

PATTERNS OF SOCIAL SUPPORT AND MULTIPLE ROLES ON THE PSYCHOLOGICAL WELLBEING OF WORKING-CLASS WOMEN IN GA SOUTH MUNICIPALITY OF THE GREATER ACCRA REGION

ABSTRACT

Aim: The multiple roles of working women are impacting on their psychological wellbeing. What is difficult to determine is if this impact is negative or positive. The objectives of this study were to examine the psychological wellbeing of working-class women in the Ga South municipality on the six subscales of psychological wellbeing tool. The study also sorts to examine if multiple roles of working-class women had a positive relationship on their psychological wellbeing and finally to ascertain if the patterns of social support positively related to the psychological wellbeing of working-class women in Ga South Municipality.

Study Design: The study targeted working women in formal sectors (Education, Health and Banking) in the municipality. A sample size of 346 working women were selected using convenient sampling method. The Carol Ryff's Psychological Well Being Scale (PWB), Work-family conflict and Family-work Conflict Scale, and the Multidimensional Scale of Perceived Social Support questionnaires were adapted for the study. Frequencies and percentages were used to analyze the socio-demographic characteristics of the participants, mean and standard deviations were used to analyzed the general psychological wellbeing of the participants. Simple linear regression analysis was used to identify the relationship between multiple roles and psychological wellbeing whiles, Pearson product moment correlational analysis was used to analyzed the relationship between social support and the psychological wellbeing of the participants.

Results: The data showed that working women generally have positive perception of their psychological wellbeing in terms of autonomy, environment mastery, personal growth, positive relations, purpose in life and self-acceptance. There was a significant relationship between multiple roles of working women and their

psychological wellbeing. Social support also had a positive relationship with the psychological wellbeing of working women.

Conclusions: Working women in the Education, Banking and Health sectors at Ga South Municipality have a high sense of psychological wellbeing; these women appear to be autonomous, and have mastery over their environment. It can also be concluded that the multiple roles that women engage in positively affect their psychological wellbeing, and also the availability of social support makes them have a high sense of psychological wellbeing, because it enables them to juggle multiple roles demands.

Keywords

Multiple roles, Work-family conflict, Family-work conflict, psychological wellbeing, working women, social support.

1.0 BACKGROUND

Most women in the labour force nowadays work because the family needs the money and also for their own self-actualization [1]. Thus, an aggregate number of educated women are combining professional careers with marriage and child rearing which may be stressful. It has become increasingly common for women to balance multiple social roles [2]. Example, there has been substantial growth in the number of women who count the roles of paid work among their social roles including being a spouse, parent and a caregiver to a disabled or ill adult. Historically, it was believed that occupation of multiple roles was detrimental to women and this belief may be true. In the past several decades, markedly women take on more multiple social roles [3]. The effect of multiple roles on women's psychological well-being remains controversial [4]. Maclean, Glynn, and Ansara [5] reported that research on the relationship between women's social roles and mental health has been equivocal. They further stated that a greater number of roles often protect mental health while certain combinations can lead to strain. Some studies identified detrimental effects while others identified beneficial effects [6]. This study thus assesses the real impact of these multiple roles on the psychological wellbeing of the Ghanaian woman and the subsequent influence of perceived social support.

The psychological wellbeing of these women is determined with Ryff (1989) dimensions [7]. According to Ryff [7], the dimensions of psychological

