

Job-related frustration, work-family interference, and occupational burnout: Suppressive roles of perceived family supportiveness and emotional intelligence

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Previous studies have linked occupational burnout with job-related frustration and work-family interference. But there is no adequate empirical evidence on the extent to which perceived family supportiveness and employees' emotional resources to manage challenging work situations may help ameliorate the effects of job-related frustration and work-family interference on occupational burnout; which this study investigated. Participants were 250 employees (152 females; 98 males) selected from two service occupations (health=100; security=150) in southwest, Nigeria. Results indicated that occupational burnout increased significantly with job-related frustration and work-family interference. Results of the mediation test showed that perceived family supportiveness significantly reduced the extent to which job-related frustration and work-family interference led to occupational burnout. Similarly, emotional intelligence significantly reduced the relationships of job-related frustration and work-family interference to occupational burnout in such a way that employees who were emotionally intelligent tended to report low level of occupational burnout despite job-related frustration and challenges of balancing work and family obligations. Implications of the findings for theory and practice are discussed.

Keywords: work-family interference, job frustration, emotion, supportiveness, burnout