



Analysis of the Influence of Work-Life Balance and Burnout on Mental Health in Moderation by Marital Status and Personality in Female Police - A Conceptual Analysis

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Abstract. This study aims to explore the role of marital status and personality in moderating the influence of Work-Life Balance (WLB) and burnout on the mental health of female police officers in the Human Resources Bureau of the Yogyakarta Special Region Police. Drawing on the Theory of Expectations, our expectation-based approach aims to understand how expectations for WLB influence individuals' mental health. Methodology of this study employs a structured conceptual framework to integrate the literature findings extracted from past studies associated with WLB, burnout, and mental health. The results of the analysis showed that although WLB and burnout had a significant influence on the mental health of female police officers, there were empirical inconsistencies that showed that the role of moderation of marital status and personality was not fully understood. This study highlights the importance of these moderation variables in linking WLB and burnout with mental health. The originality of this study lies in the combination of marital status and personality as a moderation factor that affects the influence of WLB and burnout on mental health. The practical implications of this study are the importance of considering marital status and personality in designing strategies to support the mental health of female police officers, with a focus on WLB.

Keywords: WLB, Burnout, Mental Health, Marital Status, Personality, Conceptual Analysis

1 Introduction

Globally, more and more attention is being paid to worker welfare, especially issues related to high work pressure and work-life imbalances. Men and women workers are often faced with the challenge of juggling home and work demands, have a high risk for stress, fatigue and psychological problems [1]. Conflicts between work and personal life, coupled with excessive workload, can exacerbate the condition [2]. This causes many workers to experience burnout, which negatively impacts their mental well-being [3], [4]. Knowing the determinants of mental health in the workplace is important, as mental health (including emotional, psychological and social aspects) plays an important role to define the quality of live and productivity of individuals[5].

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Mental health can be defined as a state of optimal Psychological Well-Being (PWB) that allows individuals to feel satisfied with themselves, live a meaningful life, and function well in social relationships and at work [6]. According to the definition of Pongramma & Soetjningsih [7], good mental health has been defined by an individual's own well-being and the capacity to have a satisfying life, while working effectively in society [8]. Increased stress and tiredness through overwork is a sign of poor mental health, which can have a negative effect on productivity and general happiness [9].

In this study, the two main factors that were considered to affect an individual's mental health in the workplace were burnout and Work-Life Balance (WLB). Burnout, as one of the leading indicators of work stress, is directly related to feelings of emotional exhaustion, depersonalization, and decreased personal achievement [10], [11]. Meanwhile, WLB refers to how individuals balance the demands of their work and personal lives, which can significantly impact their PWB and productivity [12], [13].

Burnout is a psychological condition that results from prolonged, excessive work-related stress [11], [14]. Burnout can reduce a person's motivation and commitment to their work and can lead to more serious physical and mental health problems [15], [16]. Poorly managed stress can accumulate into burnout, which adversely affects an individual's performance at work [17]. Data shows that there is a significant link between stress at work and poor mental health [18].

WLB refers to an individual's capacity to balance work responsibilities with personal and family life. Prior research has demonstrated that WLB improves mental health, with those who maintain a healthy balance reporting higher levels of satisfaction and lower levels of stress. [10], [13]. Conversely, an imbalance between work and personal life can increase work stress and negatively impact mental health [19].

However, there is an empirical gap in research related to burnout and WLB. Many previous studies have focused only on one of these factors in mental health, without considering them simultaneously in an integrated context. The combination of these two factors is crucial for providing a more comprehensive picture of their impact on mental health, especially in the context of jobs with high emotional demands, such as those of health professionals [18], [20].

Previous research has also shown inconsistent results. Some studies show a significant link between burnout or WLB and mental health, while others do not find the same association [21], [22]. This inconsistency underscores the need for further research to clarify the influence of both factors on mental health, as well as other factors that might moderate this relationship [23], [24].