wellbeing have been categorized into six groups, namely autonomy, which can be explained as the degree to which someone is, self-determining and independent; able to resist social pressures, able to think and act in certain ways, regulate behavior from within, and evaluate self by personal standards. Purpose in Life is another dimension of psychological wellbeing which also stands for the degree to which someone has goals in life and a sense of directedness, feels there is meaning to present and past life, holds beliefs that give life purpose, and has aims and objectives for living. Positive Relations with Others stands for the degree to which someone, has warm, satisfying, trusting relationships with others, is concerned about the welfare of others, is capable of strong empathy, affection, and intimacy, and understands the give and take of human relationships. Personal Growth stands for the degree to which someone, has a feeling of continued development; sees self as growing and expanding; is open to new experiences, has a sense of realizing his or her potential, sees improvement in self and behavior over time; and is changing in ways that reflect more self-knowledge and effectiveness. Environmental Mastery stands for the degree to which someone, has a sense of mastery and competence in managing the environment; controls complex array of external activities; makes effective use of surrounding opportunities; and is able to choose or create contexts suitable to personal needs and values. Self-Acceptance stands for the degree to which someone, possesses a positive attitude toward the self; acknowledges and accepts multiple aspects of self, including good and bad qualities; and feels positive about past life.

It becomes necessary to assess the baseline psychological wellbeing of women to be able to determine how their multiple roles impact on them. Multiple roles are determined by how the work roles and the family roles of these women conflict with each other. Rather than following a transitional sequence from one role to another, in such a role proliferation, women perform simultaneously an accumulation of disparate roles, each requiring deep commitment [8]. The influence of social support is examined to ascertain how it affects the psychological wellbeing of women who combine family and work roles. The dimension of social support is explained as the physical and emotional comfort given to individuals by their family, friends, coworker and others. It is the act of knowing that we are part of a community of people who love and care for us, valued and think well of us. The effect of multiple roles on women's psychological well-being remains controversial [4]. The general aim of the study is to examine the patterns of

social support and multiple roles on psychological wellbeing of working-class women. Specifically, the study sort to; examine the psychological wellbeing of working-class women in the Ga South municipality on the aspect of autonomy, environmental mastery, personal growth, positive relations with others, purpose in life, and, self-acceptance. The second objective is to examine if multiple roles of working-class women have a positive relationship with their psychological wellbeing; and finally, to ascertain if the patterns of social support positively relate with the psychological wellbeing of working-class women in Ga South Municipality.

2.0 MATERIALS AND METHODS

2.1 Research Design

The survey design was adopted for this because it enables a researcher use information obtained from a sample of individuals to make some inferences about the wider population, and also all available information or data will be gathered and summarised in one form to gain an overall picture of the information to be gathered [9]. In relation to this study, the survey design aided the researcher to explore from the participants their patterns of multiple roles engaged in and social support perceived, and how these impacted their psychological wellbeing. It also helped determine how participants sociodemographic characteristics was related with their psychological wellbeing.

2.2 Participants

Participants were working women in public sectors (Education, Health and Banking) in the Ga South Municipality. These three sectors were selected purposively based on the fact that they had the highest number of working women [10]. The accessible population was 3,298 women, comprising 2,098 from Education, 355 from Banking and 845 from Health sectors [10], was used for this study. Using Krejcie and Morgan's [11] sampling table, 346 women were selected from the accessible population. Two hundred and twenty respondents were selected from the Education sector, 89 respondents from the health sector and 37 respondents from the banking sector.

The figures for the distribution of the sample size across the three sectors was calculated as population for a particular sector divided by the population of the three

sectors, multiplied by the sample size for this study, and that is how the sample for each sector was arrived at. This is shown in table 1.

Table 1: *Distribution of Respondents Selected from the Three Sectors*

Name of Sector	Population	No of respondents
Education	2098	220
Banking	355	37
Health	845	89
Total	3298	346

Source: Ghana Statistical Service Census (2013)

2.3 Recruitment of Participants

The convenient sampling method was used in selecting the participants from the various institutions for the study; this was because only those who were available and willing to participate at the time of the research were involved. To qualify for the study, participants must be a woman employee in the public sector (Education, Health, and Banking), and must be aged 18 years and above. Again, the participants must be willing to participate in the study, and be able to read and write.

