

How to Cite:

Joshi, M. (2022). Inter-role conflict and job depressive symptoms: The mediating role of perceived organizational support and the moderating role of employee resilience among middle-aged working women. *International Journal of Health Sciences*, 6(S1), 64-88. <https://doi.org/10.53730/ijhs.v6nS1.4749>

Inter-Role Conflict and Job Depressive Symptoms: The Mediating Role of Perceived Organizational Support and the Moderating Role of Employee Resilience among Middle-Aged Working Women

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Abstract---The present research intends to look into the combined outcome of Inter-role conflict and job-related depressive symptoms among working women in relationship with the mediating role of perceived organizational support and moderating role of Employee resilience among middle-aged working women belongs to various occupations such as a bank, hospitality, retail sales, healthcare, telecom, travel and tourism, education and government sectors. Based on the Job-Demand-Resource Model's prediction, a total of seven hypotheses were investigated using mediation analysis of perceived organizational support and also the moderating influence of employee resilience. Out of the given data, 247 aged women completed an online survey cross-sectional assessment. The data are authenticated using archival data from reliable sources. The findings substantiated the hypothesis that there is a link between inter-role conflict and job depression symptoms. The findings also supported the idea that perceived organizational support modulates the link between inter-role conflict and job-related depression episodes. Employee Resilience exhibits a negative influence on Job Depressive Symptoms. Furthermore, the moderate data analysis demonstrates a favorable relationship between organizational and family support as predictors of Perceived Organizational Support.

Keywords---aging women employees, employee resilience, inter-role conflict, job depressive symptoms, perceived organizational support.

Introduction

There has also been an upsurge in research focused on the relationship of inter-role conflicts among professionals while considering socioeconomic aspects of the work-family interface during the last couple of decades. Work-family research encompasses a wide range of subjects and specializations among these domains. Clinical, industrial/organizational, developmental, and workplace health psychology research has been done within the discipline of psychology. Great social philosophers such as Karl Marx, Taylor, Mayo, and many others have expressed worry about just the consequences of labor on employees psychologically (Schonfeld & Chang, 2017). Hartness (1912), reexamined the worker-machine relationship and its influence on personnel's psychological health and well-being. Numerous studies have made long-term contributions to quantifying the influence of long working hours, hazardous environments, and forced unemployment on employees' psychological health. Tragically, it does not appear to have been maintained at the same level following WWII. This viewpoint is illustrated in Whyte (1956), seminal work, "The Organization Man". Whyte recorded and cautioned against the organizational abuse of different "tests" of conforming in this book, noting that the results of these sorts of tests are also to "reward the traditionalist, the pedestrian, the unimaginative".

Overall organizational scientists and professionals have long been dominated by investigating organizational health psychology and its effect on employee performance, but centuries of the debate have ended in failure to decide the issue, and so many implemented scientific researchers remain skeptical about just the correlation between development and wellbeing. The well-being of the organization is seen as essential and superior to the well-being of the people. The value of individuals is determined by their ability to fit within the organizational processes. People are resources through which an organization operates and performs. But, Specific characteristics of the workplace environment (e.g., excessive workloads, lack of supervisory assistance, workplace culture, peer interaction, and a lack of management support) can be extremely stressful owing to circumstances that limit a company's capacity to achieve desired organization's objectives.

Occupational stress is defined as a circumstance where certain workplace characteristics (sources of stress) are perceived as demanding and surpassing the individual's capacities, resulting in a substantial stage of worries and fears (ailment) and negatively affecting the person's normal performance and behavior (Jex et al., 1992). Workplace stress may have a variety of detrimental consequences for both individual employees and the corporate sector as a whole. Individuals may be impacted by long-term professional stress by suffering various forms of psychological trauma (e.g., exhaustion, melancholy), which can lead to decreased spirit, poor job performance, and a decrease in social connections. These discussions, according to Houdmont et al. (2008), have resulted in the development of a distinct phenomenon of organizational psychology that deals with workplace health systems and practices, including the incorporation of inter-organizational help into operational frameworks. Employees who believe their company appreciates their jobs and obligations find it so much

easier to cope better and form quasi-spheres [Chambel et al. \(2017\)](#), resulting in reduced work tension and anxiety ([Allen & Martin, 2017](#)).

Job resources, according to the JD-R model, reduce the negative impacts of occupational demands on weariness. That derives from the notion of job involvement, which was supposed to reduce job requirements and the associated tiredness. The Job Demands-Resources Model has received significant recognition among academics since its beginnings in the early twenty-first century. Another plausible explanation is that the JD-R model, like the JD-C and ERI models, thinks that is the result of a rebalancing of positive (resources) and unfavorable (demands) job features. The JD-R model arrived on fruitful ground since such preceding two paradigms have enlightened the mind and spirit of academics and organizations towards the notion of equilibrium. Each requirement or resource is expected to provide an effect on worker health and well-being. As a consequence, the JD-R model has a far broader reach than earlier models although it might encompass all work demands and job involvement.

As per the Job Demands-Resources model hypothesis, Employee well-being and behavior of organization impact one another through time at the organizational, individual, and team level ([Bakker & Demerouti, 2018](#)). The JD-R hypothesis describes the mechanisms through which work demands can affect the work healthiness, well-being, organizational behavior, and ability to do the job. More specifically, occupational stresses are determined depending on specific workers' self-reported moods and views. Whenever top management understands whether activities & challenges demand critical intervention, strategic and tactical steps were implemented to help workers enhance the performance of the employee lives by optimizing troublesome procedures. In a deeper sense, familial concerns might be described as interruptions to work efficiency. [Bakker et al. \(2003\)](#), revealed in their article that job requirements had a tremendous effect on weariness while employees had few job resources, and that job resources had a similar effect on skepticism when individuals had multiple job requirements. [Bakker et al. \(2004\)](#), observed that cynicism and weariness were connected with increased and also inefficiency, respectively, in sales growth. Thorough analyses [Bakker et al. \(2005\)](#); [Xanthopoulou et al. \(2007\)](#), found that nearly two-thirds of all possible interconnections between the various work demands and employment capabilities were important so even in the expected causation direction, with really no substantial interdependencies violating the hypotheses.