In light of the gap in evidence and inconsistencies in findings from previous research, this study introduces a less-researched moderation variable: marital status as influenced by personality. Marital status, as explained [25], can affect the way individuals manage their WLB, which in turn affects mental health. Personality, particularly in the context of Big Five traits, such as neuroticism and extraversion could also act as a moderator for the relation between burnout and WLB with mental health where individuals having certain personality traits can cope better with the challenges they face [26]. The capacity to balance the demands of one's personal and family life with those of one's job is referred to as WLB. WLB has been demonstrated to improve mental health in earlier research, with those who have a good balance reporting feeling less stressed and more content.

2 Literature Review

2.1 Expectancy Theory

The expectation hypothesis states that a person's motivation stems from their belief that their efforts will be rewarded with successful performance. Expectation theory states that a person's belief that their efforts will be rewarded with successful performance is what drives them, which will then result in desired effects. Its three main elements include instrumentality (how strongly one believes that successful performance will result in the attainment of a reward), valence (the extent to which someone values an outcome), and expectations (someone's belief about their ability to succeed) [27]. This theory is drawn on in the present study to understand the interactions of WLB, burnout, and mental health and how they are moderated by personal factors such as personality and marital status [27]. Building on the WLB, and burnout literature, the Hope Theory is well suited to explain how female police officers think about effort, performance and generating desired outcomes. It also discusses how their personality and marital status can affect their mental health. Applying this model in a law-enforcement setting can provide detailed knowledge about the factors affecting employees' work ability and mental health, especially for female police officers [28].

2.2 Mental Health

Mental health is a state of optimal PWB that includes positive feelings about oneself, healthy relationships with others, and the ability to face and cope with life's challenges constructively. Good mental health allows individuals to feel well-being and be able to cope with life's pressures adaptively and productively. Mental health is one of the most important aspects in the female police officers as they suffer from psychological distress, workplace discrimination and balancing work personal life simultaneously. Psychological health can be assessed using measurements such as subjective well-being and job stress. Suggests that work stress can be an indicator of poor mental health, while Pongramma & Soetjningsih [7], [35] state that PWB includes feelings of satisfaction, well-being, and being able to cope with the stresses of life in a healthy way. Therefore, good mental health is indispensable to support the optimal performance and well-being of female police officers. Based on the research by Dayanti & Suhermin [36], the mental health dimension encompasses several important aspects reflecting a person's psychological well-being, including emotional well-being, psychological independence, good social functioning, and adaptive problem-solving skills.

2.3. Work Life Balance

Work Life Balance (WLB) is a condition in which individuals achieve a balance between work and non-work roles, such as family and personal life. Pongramma & Soetjningsih [7] state that WLB involves the ability of individuals to

feel satisfied with both roles and be able to fulfill work and family obligations in a balanced manner. In the context of female police officers, this balance includes managing time between police duties and personal life that not only leads to a fair share of time, but also creates satisfaction and achievement in both aspects. Khairunnisa & Suhana [37] adding that a good WLB improves an individual's subjective well-being and mental health, which results in a more balanced and psychologically healthy life. When individuals maintain a healthy WLB, they are better able to manage the stress and challenges that come from both their work and personal lives. According to Badaruddin et al. [38], the WLB dimension comprises five aspects important for assessing WLB: time balance, engagement balance, satisfaction balance, distraction, and improvement.

2.4 Burnout

A psychological condition known as burnout develops as a protracted reaction to ongoing interpersonal and professional stress, leading to emotional exhaustion, depersonalization, and decreased work performance. In the context of female police officers, burnout can be caused by the stress that comes from high job demands, irregular work hours, and a lack of emotional support, which police officers often experience. Research by Kotera et al. [15] and Gamboa-Salinas indicates that burnout leads to emotional exhaustion and decreased performance, affecting a person's mental and physical well-being. Excessive, poorly managed stress can lead to feelings of overwhelm and burnout. For female police officers, high levels of burnout can negatively impact their mental health, including an increased risk of psychological disorders such as anxiety and depression, which can reduce their performance in carrying out police duties [26], [39]. According to Badaruddin et al. [38], burnout consists of three main dimensions that describe the condition in individuals, namely emotional exhaustion, depersonalization, and reduced personal achievement.