2.4 Demography of Participants

One hundred and sixty-six representing 48.8% of the respondents were between the ages of 18 and 25, while 6 (1.8%) were 41 years and above. This implies that the greater proportion of respondents who participated in the study were young adults. In terms of educational levels, 325 (95.6%) of the respondents had tertiary education, while 1 (0.3%) had primary education, and the remaining 14 (4.1%) had completed Senior High School education. Also, 134 (39.4%) of the respondents had an income level between 500-700 Ghana cedis, and 31 (9.1%) had an income level between 1,100-1,200 Ghana cedis. In relation to participants marital status, 243 (71.5%) of them were married, and 97 (28.5%) were single.

2.5 Measurement and Study Instrument

2.5.1 Psychological wellbeing

The Carol Ryff's [7] Psychological wellbeing scale (PWB) was adapted to measure the psychological wellbeing of respondents. It is a 42-item scale which comprises six sub-dimensions: autonomy, environmental mastery, positive relations with others, purpose in life, personal growth, and self-acceptance [7]. The instrument has a good internal reliability of 0.80. For the purpose of this study, 4 items per dimension were chosen because they best fit the study. Thus, autonomy (four items), environmental mastery (four items), personal growth (four items), positive relation (four items), purpose in life (four items), self-acceptance (four items). Each dimension had both positive and negative statements. Respondents were asked to indicate their level of agreement or disagreement with some self-descriptive statements based on a four-point Likert scale ranging from 1 - "strongly disagree" to 4 - "strongly agree". The data was analysed using Mean and Standard deviation to find out the level of perception of the participants on their psychological wellbeing with regards to each of the sub dimension. The cut-off points for interpreting the mean of statements of perception of psychological wellbeing were given on a four-point Likert scale as 1-1.5 = strongly disagree, 1.6-2.5 = disagree, 2.6-3.5 = agree, and 3.6-4.0 = strongly agree.

2.5.2 Work-family conflict and Family-work conflict Scale

Multiple roles of the participants were assessed based on how they managed their inter-role conflict. The work-family conflict and family-work conflict of Netemeyer, Boles and McMurrian [12] was adapted for the study. The two-section scale consisted of five items each, it originally demonstrated Cronbach alphas that ranged from 0.82 to 0.90. The scales in the present study achieved alphas of 0.93 for work-family conflict and 0.88 for family-work conflict. They utilized four-point Likert scale items with "Strongly Agree" and "Strongly Disagree" as anchor points. The scale seeks the respondent's degree of agreement with statements. The questionnaire for the present study made use of five items per a section of the original questionnaire.

2.5.3 The Multidimensional Scale of Perceived Social Support

The multidimensional scale of perceived social support by Zimet, Dahlem, Zimet and Farley [13] was adapted to assess the dimensions of perceived social support, including emotional, instrumental and informational support, from spouse or partner, friends, work associates, and relatives. To determine the reliability of the instrument,

the Cronbach's Alpha was used. Items were measured on a four-point Likert scale (1- Strongly disagree, 2- Disagree, 3- Agree, and 4- Strongly Agree). The mean score was used to determine the availability of social support. Scale score ranging from 1 to 2.9 was considered low support; a score of 3 to 5 was considered moderate support; a score from 5.1 to 7 was considered high support.

2.6 Data Analysis

The data was checked and coded, afterwards SPSS was used in the analysis. Descriptive and summary statistics were presented in a table format. First, the demographic data (Age, Educational level, Income level and Marital status) of the respondents were analyzed using frequencies and percentages. Mean and standard deviations were used to analyze participants psychological wellbeing, work-family conflict and family-work conflict and multidimensional scale of perceived social support. Simple linear regression and Pearson product moment correlation analysis was used to test for the relationship between multiple roles and psychological wellbeing, and social support and psychological wellbeing respectively.

3.0 RESULTS AND ANALYSIS

The first objective was to examine how working-class women in the Ga South Municipality perceive their psychological wellbeing in terms of personal growth, autonomy, purpose in life, positive relations with others, self-acceptance and environment mastery. The analysis of the responses is presented in Table 2.