According to the Economic Report, India has entered a new phase of the demographic shift, with population increase expected to decrease as the working-age population is growing. Between 1991 and 2001, the number of elderly people increased dramatically, and it is expected that by 2050, the number of elderly people would have risen to over 324 million. With 7.7 percent of the population living over 60 years of age, India has earned the epithet "an aging nation". Past studies have been mostly concentrated on clinical studies (e.g nurses, doctors, and social workers' job-related stress and burnout). Few prospective cohort studies have particularly investigated inter-role conflict and its influence on melancholy in middle-aged women in the workplace, as their employment is thought to get a bigger consequence on household responsibilities due to their conventional position in the family as caretakers. This research on middle-aged

women in the workplace gives insight into characteristics of the workplace that may lead to employee stress and low work outcomes. According to with article's reasoning, if more resolve these conflicts happened in women's everyday lives, they would suffer a disastrous effect, because those unpleasant psychological experiences may harm employee conduct too. Innumerable studies have discovered that state-based induced negative conversations (e.g., incapacitate, depression, worries, desperation, deep regret, psychological trauma, exasperation) are linked towards both working disagreement [Frone et al. \(1997\)](#), and greater attempts to reconcile workloads ([Williams & Anderson, 1991](#)).

Literature review

Inter-role conflicts

The nexus among workers' professional life and their family responsibilities activities have come beneath investigation ([Kanter, 1977](#); [Voydanoff, 1980](#)). The antagonism that an individual might experience between the job position, as well as other personal responsibilities, is such an aspect of a work-nonwork interaction. Inter-role conflict may exist in two modes. Work-to-family conflicts arise whenever job obligations conflict with the family situation, while family-to-job conflicts arise when family accountability and responsibility compromise with job performance which eventually organizational efficiency. But still, the majority of their groundbreaking studies concentrated on conflict within the professional life, and subsequent publications [Katz & Kahn \(1978\)](#) opted to retain to devote little attention to an issue underpinning inter role disagreement.

The concept of inter-role conflict was first introduced in [Gouldner \(1958\)](#), work, which stated that practitioners in a bureaucratic system environment obtain two major roles: a westernized viewpoint that makes managing to conceptual doctrines and competence, and a particularistic viewpoint that requires devotion to employers. In line with Gouldner's characterization of the fight between certain different roles, that represent professionalism and bureaucracy, a significant number of controlled experiments have indeed been committed in recent years to examine the nature and implications of role conflict experienced by experts. To evaluate the dynamics of work-life conflict, [Covaleski et al. \(1998\)](#), performed an experimental descriptive methodology of public accountants. Inter-role conflict, researchers reasoned, emerges whenever enterprises use path-goal theory and apprenticeship to transform specialists into responsible employees of the firm. Inter-role conflict and other organizational climate factors have been investigated far into the study. Inter-role conflict and other working conditions factors have been investigated furthermore in the study. In their accounting groups from developed countries, [Aranya & Ferris \(1983\)](#); [Aranya & Ferris \(1984\)](#), observed that inter-role conflict conflicts were negatively connected with work engagement and strongly connected to personnel's desire to resign.

Inter-role conflict arises when people play many roles at the same time and are unable to fulfill the duties that come with everyone ([Calvano, 2015](#); [Chen & Huang, 2016](#)). [Hecht & McCarthy \(2010\)](#), state that "once resources are spent in one job, they are not accessible for those other roles." Furthermore, views and behaviors in one position may spill over into some other ([Cheng & McCarthy, 2013](#)). Ultimately, extreme amounts of inter-role conflict result in poor levels of

generalized well-being and total satisfaction with life (Giancola, et al., 2009). According to investigations, the maximum level of disagreement is associated with school-family conflict, whereas the largest stressful event is associated with conflict is associated (Giancola, et al., 2009; Greenhaus & Allen, 2011; Hobfoll, 2004). It is advised that seeking assistance and advice from unstructured support networks including such relatives is critical to alleviating the stress caused by inter-role conflict. As a result, those who are exposed to more inter-role conflict may develop more efficient coping mechanisms. As a result of reducing inter-role conflict, workers will be better able to execute (Hecht & McCarthy, 2010).

Job depressive symptoms

The demand-control-support model created by Karasek in the 1970s is the most important and extensively used paradigm in occupational health research. Whenever workers are subjected to high emotional exhaustion combined with poor choice leeway or task identity, such predict adverse health outcomes, which are referred to as "severe job stressors." According to the "isostrain" theory, those who are under a lot of stress in the profession and seem to have no support networks seem to be the most prone to ill health consequences, which can result in job stress. Psychological, neurological, & drug use disorders are common across the country, affecting each neighborhood and age cohort at all levels of socioeconomic status (E & E 2015). Whereas chronic disorders only represent 14% of the global burden, they affect a majority of the public - up to 75% in some low-income countries. The emotional well-being of older workers, especially individuals aged 55 years and up, is garnering more emphasis. Numerous findings have indicated characteristics can impact melancholy and/or anxiety in workers, however, the relationship between work-related mindsets and psychological quality of life among middle-aged women in the workplace has gotten little emphasis.

Depression in any population is a growing issue for working professionals and policymakers since it results in poor workplace performance and raises healthcare spending. There have already been contradictory results concerning the effect of labor force participation on the psychological health of elderly persons (50+-year-olds); some research suggests that all those who remain in the workforce have poorer overall health, while the others reveal no stronger correlation. Weak job qualities (such as over-commitment, high workplace expectations, and/or inadequate job autonomy) have indeed been associated with melancholy and/or perceived stress among middle-aged women in the workplace. However, it has been highlighted that these findings may be impacted by reporting bias, and that negative affectivity may influence how individuals perceive their work qualities.

The conclusions of many research on occupational behavior and emotional well-being are inconsistent. Cross-sectional research is the most common source of evidence for a relationship, but observational research is infrequent and gives less evidence. Toxic workplace circumstances were linked with poor psychological illness consequences in various cross-sectional studies. Other investigations, on the other hand, are unable to provide evidence of a relationship's causality. In terms of longitudinal investigations, several investigations with limited data and

just a few sizable analyses revealed potential connections among occupational pressures and bad psychological disorders, whereas another research showed negative consequences. Employment conditions influenced dealing with neuropsychiatric illness consequences in the Whitehall II investigation, which also included approximately 7,000 respondents.

