



# Overview of Emotion Regulation in Working Mothers Who Experience Dual Role Conflict

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**Abstract:** The purpose of this study is to characterize the emotional regulation of working women who deal with dual role conflict, or conflicts between work at home and job outside the home. This study aims to identify the variables influencing the emotional regulation of working mothers who encounter dual role conflict as well as to give an overview of the emotional regulation practices of these mothers. The issue where mothers experience a dual role conflict between working and being a housewife is the focus of the researcher's qualitative technique. Three working mothers who had also transitioned to being housewives with children and significant others or informants made up the total number of respondents in this study. Formal interviews were used to gather data. The findings demonstrated that each of the three respondents was able to discuss several facets of emotional regulation, such as reaction modulation, attention deployment, situation alteration, and situation selection. While gender, cognitive ability, and social support are determinants in emotion regulation.

**Keywords:** Emotion Regulation, Working Mother, Multiple Role Conflict.

## Introduction

In the era of increasingly sophisticated technology and there is no longer anything that limits the movement of women, a phenomenon has emerged, where women are allowed to work outside the home, this is called women workers or careers (Lerchenmueller & Sorenson, 2018). This phenomenon makes it an interesting thing to do a more in-depth research. In the past, the role of women was only to take care of the household such as educating and caring for children and serving the needs of husbands whose activities were carried out every day at home. But now, the role of women has undergone many changes. Where women today are not only satisfied in doing household chores, so this is what makes many women choose to enter the world of work or have a career (Apriati W.P. & Andini, 2021). Women who have higher education and extensive knowledge of the world of work are the basis and open up opportunities for women to work (Kristiana Rahmawati et al., 2022).

In the current modernization era, many women do more work outside the home and the rest of the time is used to do household chores when at home (Elizabeth, n.d.). According to information obtained from the Central Statistics Agency in 2017, the percentage of working women in Indonesia is around 60.17% (Fatmawaty, 2017).

Women who have more than one role are called dual roles (Marliani et al., n.d.). Dual role itself is doing two roles at the same time (Syafiequrrahman, 2020), where a woman who chooses to work outside the home, must also remain a housewife, this should not be forgotten or put aside because it is an obligation as a wife and mother for her children. A woman who has become a mother in the family will determine the good or bad of a child, so the quality of a mother is very important in creating quality offspring (W, 2018).

Women who choose to work outside the home tend to experience higher stress due to the many conflicts that must be faced in the world of work and when running household chores (Gina & Fitriani, 2020). Often also when carrying out this dual role, there is a clash between work and household obligations so that it triggers conflict in the two roles that are carried out.

The clash of problems between these two roles must immediately get the right treatment so that the conflict that occurs immediately gets the best solution and the burden felt is also reduced (Riski et al., 2021). In this phenomenon, women must try to regulate their emotions so that they can be controlled or called an emotion regulation strategy where women can control and control emotions when faced with conflicts that occur between the two roles, this strategy is needed by women who carry out dual roles in order to control the stress felt and also improve the quality of life for the better (Sawitri, 2017). To be able to regulate emotions, as an effort to handle the long duration of work and the emotional stress resulting from their work (Rahmayati, n.d.). Emotion regulation is very important to help women in carrying out multiple roles (Gina & Fitriani, 2020).

## Methodology

This research describes the Phenomenological qualitative method to obtain data by describing a phenomenon. Phenomena include anything that appears such as emotions,

thoughts, and actions of the subject (Estuti, 2013). Phenomenology seeks to reveal the meaning of individual experiences that are closely related to how the individual relates to something. The subjects used were working mothers in Porong grocery stores totaling 3 mothers who experienced dual role conflict. There were 3 participants in this study. The selection of subjects as participants in the study using purposive sampling method or technique where in sampling the researcher uses certain considerations. This emotion regulation research uses two data collection techniques, namely the semi-structured interview method. Using data validity tests in qualitative research includes credibility, transferability, dependability, and confirmability tests, but in this study the data validity used is credibility, dependability and triangulation (Gunawan, 2013).