Table 2: Analysis of the Results of Perceive Psychological Wellbeing of Working Women

Variables	N	Mean	SD
Autonomy			
1. Sometimes, I change the way I act or think to be more like those around me.	340	2.50	0.94
2. I am not afraid to voice my opinion, even when they are in opposition to the opinions of most people.	340	3.16	0.81
3. My decisions are not usually influenced by what everyone else is doing.	340	2.98	0.98
4. I tend to worry about what other people think of me.	340	2.50	1.07
Environmental Mastery			
1. In general, I feel I am in charge of the situation in which I live.	340	2.90	.94

2. The demands of everyday life often get me down.	340	2.61	0.93
3. I do not fit very well with the people and the community around me.	340	1.92	1.01
4. I am quite good at managing the many responsibilities of my daily life.	340	3.18	0.85
Personal Growth			
1. I am not interested in activities that will expand my horizons.	339	2.89	.95
2. In general, I feel that I continue to learn more about myself as time goes by.	340	3.29	.83
3. I don't want to try new ways of doing things, my life is fine the way it is.	340	1.70	.97
4. I have the sense that I have developed a lot as a person overtime.	340	2.94	.95
Positive relation			
1. Most people see me as loving and affectionate.	340	3.16	.88
2. Maintaining close relationship has been difficult and frustrating for me.	340	2.63	1.47
3. I often feel lonely because I have few friends with whom to share my concerns.	340	2.43	1.06
4. I enjoy personal and mutual conversation with family members or friends.	340	2.97	1.88
Purpose in Life			
1. I feel good when I think of what I have done in the past and what I hope to do in future.	340	3.03	1.96
2. I live life one day at a time and don't really think about the future.	340	1.85	2.55
3. I tend to focus on the present, because the future nearly always bring me problems.	340	1.86	.94
4. I don't have a good sense of what I want to accomplish in life.	340	1.76	.83
Self-Acceptance			
1. When I look at the story of my life, I am pleased with how things have turned out.	340	3.17	.95
2. In general, I feel confident and positive about myself.	340	3.38	.83
3. I feel like many of the people I know have gotten more out life than I have.	340	2.25	1.01
4. I like most aspect of my personality.	340	3.37	.73

Source: Field Survey, Aidoo (2017)

Respondents agreed with the two positive statements under autonomy, the items include: (a) I am not afraid to voice my opinion, even when they are in opposition to the opinions of most people and (b) My decisions are not usually influenced by what everyone else is doing. Respondent also disagreed with the two negative statements under autonomy. The items include: (a) Sometimes, I change the way I act or think to be more like those around me. (b) I tend to worry about what other people think of

me. By implication, the results show that respondents' perception of items under "Autonomy" as a psychological wellbeing was generally positive.

Respondents agreed with the two positive statements under environmental mastery, the items include: (a) In general, I feel I am in charge of the situation in which I live, and (b) I am quite good at managing the many responsibilities of my daily life. Respondents also disagreed with the two negative statements under environmental mastery, the items include: (a) The demands of everyday life often get me down, and (b) I do not fit very well with the people and the community around me. It can therefore be said that respondents' perception of "Environmental Mastery" as a psychological wellbeing was positive.

Respondents agreed with the two positive statements under Personal Growth, the items include: (a) In general, I feel that I continue to learn more about myself as time goes by, and (b) I have the sense that I have developed a lot as person overtime. Respondents also disagreed with the two negative statement items, the items include: (a) I am not interested in activities that will expand my horizons, and (b) I don't want to try new ways of doing things, my life is fine the way it is. The results therefore reveal that respondents' perception of "Personal Growth" as a psychological wellbeing is positive.

Respondents agreed with the two positive statements under Positive relation, the items include: (a) Most people see me as loving and affectionate, and (b) I enjoy personal and mutual conversation with family members or friends. Respondents also disagreed with the two negative statements under positive relation, the items include: (a) maintaining close relationship has been difficult and frustrating for me, and (b) I am often lonely because I have few friends with whom to share my concerns. The results therefore show that respondents' perception of "Positive relation" as a psychological wellbeing is positive.