POS: Inter-role conflicts and work distress are linked through a mediation mechanism

In previous leadership research, POS was discovered to serve as a mediator. A mediator is a regenerative procedure or transformative phenomenon through which a predictor variable affects the dependent variable of interest. For example, POS induced the link between organizational justice and organizational citizenship behaviors (OCBs) [Moorman et al. \(1998\)](#), as well as the connection between evolutionary interactions and emotional connection ([Moorman et al., 1998](#); [Wayne et al., 1997](#)). Individual's perceptions of the organizational commitment refer to them are reflected in their psychological empowerment. The acts of the organization's agents personify it. Its willingness to resources allocation work and meet staff members' necessity praise leads to determining and implementing perceptions about how much the organizations manage them as well as cares regarding their wellness and security [Eisenberger et al. \(1986\)](#), while empowering personnel to be more productive. Conceptions of fairness contribute to the creation of a "global schema of history of support ([Shore et al., 2003](#)). In plenty of other words, the histories of choices, and also the related employee perceptions of corporate care, are the most likely to impact employee behavior. Pleasant behavior experienced by workers is connected to organizational support, which impacts outcomes such as emotional connection, efficiency, and decreased absenteeism. According to [Lind \(2001\)](#), the most essential aspect of fairness is the employees' subsequent belief in becoming a valued part of the organization. According to research, the amount of interactional commitment in management choices is strongly dependent on the quality of social cognition connections between the entity and its personnel ([Tekleab et al., 2005](#)).

Employee resilience as a moderator

Resilient is a challenging subject to describe, although there are a variety of approaches to learning about it. Several scholars describe resilience as just a characteristic and abilities that enable the user to prosper in stressful conditions [Connor & Davidson \(2003\)](#), those around describe this as desirable impacts or behavior mostly in face of difficulty, yet another characterize as powerful and flexible methodology which encapsulates protective factors in adverse reactions ([Masten, 2001](#); [Hu et al., 2015](#)). Resilience may be described as "an ability of individuals to rebound despite suffering trauma and hardship," which is relevant to this research since it focuses on work-life conflict as a contributor to emotional weariness ([Citrin & Weiss, 2016](#)). The results of much research on occupational stress and psychological well-being are inconsistent. A person's resiliency (or lack thereof) is influenced by several factors. (2011) (Herrmann and colleagues). Personality types, self-efficacy, consciousness, perceived control, and excitement is examples of these psychological attributes. Resiliency has been linked to opportunities for growth, peer acceptability (particularly familial and involves

participation), as well as numerous socioeconomic factors. Resilience acts as a key preventive strategy that may well allow workers to escape exhaustion in organizational situations while overall is increased job demands mixed with such a shortage of capacities to better manage demanding effects (Bakker & Demerouti, 2014).

Previous research has shown that resilience serves as an active individual resource, assisting personalities in adapting to various stresses and therefore sustaining excellent psychological health in the face of adversity (Windle, 2011). In an India-based experiment. Resilience is substantial for measuring the affiliation amongst occupational conditions & physical wellness (Kashyap et al., 2014). They also discovered that resiliency is an effective stress-resistance strategy for persons, as they can successfully maintain the balance under short-term pressure and exhibit stronger indications of recuperation in circumstances of protracted stress-causing events. Windle et al. conducted a multi-factor assessment of psychological wellbeing in old age using data from a large sample of 1,847 people aged 50 to 90 in Britain, Wales, and Scotland who have been assessed on the aforementioned resilience indicators: consciousness, emotional and social control, and personality attributes. Factorial validity was verified using the confirmatory factor, which tolerates for the comparison of an extensive assortment of psychological resources important for overcoming obstacles, such as personal efficacy, subconscious, self-efficacy, and interpersonal control. Though a poor connection among resilience indicators and the socioeconomic facet, a moderate correlation was found between some of these indications and perhaps other measurements, indicating that these reflect a shared construction.

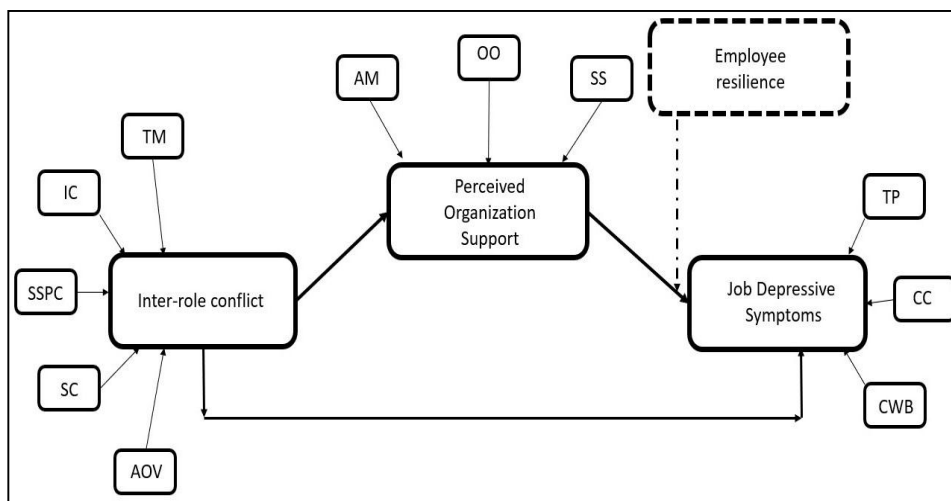


Figure 1. Conceptual model and hypothesis development
Sources: Compiled by Author

Based on the foregoing discussions, following hypothesis were recommended:

- H1: Inter-role conflicts and job-related depression among middle-aged working women are having positive association.

- H2: Inter-role conflict and perceived organizational support are having negative association.
- H3: Perceived organizational support and job-related depression are having negative association.
- H4: Inter-role conflict and job-related depression are moderated by perceived organizational support, with higher support having a stronger correlation.
- H5: Employee resilience and job-related depression are having negative association.
- H6: Employee resilience moderates the association between perceived organizational support and job-related depression, with stronger employee resilience resulting in lower job stress and vice versa.
- H7: Inter-role conflict among middle-aged working women has a significant indirect effect on the job-related depression via perceived organizational behavior is conditional on employee resilience.

