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# Emotion Regulation Enhances Psychological Well-Being with Dual Role Conflicts as a Mediator in Working Women

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## Abstract

The increasing complexity of work and family demands in the post-pandemic era has heightened psychological challenges, particularly among working women with dual roles. This study aims to examine the effect of emotion regulation on psychological well-being mediated by conflict-mediated dual roles of working women in North Sulawesi. The study used a quantitative approach with a correlational design and involved 202 female worker respondents in North Sulawesi. The instruments used included psychological well-being support scales, emotion regulation, and dual role conflicts that have been tested for validity and reliability. Data analysis was carried out using the path analysis method in the JASP software. The results of the study show that emotion regulation is directly related to psychological well-being, emotion regulation has a negative relationship with dual role conflicts, and dual role conflicts have a significant negative relationship with psychological well-being. Dual role conflicts mediate the relationship between emotion regulation and psychological well-being. These findings confirm that emotion regulation is a predictor in the achievement of psychological well-being of workers in North Sulawesi, and the conflict of dual roles as mediators. The mediation model that has been formed is a partial mediation.

## Keywords

Dual Role Conflict, Emotion Regulation, Psychological Well-Being, Working Women.

## 1. Introduction

Psychological well-being is a key indicator of quality of life and has become an important focus in modern psychological studies. The increasing complexity of social, economic, and work environments contributes to higher levels of psychological stress, particularly among individuals in their productive years. In recent years, global psychological well-being has declined due to prolonged social uncertainty and economic pressures (OECD, 2023). This condition is associated with increased mood disorders and decreased performance, whereas good psychological well-being is linked to stable performance, better physical health, and longer life expectancy (Oswald et al., 2015; Zaninotto & Steptoe, 2019).

Post-pandemic changes in work patterns further influence this condition. The implementation of remote and flexible work systems provides advantages in terms of time management but also creates blurred boundaries between work and personal life (Oakman et al., 2020; Kniffin et al., 2021). When these boundaries are not well managed, work–family interference may occur and lead to emotional exhaustion and decreased psychological well-being (Allen et al., 2015). This situation is more complex for working women who carry dual roles, as they are required to balance professional responsibilities and domestic demands simultaneously (Abirami et al., 2019). As a result, working women are more vulnerable to psychological strain.

Emotion regulation is recognized as an important internal factor in maintaining psychological well-being (Salimzadeh et al., 2020; Li et al., 2025). It refers to the ability to manage emotional responses in accordance with situational demands (Gross & John, 2003). Adaptive strategies such as cognitive reappraisal are positively associated with well-being, while maladaptive strategies such as expressive suppression are linked to negative psychological outcomes (Aldao et al., 2010). In addition, emotion regulation interventions have been shown to improve well-being among workers (Fonseca-Baeza et al., 2023). However, the effectiveness of emotion regulation may be influenced by external pressures, particularly those arising from multiple role demands.

In the work–family context, dual role conflict occurs when the demands of work and family are incompatible (Greenhaus & Beutell, 1985). This conflict is associated with stress, emotional exhaustion, and decreased psychological well-being (Allen et al., 2000; Carlson et al., 2000). Women tend to experience higher levels of conflict due to persistent societal expectations regarding domestic responsibilities, even when they are engaged in full-time employment (Grandey & Cropanzano, 1999). Prolonged exposure to such conflict can increase anxiety and depression and weaken long-term psychological functioning (Frone, 2000; Sun et al., 2024).

In Indonesia, women's participation in the workforce continues to increase, including in North Sulawesi (Central Statistics Agency of Indonesia, 2024). However, cultural expectations regarding women's roles in the household remain strong, creating additional pressure. Preliminary observations among working women in Manado indicate the presence of emotional exhaustion and role-related stress that negatively affect psychological well-being. This condition reflects a phenomenon gap, where increasing workforce participation is not always accompanied by adequate psychological support or coping mechanisms to manage dual role demands.