Respondents agreed with the only positive statement item under Purpose in Life, the item was (a) I feel good when I think of what I have done in the past and what I hope to do in future. Respondents however, disagreed with the three negative statements items. The items include: (a) I live life one day at a time and don't really think about the future. (b) I tend to focus on the present, because the future nearly always brings me problems. (c) I don't have a good sense of what I want to accomplish in life. The results generally showed that respondents' perception about "Purpose in Life" as a psychological wellbeing was positive.

Respondents agreed with the three positive statements items under Self-Acceptance, the items include: (a) When I look at the story of my life, I am pleased with how things have turned out, (b) In general I feel confident and positive about myself and (c) I like most aspect of my personality. Respondent however disagreed with the only negative statement under self-acceptance, the item was (a) I feel like many of the people I know have gotten more out of life than I have. The results therefore showed that respondents' perception of "Self-Acceptance" as a psychological wellbeing was positive. The results from all six subscales show positive perception of psychological wellbeing. This implies that respondents generally have good perception of their psychological wellbeing in terms of autonomy, environment mastery, personal growth, positive relations, purpose in life and self-acceptance.

Again, the study assessed how multiple roles of working-class women impact their psychological wellbeing. A simple linear regression was conducted and the result is presented in Table 3.

Table 3: Regression Analysis of multiple roles on psychological wellbeing of working-class women

Model	Standardized				
	Coefficients	R	R square	t	Sig.
	Beta				
(Constant)				43.364	.000
Multiple roles	.177	.52	.028	3.288	.001

Significant ($p < .05$)

The results from Table 3 show a significant impact of multiple roles on psychological wellbeing of working-class women ($r = .52$, $p < .05$). Multiple roles account for 2.8% variation in psychological wellbeing of working-class women.

Additionally, the study tested whether social support relates positively with psychological wellbeing of working-class women. Pearson product moment correlation was used and the result is presented in table 4.

Table 4: Relationship between Social support and Psychological Wellbeing of Working-Class Women

	Psychological Wellbeing
Social Support	.213**
Significant ($p < .05$)	

Table 4 shows a low positive significant relationship between social support and psychological wellbeing of working-class women ($r = .213$, $p < .05$). This implies that working class women with high social support would also have high psychological wellbeing.

4.0 DISCUSSIONS

The findings of the study indicated that, working class women in the Ga South municipality perceive their psychological wellbeing to be generally positive. The working women responded to items on subscales of Ryff [7] theory of psychological wellbeing on the aspect of autonomy, Environmental mastery, Personal growth, Positive relation, Purpose in life, and Self-Acceptance. Respondents' perception of items under "Autonomy" as a psychological wellbeing was positive, indicating that working women in education, health and banking sectors have a high sense of autonomy with regards to their psychological wellbeing. This finding is consistent with results of Srimath and Kiran [14] did a comparative study to assess the psychological wellbeing of working women in different organisations. They found out that women employees working in industrial health organizations and call centre had significantly lesser scores on autonomy, whereas women in teaching had higher scores in autonomy. Their research finding is consistent with the findings of the present study because, the study had working women from the teaching profession as majority of its respondents. Again, the finding in the current study is inconsistent with the finding of Syafhendry, Fadhila and Arief [15] who also examined the psychological wellbeing of working women from different organisations and find that, women working in the banking sector had the highest score on autonomy, while women working in schools had the lowest autonomy scores. The inconsistencies are drawn on the basis that women in the banking sector formed the least respondents in the current study, while women from the teaching profession formed the highest. The implication of the study results in relation to other previous findings as stated

above indicates that working women in the various formal sectors have high autonomy over situations and events in life. This is because having a paid worker role aside the family roles, gives women the opportunity to be independent, especially with their ideas and opinions. For example, they are able to voice their opinions even if it is contrary to what every other person thinks, and they do not give people the opportunity to influence their decisions.