Data collection process

The current research is a first-of-its-kind investigation of the investing relationship between inter-role conflict and job-depression symptoms, as well as the mediating and moderating effect of perceived organizational support and employee resilience. The three possible stages were followed to choose the experiments: a) looking at the names of the papers, b) reviewing the abstracts, and c) rereading the entire contents with criteria in the identification for research. After scrutiny, the relevant data was entered into a uniform template. There have been no linguistic or time constraints while searching the Science Direct, Web of Science, PsycInfo, and PubMed databases. A pilot study was conducted before sending an online survey copy to respondents via emails. This procedure permitted for the finding of scales in the survey that, were not understood by respondents, which were rectified before sending the final version of the online survey. The study samples were aging women employees who belong to various occupations such as Banking, Hospitality, Retail sales, Healthcare, Telecom, Travel and Tourism, education, and government sectors. 459 participants were acknowledged through given parameters. (a) The respondent currently working in any organization for more than 5 years. (b) The respondent must be age 40. (c) Before the sending final the survey form, the respondents' written consent to participate has been collected, those who didn't give consent, were not included. 459 online surveys were sent via email, of which 266 responses were obtained, around 57.95% response rate noted. Out of which, nineteen responses were discarded, due to not presenting complete information. The final sample was comprised of 247(53.81%) respondents. Table 1 represents the demographic statistics of the sample.

Out of 247 students, who were surveyed, 30.77% are between the age of 40 -45 years, 42.19% are between 45-50 years, 12.95% females are between 50-55 years, 8.50% of female participants are between the age of 55 years to 60 years and 4.86% females are found to be more than 60 years of age. 47% graduation qualified female participants participated, while 23% were having post-graduation degrees, and the rest 30% are having another professional degree. Regarding marital status, 31% are single, 63% are married, 2% are divorced and 4% are a

widow. Regarding the number of family members, 23% of females are having 3 or less than 3 family members, 66% of females are having 4 to 6 family members, 11% of respondents are having 7 to 9 family members. For several children, 36% are having no children, 23% are having single children, 24% are having two children, 12% are having three children while the rest 5% are having more than three children.

Table 1
Demographic characteristics of the respondents

Sample	Category	%
Age	40 years -45 years	30.77%
	45 years -50 years	42.91%
	50 years -55 years	12.95%
	55 years -60 years	8.50%
	More than 60 years	4.86%
Education	Graduation	47%
	Post-Graduation	23%
	Others	30%
Current Marital Status	Single	31%
	Married	63%
	Divorced	2%
	Widow	4%
Number of Family Members	0-3	23%
	6-Apr	66%
	9-Jul	11%
	More than 10 members	0%
Number of Children	No Child	36%
	One Child	23%
	Two Children	24%
	Three Children	12%
	More than Three Children	5%
Age of children	0 year – 3 years	44%
	3 years – 6 years	12%
	6 years – 9 years	11%
	9 years – 12 years	16%
	More than 12 years	17%
Sector	Banking Sector	15%
	Education Sector	29%
	Retail Sector	7%
	Hospitality Sector	25%
	Telecom Sector	12%
	Travel and Tourism	12%
Job Position	Senior-level	32%
	Middle level	56%
	Others	12%
Work Experience	05 years- 10 years	54%
	10 years - 20 years	23%
	20 years - 30 years	12%
	More than 30 years	11%

	Less than 5 Lakh	23%
Income (Annual)	5 Lakh- 10Lakh	64%
	10Lakh- 15Lakh	11%
	More than 15Lakh	2%
	Day shift	68%
Type of shift	Night Shift	21%
	Rotational Shift	11%
	Working hours (@week)	8 hours – 10 hours
	10 hours – 12 hours	45%
	More than 12 hours	19%
Reason for Working	I need to support my family financially.	67%
	I am a career-oriented woman.	29%
	Just want to work.	4%

Measures

Inter-role conflict: Work-Family Conflict and Family-Work Conflict were examined exploring a 10-item scale created (Netemeyer et al., 1996). Several questions assessed how much family commitments and excursions impacted job functions and responsibilities. "I have to put off completing things at work because of the demands on my time at home" I have to put off completing things at work because of. "Things I wish to accomplish at home do not get done because of the expectations my job places on me," I have to put off completing things at work because of the demands on my time at home, "My job creates tension that makes it difficult to perform my family duties,"

Depressive symptoms: The Personal Health Questionnaire, the depression part of a patient-oriented self-administered questionnaire adapted from the PRIME-MD, was used to measure depressive symptoms (Kroenke et al., 2009). The scale comprises eight possible symptoms of depression, for which respondents were required to determine the prevalence with which they encountered every ailment in the last two weeks on the scale of 1 (never) to 4 (often) (almost always). At T1, T2, and T3, the alpha coefficients were 0.78, 0.76, and 0.78, respectively. The response categories for the categories are rated from 0 to 3 and added together ranging from 0 to 24. A score interval of 0–4 shows no major depression symptoms, 5–9 mild depressive symptoms, 10–14 moderate, 15–19 moderately severe, and 20–24 severe depressive symptoms.

Perceived organizational support: I analyzed POS using 8 questions from the Survey of POS Eisenberger et al. (1986), [for example, "(Name of the organization/institution) cares about my well-being"]. I adopted Rhoades & Eisenberger (2002), advice to incorporate the two sides of the POS description, specifically a concern for workers' well-being and appreciation for employees' achievements. Respondents rated those things on a 7-point Likert scale ranging from 1 (strongly disagree) to 7 (strongly agree). Individuals anthropomorphize their workplaces based on how their workplaces regard them (Rhoades & Eisenberger, 2002). Employees develop a set of beliefs about just the amount with which their businesses respect their accomplishments and concern about their

well-being after attributing human-like qualities (e.g., caring attitude, thoughtful nature) to respective companies. These ideas have indeed been dubbed POS, but they include three types of favorable treatment: (1) organization incentives and work circumstances; (2) justice; and (3) psychological empowerment (Eisenberger et al., 1986). Pay, recognition, promotions, job stability, autonomy, role stresses, and training are all factors that influence organizational incentives and circumstances. POS is raised by the organization's voluntary measures (e.g., training) that reward workers instead of by measures that are mandated by environmental factors (Eisenberger et al., 1986). Furthermore, POS emerges when firms are seen by their workers to be fair and open. Employees continually believe their supervisor to be functioning on behalf of the organization and to be closely associated with senior leadership; hence, opinions of a supportive supervisor strengthen POS. Employees often consider their superiors' attitudes toward them as an indication of organizational commitment (Eisenberger et al., 2002).