Kraiss et al. (2020) examined the relationship between emotion regulation and psychological well-being, as well as the impact of dual role conflict on well-being. However, research that integrates these variables within a single framework remains limited, particularly in the context of working women in Indonesia. Specifically, the role of dual role conflict as a mediating variable in the relationship between emotion regulation and psychological well-being has not been widely explored. This constitutes the research gap addressed in this study.

The novelty of this research lies in its integrative approach by positioning dual role conflict as a mediating mechanism that explains how emotion regulation influences psychological well-being. In addition, this study contributes contextual insights by focusing on working women in North Sulawesi, where socio-cultural expectations and work demands intersect. Based on this background, the research problems focus on examining the relationship between emotion regulation and psychological well-being, the relationship between emotion regulation and dual role conflict, the relationship between dual role conflict and psychological well-being, and the mediating role of dual role conflict. Accordingly, the objective of this study is to analyze these relationships and to understand how dual role conflict mediates the effect of emotion regulation on psychological well-being among working women in North Sulawesi.

## **2. Literature Review and Hypothesis Development**

### **2.1. The Effect of Emotion Regulation**

Emotion regulation is an individual process that influences which emotions arise, when they occur, and how they are experienced and expressed (Gross & John, 2003). It involves understanding emotional formation, managing emotional experiences, and expressing emotions in adaptive ways to support psychological and social functioning (Gross, 1998; Gross, 2015). Emotions themselves are affective responses to situations perceived as important by individuals, and the ability to regulate them determines the quality of behavioral responses in various situations (Radde et al., 2021). Emotion regulation also encompasses emotion acceptance, impulse control, and the use of flexible strategies based on situational demands, which may operate both consciously and automatically (Gratz & Roemer, 2004; Gyurak et al., 2011).

Individuals who are able to regulate their emotions adaptively tend to demonstrate higher levels of psychological well-being, as emotion regulation is fundamental to adaptive functioning and overall mental health (Martínez-Priego et al., 2024). In the context of working women, this ability becomes increasingly important, as it helps maintain motivation and self-efficacy when facing complex role demands (Hoh & Suranata, 2025). The main aspects of emotion regulation include cognitive reappraisal and expressive suppression (Gross & John, 2003). While expressive suppression entails preventing emotional expression, cognitive reappraisal is the capacity to reframe circumstances in a way that elicits more favorable emotional reactions. Higher psychological well-being is linked to the use of cognitive reappraisal, whereas lower well-being is typically associated with an over-reliance on expressive suppression. In addition, emotion regulation includes dimensions such as nonacceptance, goals, impulse, awareness, strategies, and clarity, reflecting individuals' ability to understand and manage their emotional experiences (Gratz & Roemer, 2004). Furthermore, effective emotion regulation can reduce tensions arising from incompatible work and family demands, thereby minimizing dual role conflict among working women (Pradani & Widyastuti, 2024).

H1: Emotion regulation has a significant effect on psychological well-being.

H2: Emotion regulation has a significant effect on dual role conflicts.

### **2.2. The Effect of Dual Role Conflicts on Psychological Well-Being**

Psychological well-being refers to a condition in which individuals are able to live optimally, meaningfully, and in harmony with their potential. This concept encompasses not only happiness but also healthy psychological functioning and the ability to cope adaptively with life's challenges. The eudaimonic perspective emphasizes self-actualization, personal growth, and life purpose, while the hedonic perspective focuses on life satisfaction and the dominance of positive over negative

affect (Ryff, 1989; Diener, 2000). The integration of these perspectives indicates that psychological well-being includes both emotional and functional dimensions. Furthermore, the positive mental health model highlights the interconnection of emotional, psychological, and social well-being, while self-determination theory emphasizes the importance of fulfilling needs for autonomy, competence, and relatedness in sustaining well-being (Deci & Ryan, 2000; Keyes, 2002).

Dual role conflict is negatively associated with psychological well-being, indicating that increased work–family conflict leads to a decline in individuals' well-being. This finding is consistent with previous studies by Sitorus et al., (2020) and Hapsari (2020) and supported by work–family conflict theory which explains that incompatible role demands deplete psychological resources and trigger emotional exhaustion. Such conditions can disrupt key dimensions of psychological well-being, including self-acceptance, autonomy, environmental mastery, and positive relationships (Ryff, 1989). However, psychological well-being is not solely determined by role conflict, as it is shaped by the interaction between internal and external factors, such as social support and stress management capacity (Cohen & Syme, 1985). In this context, emotional regulation serves as an important personal resource that can mitigate the negative effects of dual role conflict, enabling individuals to maintain psychological balance despite role pressures.

