplishment made no significant contribution to the model (β=.027, t=.355, p>.05) respectively.

On the dimensions of quality of life, the results showed that burnout significantly influenced physical health [R=.310, $R^2$=.096, F(3,178)=6.322, p<.001]. Burnout dimensions jointly accounted for 9.6% of the total variance in physical health of the Road Safety Employees. Individually, emotional exhaustion dimension of burnout contributed the highest significant negative influence in physical health (β=-.287, t=-3.132, p<.01), followed by personal accomplishment with positive influence (β=.225, t=2.602, p<.01) while depersonalization had no significant influence (β=-.132, t=-1.509, p>.05) respectively.

Also on the dimensions of quality of life, the results showed that burnout significantly influenced psychological health [R=.267, $R^2$=.071, F(3,178)=4.549, p<.01]. Burnout dimensions jointly accounted for 7.1% of the total variance in psychological health of the Road Safety officers. Individually, personal accomplishment dimension of burnout contributed the highest significant positive influence in psychological health (β=.274, t=3.127, p<.01), followed by emotional exhaustion with negative influence (β=-.200, t=-2.149, p<.05) while depersonalization had no significant influence (β=.103, t=1.160, p>.05) respectively.

Furthermore, the results showed that burnout significantly influenced social relationships [R=.584, $R^2$=.341, F(3,178)=30.709, p<.001]. Burnout dimensions jointly accounted for 34.1% of the total variance in social relationships of the Road Safety officers. Individually, emotional exhaustion dimension of burnout contributed the highest significant negative influence in social relationships (β=-.404, t=-5.155, p<.01), followed by depersonalization with negative influence (β=-.241, t=-3.215, p<.05) while personal accomplishment did not contribute any significant influence (β=-.202, t=-2.277, p>.05) respectively.

Finally, the result showed that burnout significantly influenced environmental mastery dimension of quality of life significantly [R=.254, $R^2$=.064, F(3,178)=4.084, p<.01]. Burnout accounted for 6.4% of the total variance observed in environmental mastery dimension of quality of life. Individually, emotional exhaustion dimension of burnout contributed the highest significant negative influence in environmental mastery (β=-.223, t=-2.386, p<.05), followed by depersonalization with positive influence (β=.210, t=2.350, p<.05) and personal accomplishment (β=.171, t=1.944, p<.05) respectively. Based on these results, hypothesis two was confirmed.

## DISCUSSION

**Hypothesis** one **s**tated that there will be significant relationship between burnout and quality of life among the Federal Road Safety Corps Employees in Benue State Sector Command. The finding of this study is supported by Aear and Erkan (2018) study among the employees which indicated a significant negative relationship between burnout and quality of work life and collaborated with the study of Zhang et al. and further reviewed that to prevent job stress and burnout among the employees, it is necessary to promote quality of working life. In a related finding of a conducted by Ashrafi et al among nursing revealed that quality of work life has significant negative association with job burnout which is consistent with the study of (Karim, 2013) among the prison staff which indicate that there was significant negative relationship between burnout and quality of work life. The study further supported by the finding of Ehsan, Taramarz, Ali and Mohammed (2016) study among Iramian health care employees in Islamabad-e Gharb which revealed that there was significant negative correlation between burnout and quality of work life (r-0.291P=0.001). This study suggested a clear link between burnout and quality of work life. The study further recommended taking actions such as providing opportunity for staff to continue their education , increase their salaries and benefit as well as promoting their job would be considered as a common sense approaches contributing in improving the quality of work life.

**Hypothesis** two stated that there will be significant relationship between the dimensions of burnout on quality of life among the Federal Road Safety Corps Employees in Benue State Sector Command. This finding confirmed the study of Mutkins (2011) among 200 Employees which reviewed that emotional exhaustion and depression symptoms were

negatively influenced Quality of work Life among the employees. Considine and Callus (1999) study has similar finding which attributed the negative relationship between emotional exhaustion and depersonalization dimensions of burnout. The finding collaborates with the study of Zomorodi, 2003) among economy department in Austria which indicated the significant negative influence to emotional exhaustion on the quality of life. The findings further reviewed that emotional exhaustion and depersonalization dimensions of burnout were high due to high work demand of the employees. This means that the Government and the management of the Federal Road Safety Corps need to provide necessary measure to prevent workers from been burdened when working and also to improved their salary, shifting allowance, training and retraining that may reduce their problems (Zomorodi& Onteward ,2003; Mad, and Dipti (2009).Other study conducted among the employees of multinational companies reviewed the inability of the workers to manage their stress which has dangerous consequences in the line of their work. They need to work effectively for the progress of their career The finding further reviewed that the employees need to be strong both psychological and physical level to combat the chronic negative emotional exhaustion such as anger, anxiety, or depression which can eventually lead to them to psychological burnout (Gaines & Jermier, 1983) .This finding is in line with the study of Yukthamarani, Abdulla, Naeem, Roseline and Naresh (2021) which showed that safe and healthy working condition, social integrity at work and social relevant of work could significantly reduce the impact of depersonalization among the workers in Malaysia. In a related study of Mutlu (2022) revealed that employees with depersonalization are psychologically affected. They believed that they are dream/ game resulting in the feeling of sadness hopelessness and loneliness. This finding also showed that individual with depersonalization disorder feel negative emotion due to the problems accompany. This finding agreed with the study of (Gentile, Snyder and Gillig, 2014) which indicated that individual suffering from depersonalization disorder have physical, social and mental issues what have a detrimental impact on the quality of life. According to the study of Madhu, Anand and Dipti (2009) among Executive Employees of National Companies in Italy, the result of the finding showed that, there was significant influence of personal accomplishment on quality of life among the employees. This finding implies that, employees have the feeling of personal competence in achieving their set goals and objectives no matter the pressure place before them. In the empirical review of the three components of burnout on quality of life among Employees, the study have found that

Emotional Exhaustion has highest influence than any other components on quality of life and this may affect the quality of life of the Employees except appropriate measures is taken (Bagnara, Baldasseromi, Parlangli, Tadelei & Tralaglia, 1999).

## CONCLUSION

In conclusion, this study highlights the relationship between burnout and its dimensions on quality of life among the Federal Road Safety Corps Employees in Benue State Sector Command. The study also revealed the factors such as high level of stress, maladaptive behaviour, demanding job, depression, anxiety, and poor environment and low motivation as the variables that may negatively affect the quality of life of the employees (Ellias, 1962; Mohammed, Hossen, Motaghi and Pisheh, 2011). Based on the conclusion, it was therefore recommended that the attention of researchers and health professionals should be drawn to the area of need that affect the Federal Road Safety Corps Employees quality of life especially those who are predisposed to burnout stress in their work place. The study also recommended that policy makers in the field of mental health should organize a sensitization programme among Federal Road Safety Corps Employees in Benue State Sector Command and Nigeria at large on the danger associated with burnout stress in the work place and how to manage and cope with them. This study further, recommended that the management of the Federal Road Safety Corps should hire the service of Clinical psychologists in the areas of stress management and behaviour modification.

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