Employee resilience: The nine-item Employee Resilience Scale (EmpRes) is designed to measure employee ability to cope with the change in any given situation developed (Näswall et al., 2015). The nine determinants are Social Support, Collaboration, Self-efficiency, Learning-Oriented Work Environment, Empowering, Emotional Regulation, Reasoning, Open, Supportive, and Collaborative. The scale described as, "I effectively collaborate with others to handle unexpected challenges at work", "I successfully manage a high workload for long periods", "I resolve crises competently at work, I learn from mistakes at work and improve the way I do my job", "I re-evaluate my performance and continually improve the way I do my work", "I effectively respond to feedback at work, even criticism". "I seek assistance to work when I need specific resources", "I approach managers when I need their support", and "I use change at work as an opportunity for growth". The goal of such a measure would be for companies to utilize that to track employee resilient capabilities and discover factors that contribute to workforce resiliency growth. Investigators looking into the relationships among employee resilience as well as other conceptually and results in increasing dimensions might utilize the measure as well.

Table 2
Scales used for measurement

Variable and indicator constructs	Scale used	Authors/Source	Number of items	Dimensions	Scale descriptions
Inter-role conflict	Role conflict scale	Netemeyer, Boles and McMurrian (1996)	10	Work-family conflict Family-Work conflict	The 10 criteria originally created to assess work-family conflict and workplace stress in order to truly workplace comprehend inter-role conflict.
Job depressive	Personal health	Kroenke, K., Strine, T. W.,	8	Depression, anxiety,	The eight-item patient health self-

symptoms	questionnaire (PHQ-8)	Spitzer, R. L., Williams, J. T., & Mokdad, A. H. (2009)		alcohol, eating and somatoform disorders	administered questionnaires depression scale (PHQ-8) has been proven to be a reliable diagnosis and intensity assessment for work-related negative disorders.
Perceived organizational support	Survey of perceived organizational support (SPOS)	Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986)	16	Fairness, supervisor support and organizational rewards and job condition	The shortened edition of the sixteen-item survey of perceived organizational support (SPOS) is intended to assess the feelings of psychological organizational support. Individuals perceptions of organizational commitment.
Employee resilience	Employee resilience scale (EmpRes)	Naswall, Kuntz, Hodliffe and Malinen (2013)	9	Colaboration, self-efficiency, emotional regulation, reasoning, social support, open, supportive, collaborative, empowering and learning-orientated work environment	The employee resilience scale (EmPres) is a 9-item assessment developed to assess an individuals resilience to respond with adversity in whatsoever given circumstance.

Statistical assumptions: Before testing the measurement model, various statistical tests were carried out including multivariate normality, outliers, common method bias, and also multicollinearity. The absolute values of the skewness of the variables were found less than 2.0 and the kurtosis was less than 3.0. To minimize the effect of common method bias, the researcher used Harman's single factor method and reverse coding of items of the all scale which proves that data is normal. SPSS 26.0 was applied to execute exploratory factor analysis (EFA) on all scales. The variation of the very first component was 31.34 percent, far less than the CMB predefined threshold, indicating that CMB isn't a greater hazard to the data analysis. Multivariate aberrations can significantly skew populations' parameter estimates. Identifying multivariate outliers is largely ignored or

accomplished using the standard Mahalanobis distance. Outliers were discovered when the Mahalanobis distance value exceeded the threshold chi-square value (2), and such examples were eliminated. Using [Gujarati & Porter \(2009\)](#) hypotheses, multicollinearity was investigated using eigenvector and the relationships between variables. This method's results from the study show that there have been no collinearity concerns.

Model fit Indices: To confirm the relationship between different factors, one assessment framework was verified. Model fit, along with contemporaneous and predictive validation indices, is used to build the system. Multiple fit indices are being used to evaluate model fit, with recent research recommending values of χ^2/df , CFI, RMSEA, and SRMR ([Hair et al., 2010](#); [Williams et al., 2009](#)). A model that performs well will also have a χ^2/df value of less than 5, CFI values of 0.95 or above, RMSEA value of less than 0.08, and SRMR value of less than 0.10. ([Williams et al., 2009](#); [Hair et al., 2010](#)).

The notion of convergent validity is determined by three criteria: (1) the loaded estimations must be statistically significant; (2) the loading estimation must be at least 0.50 to be regarded a strong item; and (3) the coefficient of determination (AVE) findings must approach or exceed 50%. [Hair et al. \(2010\)](#), comparing the square root of the AVE estimations for each construction to intra-construction associations with that component, the construct discriminant validity is determined. The discriminant validity is confirmed if the square root of ave of the AVE estimates is larger than the equivalent inter construct correlation estimations ([Hair et al., 2010](#)).

The χ^2/df (normed) number is substantially lower than the suitable criterion of 5, as indicated in Table 3, and the RMSEA value was 0.07, which was lower than the suggested threshold of 0.08. Furthermore, the GFI (0.925), AGFI (0.923), NFI (0.911), and CFI (0.908), fulfilled the fundamental requirements, indicating that the model fit was confirmed.

Table 3:
Model fit

	Measurement model	Structural model
χ^2/df (normed)	3.46	3.22
GFI	0.987	0.925
AGFI	0.922	0.923
NFI	0.924	0.911
CFI	0.914	0.908
RMSEA	0.067	0.054

Based on the suggestions of [Hair et al. \(2017\)](#), Table 4 portrays adequate reliability and convergent validity. For Inter-role conflict, Composite reliability is 0.88, AVE is 0.77, and Cronbach alpha 0.91, while Composite reliability is 0.85, AVE is 0.89, and Cronbach alpha 0.89 for Job Depressive syndrome. For Perceived organizational support, Composite reliability is 0.89, AVE is 0.79 and Cronbach alpha 0.87 were evaluated, finally, for Employee resilience, Composite reliability is 0.89, AVE is 0.76, and Cronbach alpha 0.80 were mentioned.