It was also established that respondents' perception of "Environmental Mastery" as a psychological wellbeing was also positive. This shows that working women from these three sectors had a high sense of environmental mastery. The finding is in agreement with that of Syafhendry, Fadhila and Arief [15], who examined the psychological wellbeing of working women from different organisations. Their results revealed that, women working in schools had highest score on environmental mastery; while women in companies had the lowest score. Their finding is consistent with the finding of the present study because women in the teaching profession formed the majority of the respondents in the present study. These two results show that women in this field have consistently shown high psychological wellbeing on this dimension across studies. The finding however insinuates that working women even though may have to fulfil multiple roles, the fulfilment of these roles makes them gain a sense of autonomy of their working space and situations in which they live. They are also able to manage many responsibilities of their daily lives. The idea that multiple roles give working women a high sense of environmental mastery can be refuted by the insight made by Lennon and Rosenfield [16]. They opined that family and job conditions can profile certain self-perceptions that may affect the psychological well-being of working women. Specifically, particular job and family situations can affect individuals' sense of personal control, that is, their perceptions that they are able to act on and affect their environment. Lennon and Rosenfield are therefore implying that fulfilled multiple roles do not necessarily mean one has mastery over such roles and the environment in which such roles are performed, rather the role conditions will determine one's mastery.

This present study also revealed that respondents' perception of "Personal Growth" as a psychological wellbeing was positive, indicating that respondents have a high sense of personal growth. This finding is consistent with the finding of Srimath and Kiran [14], who found that women in teaching profession had personal growth scores of ($M=37.59$) which was the highest, in paralleling with women in banking and health.

This finding is again in agreement with that of Syafhendry, Fadhila and Arief [15], who found that women working in the banking sector had the highest score on personal growth, while women working in companies had the lowest. Working women in the banking sector were part of the respondents for this present study. This implies that working women in the teaching and banking sectors have exhibited high personal growth pattern across studies. The implications of these findings are that, working women in the quest to fulfil their multiple roles get the prospect to develop themselves over time. This is because they get to learn more as they are exposed to different environment, and that enable them to fulfil the demands of both their work and family roles, hence permitting them to expand their horizons. The study result shows that respondents' perception of "Positive relation" as a psychological wellbeing was also positive. This result indicates that, respondents in the current study have a high sense of positive relations. This finding corroborates that of Srimath and Kiran [14] who also discovered that women teachers have the highest positive relation with others scores ($M=39.89$), followed by women in banking and health. The finding of this present study and that of Srimath and Kiran [14] makes indications that, even as working women fulfil their dual roles, they are able to have close relations with both work colleagues and family members. Also, working women are able to share concern with others and establish mutual and personal conversation with them as well, hence helping them to attain much with regards to their positive relations. The study results show that respondents' perception of "Purpose in life" as a psychological wellbeing was also positive. The finding is consistent with that of Srimath and Kiran [14], who indicated that female teachers have highest scores ($M=39.28$) in the area of purpose in life, other participants in the health and banking also had scores that were encouraging. The implication of this finding is that even though the respondents had multiple roles and sometimes found their roles to be challenging, they perceive that their ability to fulfil the demanding roles are avenues to pursue higher and more arduous roles and attain much in life. The study also found that respondents' perception of "Self-Acceptance" as a psychological wellbeing was positive. This result indicates that working women in these three sectors have a high sense of self-acceptance. This finding is in agreement with that of Srimath and Kiran [14], who indicated that women teachers have highest scores in self-acceptance ($M=40.59$) and the women in banking and health also had high scores with respect to self-acceptance. This shows that women

teachers and women from other professions have shown a good sense of self-acceptance as part of their psychological wellbeing across studies. The findings however imply that, working women are confident and positive about themselves. They also like most aspect of their personality and have turned to be pleased with their lives in general. It may also be noted that these exploration on the whole found that, working women generally exhibited a good sense of psychological wellbeing on all the six subscales of Ryff [7] scale of psychological wellbeing.