2.5 Marital Status

The term "marital status" describes a person's marital status. Based on Mangande et al. [25], marital status can be grouped into several categories: married, unmarried, divorced, and widowed. Marital status can affect an individual's PWB and mental health, especially for female police officers who double as workers and family members. For female police officers, this dual role often creates challenges in maintaining a WLB, leading to work-life conflicts. Pongramma & Soetjningsih [35] and Riantika et al. [7] state that married police officers are more prone to having difficulty balancing these two roles, thus potentially increasing work stress and worsening their mental health. Emotional intelligence and stress management are key to managing these challenges. Research by Khairunnisa & Suhana [37] shows that the role of marriage affects how individuals manage their life balance, which in turn affects their PWB and mental health.

2.6 Personality

Personality refers to a unique, consistent, and stable pattern of psychological

characteristics that affects how individuals think, feel, and act. The Big Five Personality Traits (OCEAN) the five primary dimensions of the model are neuroticism, agreeableness, extraversion, conscientiousness, and openness. This model can explain how individuals with high levels of neuroticism are more prone to mental health problems and stress, while individuals with levels of openness, conscientiousness, and extraversion are better able to overcome challenges and have more effective problem-solving mechanisms [7]. Based on the Big Five (OCEAN) model, personality consists of five main dimensions that influence individual behavior. These dimensions measure different aspects of personality that affect an individual's response to stress and daily-life challenges [38].

3 Methodology

This study uses a conceptual approach to clarify theoretical constructs and develop new interpretations grounded in the existing literature [40] which are obtained from open accessed journals and scientific articles on Google Scholar, Scispace, and Scopos with a time span of 5 years from 2020 to 2025. According to Salerno [41], the conceptual review helps identify research gaps and formulate a framework for future empirical studies. Relevant literature is integrated to align with the research objectives, enabling a comprehensive understanding of the relationships among key concepts. The result of this approach is a conceptual framework that can be empirically tested in future research. This framework aims to answer key questions. This study aims to test several hypotheses regarding the impact of different elements on mental health of female police officers. First, does WLB have a positive effect on the mental health of female police officers? Furthermore, does burnout hurt their mental health? This study will also examine the role of marital status as a moderation variable, namely, whether marital status moderates the influence of WLB on the mental health of female police officers and whether marital status also moderates the effect of burnout on their mental health. In addition, this study examined the influence of personality as a moderating factor, namely, whether it moderates WLB's effect on female police officers' mental health and whether it also mitigates the negative effects of burnout on their mental health.

4. Results & Discussion

4.1 The Effect of WLB on Women's Police Mental Health

Research shows that female police officers who maintain WLB tend to experience lower stress, feel more satisfied with their work, and have better mental health [35]. An imbalance between work and personal life can increase stress, anxiety, and trigger psychological disorders, potentially leading to severe mental health issues [7]. This is especially relevant in the context of female police work, which often faces high demands in terms of time, emotions, and physicality.

The findings of this study highlight the role of WLB in promoting mental health among female police officers. A positive WLB can enhance PWB, prevent burnout and increase work motivation and relations at the workplace [42]. Self-Determination Theory (SDT) and Resource Conservation Theory (RCT) explain that an individual's

ability to manage and divide time between work and personal life can reduce stress and increase psychological resilience. Therefore, the study concludes that WLB has a positive effect on the mental health of female police officers, with those who have a good WLB exhibiting more stable mental health and higher job productivity.

4.2 The Effect of Burnout on the Mental Health of Police Women

Burnout is a psychological response that arises as a result of prolonged stress at work, which can significantly affect an individual's mental health. In the context of female police officers, burnout is often triggered by excessive workload, high emotional demands, and an imbalance between work and personal life [37]. Research shows that burnout can lead to psychological disorders, such as anxiety, depression, and emotional exhaustion, leading to a decline in overall mental health [43]. Female police officers who experience burnout tend to feel helpless, isolated, and demotivated in carrying out their duties, which can damage their well-being both physically and emotionally [24], [26], [34]. Based on the results of research, burnout has been proven to hurt mental health. Those who experience burnout exhibit greater stress symptoms and feel less able to cope with challenges at work and in their personal lives [15].