## Result and Discussion

Emotion regulation is a form of individual control over their emotions (Ermawati, n.d.). Emotion regulation has five aspects, namely situation selection, situation modification, attention deployment, cognitive change and response modulation. Based on the three respondents, it was found that the three respondents were able to bring up all four aspects of emotional regulation. The situation selection aspect is where a person stays away from even avoiding situations that can trigger conflict (Zuhdi et al., 2018). In this aspect, the three respondents can bring up, respondent I tries to avoid situations that cause negative emotions to arise, while respondents II and III actually try to approach situations that cause negative emotions so that the problems that occur can be resolved immediately (Apriati W.P. & Andini, 2021).

In the situation modification aspect where a person tries to change the conditions for the better so that the conflict can be reduced. All three respondents can bring up this aspect, in respondent I when faced with a lot of work and having to work overtime, she asks her friend for help and divides time with her husband to take turns looking after the child when the respondent is working. In the attention deployment aspect where individuals try to direct their attention in a situation to regulate their emotions such as doing fun activities (Mahachandra et al., 2019). All three respondents can bring up this aspect, respondent I chose to play with the child to focus attention to stay away from pleasant situations. Respondent II chose to joke with friends

and share stories with her husband and respondent III chose to persuade the child by giving food when it was difficult to take care of him.

In the cognitive change aspect where someone tries to find a solution or think about how to deal with unpleasant situations. All three respondents can bring up this aspect, respondent I considers both roles equally important, respondent II tries to accept all risks and respondent 3 tries not to complain in carrying out both roles. In the response modulation aspect where someone tries to do activities that are fun and entertaining such as doing positive activities, all three respondents can bring up this aspect, respondents I and III when they feel pressured by unpleasant situations, they breathe to calm down and reduce their

negative emotions. Respondent II chose to exercise with family in order to control negative emotions when carrying out both roles. Based on the three respondents, it was found that the three respondents were able to bring up factors in emotion regulation. The first factor is gender where emotion regulation in women and men is different. Women's emotional regulation uses social support and protection of others while men choose to do physical activities such as sports (Zuhdi et al., 2018).

In this factor, respondents II and III only have husbands who provide full support and protection, but respondent I gets support and protection from her mother and husband. The second factor, namely cognitive ability, affects emotional regulation where a person can control their emotions so that they can be well controlled (Setyorini, n.d.). In this factor, respondent I chose to avoid unpleasant situations, respondent II looked for solutions to the problems faced, while respondent III tried to think positively about his work goals. The third factor, namely social support, affects emotional regulation where a person can choose other people to help him overcome conflicts that occur and overcome psychological pressure during difficult times which can help overcome stress and relieve emotions (Fitri & Adelya, 2017). In this factor, respondents I, II and III all three received emotional, financial and assistance support in different ways. The limitation of the research is that the three respondents have different characters from one another. The interview process was carried out according to the needs related to the phenomena raised in the study in depth based on the experience of each respondent.

## Conclusion

Based on the results of the study, it shows that despite the dual role conflict felt by working mothers, the three respondents were able to bring up aspects of emotional regulation. The three respondents were equally able to bring up all aspects of emotional regulation including situation selection, situation modification, attention deployment, cognitive change and responses modulation (Ashran & Psychology, 2020). In the cognitive ability factor, respondent I tends to avoid unpleasant situations while respondents II and III tend to face these unpleasant situations. It is hoped that respondents will always accept what happens to them, accept all roles and live sincerely. This can reduce the occurrence of problems or conflicts that occur between family and work. It is hoped that the family will continue to provide support so that respondents are still able to undergo dual roles, are able to control conflicts that occur between the two responsibilities and the family supports that mothers who live dual roles can be able to regulate emotions with good emotional regulation strategies as an effort to cope with the burden of work and responsibilities as mothers in the family. It is hoped that this research can be used as a reference if you want to raise the same topic and conduct research with respondents from more diverse backgrounds and more varied data collection techniques that will allow different results.

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