The findings of this present study answered the question that has run through literature for ages. Studies considering women's distress levels according to role combinations and socio-economic status have had mixed results [17]. They further emphasized that most studies seek to answer whether multiple role involvement is beneficial, and/or detrimental to the person fulfilling those roles, and the individuals connected to that person (e.g., children and spouse). The result indicated that multiple roles have a positive impact on women's psychological wellbeing. Therefore, multiple role involvement is beneficial to the person fulfilling those roles, and not detrimental as some theories made us believe. The results is however, more in accordance with that of Thoits [24] who reported a positive correlation between the number of roles a person occupies and his/her psychological well-being. The finding of this present study is also supported by the basic assumptions of the role enhancement perspective of role theory [18]. The theory contends that the accumulation of various life roles would lead to an increased social integration, leading to an increase in power, prestige, resources, and heightened sense of identity. It is opposed to the role strain perspective that multiple roles bring strain to an individual, because human beings have limited energy, time and commitment for fulfilling roles, and that these limited energies cannot be expanded.

The finding of the present study is also in agreement with that of Barnett and Hyde [2], who posited that the benefits of engaging in multiple roles can outweigh the strain that individuals may experience. This present research finding is also consistent with similar research conducted in Ghana by Maclean, Glynn and Ansara [5]. They came out with the findings that people combining paid work with family roles experience better psychological wellbeing because of the augmentation of the individual's power, prestige, resources and emotional gratification. Therefore,

multiple roles are not detrimental on an individual's psychological wellbeing. The finding of this study is congruent with the findings of Adelman [19], who reported that a number of social roles occupied was positively related to life satisfaction and self-efficacy, and negatively related to depression among both men and women. The finding of this study and that of previously cited studies all gives the indication that, even though multiple roles may be overwhelming for the working woman, the advantages of fulfilling these roles outweighs the disadvantages. This is because multiple roles enable the individual gain control over their environment, get a high sense of wellbeing, become useful and attain a greater height in life. It must however be emphasized that the wrong combination of these roles, the unfavourable job conditions and other external factors if not handled well creates the impression that multiple roles are detrimental to a person's psychological wellbeing.

The finding of the present study indicates that working class women with high social support would also have high psychological wellbeing. Further evidence is indicated from this study that, social support significantly correlates psychological well-being of working women engaged with multiple roles. This is because as social support increases, psychological wellbeing also increases, and as social support decreases, psychological wellbeing decreases as well. An explanation for this finding is that the consequences of multiple role strain on psychological well-being of the working women are influenced by the level of social support they receive. Thus, social support at any point in time will determine the psychological wellbeing of the individual engaged with multiple roles. This finding is similar to a study conducted by Rao et al. [20], who explored a variety of job-related conditions and coping variables and their ability to predict psychological wellbeing in a sample of 60 working, married mothers in India. Seeking out, social support was the strongest predictor of wellbeing in the sample, which suggested that social support is a key factor in the well-being of women occupying multiple roles.

The implication of this finding is that working women who experience multiple role strains but have high social support from their spouses, families, friends, colleagues and bosses at work are likely to have better psychological health than those who have low social support. In a way, social support serves as a coping function since it sometimes helps keep emotions associated with work-family conflict in inlet. The finding of this study is also in support of that of Salami [21], who provided evidence from his study that social support was a significant predictor of psychological well-

being of working mothers engaged in multiple roles. The finding of the present study is consistent with Cohen and Wills [22], who argued that the degree of social support an individual has in a situation may affect the entire stress process. For example, if an individual perceives conflict on the job but experiences a fair amount of social support from work peers, the resulting strain from experienced role conflict may not occur. Similarly, Cohen and Wills [22] indicated that although an individual may have a high level of family time demands, social support from the spouse may attenuate the impact of that source of strain. The result of this present study is also in agreement with the contributions of earlier researchers who found that social support was a significant predictor of well-being and also a moderator of the multiple role strain-psychological wellbeing nexus [23]. An explanation for this finding is that the consequences of multiple role strain on psychological well-being of the working women are influenced by the levels of social support they have.