4.3 The Effect of Marital Status as a Moderation Variable on WLB and Mental Health of Women Police

Marital status plays a vital role in moderating the relationship between WLB (WLB) and mental health in female police officers. In this context, married female police officers often face the dual role of fulfilling the demands of their jobs while also fulfilling the role of mother, wife, or family member, which can lead to conflicts between work and personal life [7]. Research shows that marriage can exacerbate difficulties maintaining a WLB, particularly among individuals who lack sufficient social support from a spouse or family [37]. On the other hand, married women with strong partner support tend to be better able to manage stress and create a better WLB [25], [42].

The results of this study show that marital status serves as a moderator, affecting the relationship between WLB and mental health. Married female police officers who face the pressures of dual roles are more prone to increased stress and burnout, which in turn can degrade their mental health [44], [45]. Some studies have shown that the relationship between marital status and mental health is most noticeable when individuals are in high-pressure situations [46], [47]. In contrast, for those who marry with good social support, especially from a partner, WLB has a greater positive influence on mental health [48], [49]. This is in line with the theory of Conservation of Resources, which suggests that social support can serve as a resource that reduces the negative impact of stress [50]. Thus, marital status can strengthen or weaken the relationship between WLB and mental health, depending on the quality of support received by the individual [51], [52].

4.4 The Effect of Marital Status as a Moderation Variable on Burnout and Mental Health of Women Police

Burnout is one of the psychological conditions that can interfere with an individual's mental well-being, and in female police officers, marital status factors can act as a moderating variable that affects the relationship between burnout and mental health. In this context, marital status affects how much burnout impacts mental health, especially on female police officers who have to balance the demands of heavy work with their role in family life [7], [35]. Married female police officers often face more complex dual roles, with high job demands and pressure to fulfill roles as wives, mothers, or family members, which can exacerbate emotional exhaustion and stress [37]. The results of this study show that marital status functions as a moderating factor that negatively impacts burnout on mental health. In this context, married female police officers, especially those who do not have sufficient support from a partner or family, tend to experience more severe emotional exhaustion, which in turn lowers their mental health. Research shows that in high-stress situations, such as those faced by many workers, including the police, social support from a partner plays a crucial role in mitigating the adverse effects of workload and burnout [53].

Adequate social support provides the emotional resilience that is essential in the presence of emotional burden faced [53], [54]. Therefore, marital status can reinforce or weaken the influence of burnout on mental health, depending on the level of social support the individual receives. These findings align with the concept of social moderation described in previous studies, in which individuals with strong social support tend to show greater resilience to stress and burnout [53], [54]. Thus, marital status plays a significant moderating role in the effect of burnout on the mental health of female police officers, where partner support has an essential impact on reducing the adverse effects of burnout and improving psychological well-being. This research provides valuable insights for efforts to improve mental health among the workforce, especially in professions at high risk of experiencing emotional stress [55], [56].

4.5 The Influence of Personality as a Moderation Variable on WLB and Mental Health of Women Police

Personality plays a significant role in how individuals respond to the pressures and stresses of work and personal life. In the context of this study, the personality of female police officers may moderate the influence of WLB on their mental health. Dominant personality traits such as extroversion, openness, and self-awareness can affect how well individuals manage the demands of work and personal life, which, in turn, impacts their PWB [7], [37]. Female police officers with extroverted personalities who are more active in interacting and more open to change tend to have a better ability to maintain a balance between their work and personal lives, which can reduce the negative impact of stress on mental health [37].

Personality functions as a moderator that strengthens or reduces the influence of WLB on mental health. Several studies have shown that certain personality types, especially those related to neuroticism, can affect an individual's ability to handle work pressure and balance between personal and professional life [57], [58]. The results of this study show that personality plays a vital role in how individuals respond to WLB and in managing the impact of such stress on their mental health [59].

In conclusion, personality can serve as a significant moderating variable, which alters the power of WLB influence on the mental health of female police officers. This

aligns with the previous understanding that individuals' stress is strongly influenced by their personality characteristics [60], [61]. Therefore, a work management strategy that considers personality factors can help create a more supportive work environment for individuals with varying levels of neuroticism [59].