Table 4
Reliability and convergent validity

Constructs	Mean	SD	Factor loading	CR	AVE	Cronbach alpha
Inter-role conflict				0.88	0.77	0.91
IRC1	2.14	1.11	0.87			
IRC2	2.15	1.09	0.89			
IRC3	3.11	1.34	0.91			
IRC4	3.17	1.31	0.85			
IRC5	2.11	1.90	0.78			
IRC6	3.67	1.35	0.88			
IRC7	2.56	1.67	0.86			
IRC8	3.01	1.72	0.88			
IRC9	2.98	1.34	0.95			
IRC10	2.15	1.39	0.79			
Job depressive symptoms				0.85	0.89	0.89
JDS1	3.55	1.09	0.80			
JDS2	3.21	1.98	0.82			
JDS3	3.67	1.77	0.89			
JDS4	3.4	1.45	0.83			
JDS5	3.6	0.98	0.78			
JDS6	2.71	1.90	0.71			
JDS7	3.89	1.67	0.90			
JDS8	3.12	1.65	0.87			
Perceived organizational support				0.89	0.79	0.87
POS1	3.26	1.56	0.88			
POS2	3.29	1.35	0.87			
POS3	3.56	1.05	0.78			
POS4	2.89	1.11	0.75			
POS5	3.07	1.57	0.78			
POS6	3.33	1.49	0.88			
POS7	3.89	1.31	0.89			
POS8	3.19	1.98	0.85			
POS9	3.11	1.35	0.72			
POS10	3.8	1.54	0.91			
POS11	3.1	1.43	0.82			
POS12	2.99	1.32	0.87			
POS13	3.14	1.67	0.77			
POS14	2.99	1.75	0.76			
POS15	3.04	1.78	0.77			
POS16	3.76	1.07	0.71			
Employee Resilience				0.89	0.76	0.8
ER1	2.16	1.04	0.83			
ER2	3.41	1.13	0.84			
ER3	2.88	1.18	0.6			

ER4	2.59	1.89	0.75
ER5	3.27	1.11	0.88
ER6	3.14	1.42	0.73
ER7	3.87	1.65	0.81
ER8	3.14	1.17	0.74
ER9	2.98	1.19	0.75

Table 4 includes information on correlation values and discriminant validity. The discriminant validity of the constructs is good since the square root of AVE scores is larger than correlation values (Anderson & Gerbing, 1988).

Table 5
Correlations analysis

Sr. No	Construct	1	2	3	4	5	6	7	8	9	10
1	Age	1									
2	Education	0.08	1								
3	Marital status	0.06	0.11	1							
4	Work experience	0.07	0.21	0.21	1						
5	Income	0.11	0.13	0.13	0.08	1					
6	Working hours	0.07	0.08	0.08	0.23	0.07	1				
7	Inter-role conflict	0.09	0.23	0.23	0.11	0.09	0.09	1			
8	Perceived organizational support	0.04	0.11	0.11	0.06	0.04	0.04	0.04	1		
9	Job-related depression	0.09	0.06	0.06	0.04	0.09	0.09	0.09	0.09	1	
10	Employee resilience	0.07	0.04	0.04	0.11	0.07	0.07	0.07	0.11	0.09	1

Table 6
Structural relationship

Hypotheses	Structural relationship	Std. Coefficient	t value	Outcome
H1	There is a positive association between inter-role conflict and job-related depression among middle-aged working women.	0.67	3.44	Accepted
H2	There is a positive association between inter-role conflict and perceived organizational support.	0.55	3.24	Accepted
H3	There is a positive association between perceived organizational support and job-related depression.	0.47	3.26	Accepted
H5	There is a positive association between employee resilience and job related depression.	0.54	5.09	Accepted

Notes: $p < 0.05$.

Source: Compilation from analysis of data by Author

To investigate the mediating effects of inter-role conflicts and job-related stress, the bootstrapping approach [Jose \(2013\)](#), was utilized. As indicated by Baron and Kenny, a two-step approach was employed to testify the mediating effects (1986). The conceptual model was evaluated without the use of POS as a mediator in the first stage. The indirect effect was assessed in the second phase after POS was inserted as a mediator. In the year 2000, the reliability threshold of 95% and the number of bootstraps were determined. Table 6 shows the findings of the mediation study, including the indirect effects, confidence level (95 percent), and p values ([Macho & Ledermann, 2011](#)). The findings suggest that POS mediated the connection between predictor and criterion variables in part. Because both routes (direct and indirect) were statistically important, partial mediation was used ([Baron & Kenny, 1986](#)). The relationship between inter-role conflict and job-related depressive symptoms was mediated by POS.

Table 7
Analysis of mediation

Mediation paths mediation	Indirect effect	LLCI	ULCI	p-value
<i>Inter-role conflict and job-related sadness are moderated by perceived organizational support</i>				
a. The relationship between inter-role conflict and perceived organizational support is moderated by perceived organizational support	0.201	0.123	0.478	<0.05
b. Perceived organizational support moderates the relationship between job-related depression.	0.188	0.098	0.543	<0.05

Notes: $p < 0.05$.

Source: Compilation from analysis of data by Author

To observe the implications of Moderated Mediation, Hayes Model 14 (2013) PROCESS Macro, has used. Whenever the significant interaction impact of inter-role conflict on Job Depression symptomatology via Perceived Organizational support varies in degree of Employee resiliency, the precondition of moderated mediation is established. To evaluate the second phase of moderation mediating, the study investigated three situations based on a provided criterion. 1) To estimate the attribute component, there must be a meaningful unintended consequence, i.e. a considerable dialogue between mediator and moderator, and the predictor variables must have distinguishable inherent indirect impacts on the endogenous latent construct via mediator at lower and higher moderating variable levels. The first condition of moderated mediation was verified by the data in Tables 4 and 5. 2) Using Hierarchical regression analysis, build the second stage of moderation analysis, that will also study the relationship between perceived organizational support and job-related stress, which will be moderated by employee resilience (Table 7). The findings demonstrate that employee resilience and POS, as well as job-depressive disorders, have a positive

relationship; the more the employee resilience, the lower the job stress. Henceforth, the second condition of mediator moderation is also encountered, which proves that (H6), Employee Resilience moderates the association between Perceived organizational support and with job depressive symptoms, such that higher the employee resilience, lower the job stress and opposite is also true.