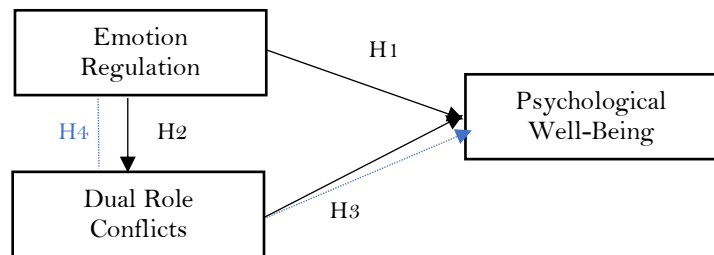
H3: Dual role conflicts have a significant effect on psychological well-being.

### **2.3. Dual Role Conflicts as a Mediating Variable**

Dual role conflict refers to a condition in which work and family demands are incompatible, such that participation in one role interferes with performance in the other (Greenhaus & Beutell, 1985; Carlson et al., 2000). This conflict arises due to limitations in time, energy, and attention that must be allocated across both domains. It can occur when work pressures disrupt family responsibilities or when family demands interfere with work performance (Frone et al., 1992; Alghamsah et al., 2025). Working women are particularly vulnerable to this conflict due to their dual responsibilities in professional and domestic roles, including household and parenting duties, as well as societal expectations as primary caregivers (Higgins et al., 1992; Bagger & Li, 2012). Factors such as long working hours and emotional strain further intensify the imbalance between roles. Consequently, dual role conflict reflects an imbalance in role pressure that cannot be fulfilled simultaneously, leading to disruptions in time allocation, psychological involvement, and role satisfaction (Marks & MacDermid, 1996; Anggriana et al., 2016). Role balance, therefore, depends on the ability to minimize such conflicts (Clark, 2000).

Dual role conflict consists of three main dimensions: time-based, strain-based, and behavior-based conflict (Greenhaus & Beutell, 1985). Behavior-based conflict happens when behavioral demands across roles are incompatible, strain-based conflict occurs when stress in one position impacts performance in another, and time-based conflict occurs when time spent on one function limits involvement in another. These dimensions are further developed into bidirectional forms, namely work-to-family and family-to-work conflict (Carlson et al., 2000). In this study, dual role conflict is positioned as a mediating variable that explains how internal capacities, such as emotion regulation, influence psychological well-being. When individuals are unable to effectively manage emotional responses, role pressures may intensify and increase conflict, which in turn reduces psychological well-being. Conversely, better emotion regulation can help minimize conflict, thereby supporting higher well-being.

H4: Dual role conflicts as a mediating effect relationship between emotion regulation and psychological well-being.



**Figure 1.** Research Framework

Figure 1 presents the proposed mediation framework, highlighting the role of emotion regulation in influencing psychological well-being both directly and indirectly through dual role conflict. In this model, emotion regulation functions as the independent variable, psychological well-being as the outcome variable, and dual role conflict as the mediating factor. The framework indicates that emotion regulation contributes to psychological well-being not only through a direct pathway but also indirectly by shaping the extent of dual role conflict experienced by individuals.

### 3. Methods

This study uses a quantitative approach with a cross-sectional survey design. The quantitative method was selected because this study aims to test hypotheses and examine the causal relationships among variables in a structured and measurable manner, allowing for statistical generalization of the findings (Sugiyono, 2016). The research population is married women who work in North Sulawesi Province in various employment sectors. Based on data from the Central Statistics Agency of North Sulawesi Province in 2025, the number of women aged 15 years and above who work is estimated to be more than 400,000 people, but the specific number of married women is unknown, so the exact size of the population cannot be determined. The sample was selected using the quota sampling technique because the population is not known precisely. Samples are part of a population that has similar characteristics and is chosen to represent the population (Azwar, 2017; Scott, 2022). The calculation using GPower with an effect size of 0.10,  $\alpha = 0.01$ , and power of 0.95 resulted in the need for a minimum of 182 respondents, and 202 respondents who met the criteria for analysis were obtained. The characteristics of the respondents were analyzed descriptively, including age, length of work, and type of work.