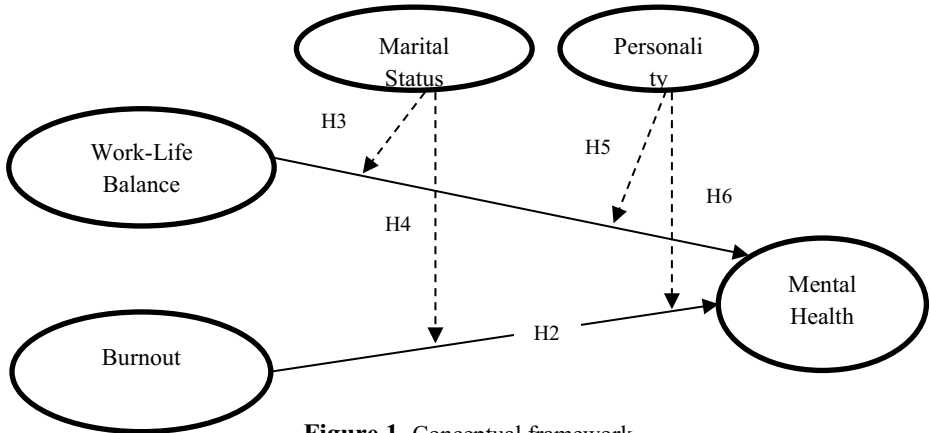


Figure 1. Conceptual framework

Figure 1. This study proposes a conceptual framework that integrates previous research on the influence of WLB and burnout on the mental health of female police officers, relying on Expectation Theory. This framework shows that WLB and burnout affect the mental health of female police officers both directly and indirectly, through the moderation of marital status and personality. Positive expectations regarding WLB are associated with better mental health, reduced stress, and reduced risk of burnout, while negative expectations can worsen psychological well-being. Marital and personality status, such as neuroticism and extraversion, serve as moderation variables that influence how female police officers manage their dual roles and respond to work stress. This model shows that female police officers with stable and optimistic personalities tend to have better expectations of managing their life balance, which can reduce the negative impact on their mental health.

5 Conclusion

Burnout is a syndrome that is often experienced by individuals who work in chronically stressful circumstances, and it can significantly affect mental health [62]. In the context of female police officers, burnout can have a significant impact on their psychological well-being, given the heavy and often emotional demands of the job [63]. Research shows that the work environment in the police force can cause high psychological stress that has an impact on the mental health of officers [62], [64]. However, the effect of burnout on mental health can vary depending on the individual's personality.

Personality, as understood through the Big Five theory, serves as a moderator of a person's response to stress and burnout management [65]. Several studies prove that

individuals with high levels of conscientiousness and extraversion tend to be more effective at managing stress and reducing the negative impact of burnout [66]. In contrast, individuals with high levels of neuroticism may be more susceptible to mental health disorders, even in more supportive working conditions [67], [68]. Those who tend to feel anxious and prone to emotional distress may experience the adverse effects of burnout more quickly [69]. In this study, personality served as a moderating variable that affected how much impact burnout had on the mental health of female police officers. Although burnout can have adverse effects, individuals with certain personalities, especially those with positive predispositions to stress, may be better able to cope with and manage those negative impacts [70], [71]. Therefore, personality plays a vital role in reinforcing or mitigating the effects of burnout on mental health, and organizations need to consider these factors to support the PWB of female police officers.

This study examines the relationships among WLB, burnout, marital status, personality, and mental health among female police officers using the Expectation Theory approach. The findings show that WLB and burnout have a significant effect on the mental health of female police officers, with their expectations of WLB as a key factor. This study provides theoretical insights into the influence of WLB and burnout on mental health and shows the importance of marital status and personality as moderating variables that amplify or attenuate the effects of WLB and burnout on mental health management. In practical terms, these findings can help policy makers and human resources managers design programs that support WLB and reduce burnout in female police officers. The next step is to test this conceptual framework empirically through quantitative research using PLS-SEM tools on female police officers at the Human Resources Bureau of the Yogyakarta Special Region Police.

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