Table 8
Impact of employee resilience on perceived organizational support and job depressive symptoms

Variables	β	R ²	AdjR ²
Step 1: Controls			
Age	0.01	0.02	0.02
Gender	0.19		
Income	0.04		
Working hours	0.02		
Step 2: Main effects of predictor variable			
Perceived organizational support	0.56	0.34	0.26
Job depressive symptoms	-0.4	0.29	0.28
Step 3: Main effect of moderating variable			
Employee resilience	0.57	0.4	0.57
Step 4: Interaction			
Perceived organizational support * Employee resilience	0.59	0.89	0.46
Job depressive symptoms * Employee resilience	-0.75	0.46	0.35

To properly comprehend and analyses the essential parameter of this novel survey, controlled mediators evaluation, Hayes (2013), PROCESS Macro V3.3 for SPSS V 26.0 has employed, which supports in determining the conditioned adverse effect. As demonstrated in Table 9, the mediating variable of Inter-role conflict on Job Depressive Symptoms via perceived organizational support is significantly lower at the (highest level) +1 SD and greatest at the (lowest level) -1SD of Employee resilience. As a result, given data support H7, indicates that, inter-role conflict among middle-aged professional women has a significant indirect influence on Work Depressive Symptoms via perceived organizational conduct, which would be influenced by employee resilience. For workers with stronger resilience than those with low resilience, organizational support will help bridge the gap at the intensity of the mediating link between Inter-role conflict and Job Depressive Symptoms via employee resilience.

Table 9
Analysis of mediating -moderating variables

Values of moderator	Conditional indirect effect	Bootstrap SE	Lower CI	Upper CI (Employee resilience)
Mediator: Perceived organizational support				
+1SD	0.217	0.093	0.103	0.305
M	0.228	0.127	0.148	0.373

-1SD	0.356	0.05	0.182	0.505
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Discussion

The investigation results are consistent with the Job-Demand-Control-Support framework (Karasek Jr, 1979; Karasek, 1998). The theory is a comprehensive being used verified model that evaluates job aspects as well as individuals' cognitive functioning. According to scientific investigations, increased employment expectations have a detrimental influence on a worker's psychological health. Inter-role conflicts jeopardize a person's time and resources spent harmonizing the work and family domains. The inter-role conflict has a detrimental significant impact on employee performance.

The employee seems to be under a huge amount of pressure and distress. High job expectations are said to wreak havoc on one's wellbeing, as evidenced by research that indicates high job anticipated stress and melancholy, lengthy medical absence, and poor work quality (Bakker et al., 2010). Individuals' stress develops as a result of high expectations, limited independence, and inadequate family cohesion, affecting the employee's skills in the family domain. Finally, the person experiences being unable to meet the obligations of career and life responsibilities and triggers ideas of the absurdity of existence or loss of sleep. Furthermore, we propose that WFC might describe the link between work features and psychological wellbeing by taking into account the impacts of job qualities on WFC as well as the impacts of WFC on psychological health. According to the findings, working extended hours may be an important risk factor for depressive symptoms in individuals. Overtime was associated with low incentive contentment and significant depression symptoms. When a little person offers despite a great effort, the previous contract equilibrium is disrupted, and an extreme stress experience is elicited. Occupational stress is a phenomenon caused by continuous work-related stress that is characterized by tremendous tiredness, negativity or an absence of conviction through customers, and frustration with employee productivity.

The technique might have negative consequences for individuals, their families, their professional workplace, and companies. From a psychological state, the three primary components of exhaustion have been summarized: a) workplace stress, which is characterized by schmaltsky damage and vigor disturb; b) hypomanic symptoms or defeatism, also known as systematic oppression, disconnectedness from the job as well as consumers, and interactional reinforcing; and c) a lessened measure of individual success or inefficaciousness, which is characterized by a concept of individual deterioration in productivity and coping styles.

In the majority of the studies, inter-role confrontations indicated symptoms of depression, with three major consequences: stress, mental torment, and dissociative episodes syndrome. This study shows that unfavorable entanglements either from work to personal family overflowing or personal to inter-role conflicts cause individuals to have poor emotional characteristics (i.e. burnout). As a result, organizations must develop specific strategies to assist workers to reconcile their job duties and obligations for their other roles and

functions, including families, children, colleagues, students, and recreational opportunities. This is especially important for working women. Because exhaustion is associated with a condition of prolonged inflammation, it has been proposed that the biological changes arising from persistent stress may impair overall fitness. Burnout is a condition that leads to coronary heart disease. In research categorized as professional repercussions, cardiac illnesses also were more commonly cited as reasons of absence by workers with stress. Job-related psychological symptoms can also lead to low productivity and truancy.

Although absenteeism refers to absence from work, low productivity refers to the situation wherein individuals attend to find employment even when they are unwell, resulting in a loss of production. Employees in a spiteful circle may not achieve the required outcomes at work as a result of health issues generated by inter-role disputes, which might also lead to growing aspects of psychological tiredness. Burnout was considered to be a powerful determinant of the particular structural outcomes: High cholesterol, high blood sugar, cardiovascular disease, hospitalization for hypertension, bone fractures, changes in pain sensations, persistent tiredness, migraines, gastric difficulties, breathing difficulties, significant injuries, and death before the aged of 45. Apnea, depressed symptoms, the usage of neuropsychiatric and antidepressant medicines, hospitalization for psychological disorders, and chronic depression ailments are amongst the emotional impact.

Employees' poor health, along with their reduced physical functioning, may result in absenteeism, a major source of worry to both employees and the business, with both social and economic implications. Absenteeism or reduced absenteeism owing to health difficulties can signal the start of a spiral of societal deterioration encompassing loss of jobs and possibly permanent disqualification from the employment market for the person. Absenteeism entails a reduction of labor, increased costs connected with temporary foreign workers, and a drop in performance for businesses. In this study, we discovered found workers who had moderate to high emotional exhaustion were more likely to miss work for short or extended periods. Aside from absence, there's information indicating burnout increases the likelihood of receiving a disability allowance throughout the future.