In all, the finding of this study is in agreement with the main-effect model of social support which argues that social connectedness is beneficial irrespective of whether one is under stress. The model went further to state that an increase in social support will result in an increase in well-being irrespective of the existing level of stress. Therefore, it is hypothesized that women with multiple roles should experience increased psychological wellbeing with or without conflicting role demands if there is the availability of social support. In evaluating the present finding and previous studies as discussed above, it can be indicated that a person may or may not experience strain in fulfilling multiple roles but the mere availability of social support will cause an increase in psychological wellbeing. This implies that multiple roles only become a strain when there is the absence of social support. This is because the availability of social network and social connectedness can help eliminate or reduce the conditions that make multiple roles stressful for the individual fulfilling them.

5.0 CONCLUSIONS

It can be concluded that the working women had a positive perception of their psychological wellbeing on all the subscales measure: aspect of autonomy, environmental mastery, personal growth, positive relations with others, purpose in life, and, self-acceptance. It can also be concluded that the multiple roles that women engage in positively affect their psychological wellbeing, and also the

availability of social support makes them have a high sense of psychological wellbeing, because it enables them to juggle multiple roles demands.

6.0 RECOMMENDATIONS

A couple of implications emerge from the results of this study and it informs future interventions for the growing numbers of working women. Clinicians must be conscious of the complications related to the work and home interface in order to help clients decrease work overload and manage work-life conflict issues; especially those related to how paid work interferes with family roles, and overall psychological well-being. This will help ensure that these women maintain a stable psychological wellbeing while performing their multiple roles. Even though working women in the present study showed a sense of mastery over their roles, they can be encouraged to believe or be more confident that they have the capabilities to cope effectively with the demands of multiple roles they engage in. They can however, utilize available resources at their disposal to reduce the strain associated with life event.

It is also essential that women who are continually juggling multiple roles learn to constantly develop and use coping strategies and look to support systems in time of need. The support systems for the women may be in the form of having a network of family and friends, support from husbands and significant others, as well as support from relative organisations where the women work. If this becomes challenging for the working woman, clinical health psychologist, counselling psychologists, personnel psychologists and other health professionals should mount intermediation approaches that include the enhancement of women's self-efficacy, active problem-solving, coping and social networks.

In order to prevent work role conflicts, it is recommended that employers of labour make policies that would help working women especially mothers to be able to manage combining work and family roles. Such policies could include providing women-friendly work environments such as bringing their babies to work after maternity leave, establishing day care within the work environment, allowing working women to close early to cater for their children and family. In short, family-friendly flexible work options should be offered to working women so that they can balance work and family responsibilities without strains. It is further recommended that although juggling multiple roles often results in role conflict, women can be successful as wives, mothers and employees if social service professionals, such as

social workers, counsellors, psychiatrists, and psychologists, assist working women to have an in-depth understanding of their responsibilities regarding career and other life choices, so that they do not see life challenges as strainers of psychological wellbeing but rather a phase in life that challenges one to strive to attain self-realization and self-actualization.

7.0 LIMITATION OF THE STUDY

The study seeks to find the impact of multiple roles on women's psychological wellbeing; therefore, the study's results cannot be generalized to impact of women's individual roles on their psychological wellbeing. The study did not control for confounding variables like age, income level, educational background etc which might also affect the research findings.

ETHICAL APPROVAL

Ethical clearance form was taken from Institutional Review Board in the University of Cape Coast to seek permission from the various Institutions where the study was carried out. The form spelt out the purpose of the study, the need for individual participation, anonymity as well as confidentiality of respondents' response.

CONSENT FOR PUBLICATION

Participants gave their approval during data collection for their data to be published.

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