Furthermore, the outcomes of this study on the mediating function of perceived organizational support indicated a negative connection with the inter-role conflict. To preserve and improve performance, the aging female worker needs organizational as well as familial assistance. Workplace family-friendly practices such as flexible hours, sick leave, elderly parents/in-laws' care leave, and work sharing aid in decreasing inter-role conflicts. Over the previous year, the percentage of professional women in the international sector has increased, with husbands and household members assisting in sharing the burden of domestic chores. Because of the increased employment expectations both in spheres, women are forced to select either work or family responsibilities, resulting in significant stress and sadness among women.

A previous study showed that women are far more prospective to involve job-related stress as a result of dual role ambiguity at work and home. Employment downturns have an undesirable linking with perceived organizational support as a

moderator. Women in India are culturally more focused on household responsibilities than males. The majority of Indian workplace structures are not intended to provide aging women workers the flexibility they need to do their given tasks, which leads to sadness, nervousness, or even exhaustion. Another element is guilt, which particularly impacts female employees because they encounter clashing responsibilities of becoming a mother and an efficient professional, culminating in massive stress which has a long-term effect on mental health.

Statistical investigation revealed a negative association between employee resilience and job depression symptoms amongst aged women. In dealing with stress, resilience is associated with psychological control. The benefits of regulating emotions in older years encompass cardiovascular and immunologic adaptive response; greater cognitive resources, along with a sense of self-efficacy; steadily increasing tendency to access emotional support; steadily increasing ability to learn and adapt to the frequency of stressful situations; significantly larger rational and emotional incorporation; and even more mature coping strategies. Organizational and community cognitive mechanisms assist the aged in dealing with stressful situations by making references based on previous encounters, finding out now and sustaining interesting activities, fulfilling societal norms, implementing relaxation skills, and organizing emotional support.

These psychological methods foster resiliency through mitigating, altering, as well as rejecting the overall consequences of stress. Several researchers suggest that the theme of resilience covers a wide range of environmental triggers and capabilities in the field. Because of the numerous constraints placed by families and peers, aging women in the career would be unable to achieve success at work. This resulted in a significant level of tension between them. According to researchers, people who have greater significant impact are now more expected to increase viewpoints to expansion may allow them to approve a genuine and true perception of the surroundings (Coutu, 2002). Additionally, the job-demand-control-support analysis assumes how a professional with such a high number of personal resources can deal with just about any demanding circumstance can reduce the impact of circumstances that produce exhaustion (Westman et al., 2004; Press & Geneva, 2008; Zhou et al., 2018).

Insinuations

According to the results of the study, the greater the job responsibilities at work and home, the greater the strain and psychological weariness among elderly women. Long hours, a hostile work environment, and a lack of community support from bosses and employees all lead to psychological high levels of stress in aging women. Now all administrations and cultures must help equality in as many ways as possible by appropriate arrangements, methods, as well as observations. Organizations must incorporate an implementation strategy to encapsulate effort strains and decrease the deadline hardship on labor forces, foster definitive statement autonomy at all levels of grading, as well as motivate positive relations between employees and the management and colleagues built on mutual respect and support (Viotti et al., 2017; Westman & Piotrkowski, 1999).

The research confirms that unfavorable disruptions from either work into private life spillover or private to work-life spillover (work-life conflict) cause the employees to have poor mental characteristics (i.e., burnout). Furthermore, businesses must somehow strive to continue providing opportunities for workers to combine career and family relevant attributes, but also consider the level of flexibility a worker is permitted to exert over work schedule and location. To avoid animosity from coworkers, [Porter & Kramer \(2006\)](#), encourages businesses to have explicit methods to manage portion employment contracts, overseeing work planning, and the related compensation packages, which should be clearly stated both to the department concerned and his/her coworkers. The current research authors have significant practical ramifications as well. Organizations must take significant actions to minimize job load and deadlines stress on workers, foster judgment independence at any level in the hierarchy, and encourage the employees to have positive relations with their supervisor and colleague's culture of trust and support ([Jourdain & Chênevert, 2010](#); [Kline, 2015](#)).

This report's findings suggest the significance of support from family in reducing the influence of work-life conflict on exhaustion; consequently, attachment theory inside the private life is critical for restoring the psychological illness of employees who strive to satisfy both sides of the spectrum. Domestic duties are regarded the woman of the building's obligation throughout India, so getting assistance from domestic help becomes vital to her success and survival in harmonizing both realms. Throughout this circumstance, the assistance of many other close relatives, particularly the husband and close relatives, has to be ongoing rather than always whenever required. [Hao et al. \(2015\)](#) defined resiliency as a blockade to ease noteworthy adversative rudiments of pressure and worry instigated by the influence of the "glass ceiling" obstructing feminists' ascend to corporation higher positions. Last but still not least, women must recognize that they should balance a great job with household responsibilities, including parenthood, which might cause them to feel unlike failings both at ([Maslach & Jackson, 1981](#); [Maslach & Leiter, 2016](#); [Maslach, 2001](#)).

Epilogue

Inter-role conflict is indeed a strong prognosticator of job success. Having recognition of work-family conflict, including its consequences and prevention methods, is critical for organizational effectiveness. This research demonstrates the relationship between Inter-role conflict, psychological wellbeing and psychological stability. Poor workplace and culture is ascribed to the absence of emotional ownership and well-being among individuals. Emotional stability and well-being act as a facilitator among work-family stress and effectiveness. The rising corpus of research within the domain of cognitive settings demonstrates that work-family engagement and psychosocial factors are a critical interesting issue for academics & specialists ([Quick, 1999](#); [Schaufeli, 2004](#); [Ten Brummelhuis & Bakker, 2012](#)).

Shortcomings and potential research directions

This research does have certain methodological problems that point to topics for further investigation. Because the research is going in a cross-sectional fashion, it

was impossible to the collective phenomenon. Periodic or interventional revisions are essential to be steered in the imminent future to examine the causation of hypothesized connections. The study area, on the other hand, was founded on strong scientific and technology underpinnings. We rely on self-reported data, which ultimately leads to solitary prejudice.

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