Data collection used a Likert scale with favorable and unfavorable items to measure respondents' attitudes, perceptions, and assessments of research variables. Data analysis was carried out by path analysis using Jeffrey's Amazing Statistics Program (JASP) software to test direct and indirect relationships in the mediation model. The residual normality test using Shapiro–Wilk indicated that the data were not normally distributed. The multicollinearity test was not conducted, as the relationships between the independent variables and the mediator were theoretically expected. Heteroscedasticity and autocorrelation tests were not performed due to the cross-sectional nature of the data. The linearity assumption was considered satisfied based on the theoretical foundation and the conceptual framework of linear regression, so assumption testing focused on normality to ensure accurate estimates and valid statistical inferences.

#### 4. Results

The path chart below shows that emotion regulation plays a role as a predictor variable that affects the psychological well-being of working women, either directly or indirectly through dual role conflicts. Good emotion regulation abilities tend to lower the level of dual role conflict, which in turn has an impact on improved psychological well-being. In addition, the regulation of emotions also has a direct influence on psychological well-being, so that dual role conflicts function as partial mediators in the relationship. This model emphasizes that the psychological well-being of working women is influenced by the interaction between internal factors in the form of emotional regulation and external factors in the form of dual role conflicts, so that strengthening the ability to regulate emotions is an important strategy in suppressing role conflicts and improving psychological well-being optimally. Descriptive analysis was conducted to describe the general tendency of each variable in this study, namely psychological well-being, emotion regulation, and dual role conflict. The number of participants analyzed was 202 female workers in North Sulawesi.

**Table 1.** Statistical Test Results

Variable	N	Minimum	Maximum	Mean	Std. Deviation
Psychological Well-being	202	71	220	144.6	28.43
Emotion Regulation	202	29	74	53.02	9.635
Role Conflict	202	63	130	101.7	12.40

The psychological well-being variable had a minimum score of 71.00 and a maximum score of 220.00, with an average score of 144.6 and a standard deviation of 28.43, according to Table 1's descriptive statistical analysis results. The rather broad range of scores indicated that respondents' psychological well-being varied. The average score shows that psychological well-being is generally in the moderate range, but the comparatively high standard deviation shows that people's psychological conditions vary widely.

The emotion regulation variable had a minimum score of 29.00 and a maximum of 74.00, with an average of 53.02 and a standard deviation of 9.64. These results show that respondents' emotion regulation ability varies from low to high, although it is generally at a moderate level. The standard deviation value indicates differences between individuals, but most scores remain concentrated around the mean value.

In the dual role conflict variable, the score ranged from 63.00 to 130.00, with an average of 101.7 and a standard deviation of 12.40. The average score showed that respondents generally experienced dual role conflicts at a moderate level. A relatively moderate standard deviation indicates that the variation in scores between respondents is not too extreme and tends to be close to the mean value.

The three variables showed a tendency of average values in the medium category with variations that were still within reasonable limits. The wide range of scores reflects the diversity of respondents' psychological conditions, thus supporting further analysis related to the relationship and mediation role between variables. In addition, a comparative descriptive analysis between empirical mean and theoretical mean was carried out to assess the level of tendency of each variable. This comparison provides an initial overview of the position of the respondents' psychological condition (low, moderate, or high) as a basis for testing the relationship and research hypothesis

**Table 2.** Descriptive Statistical Test Results

<b>Variable</b>	<b>EM</b>	<b>TM</b>	<b>Description</b>
Psychological Well-Being	144.6	157	EM < TM, meaning the subject's psychological well-being is low.
Emotion Regulation	53.02	57	EM < TM, meaning the subject's emotion regulation is low.
Dual Role Conflict	101.7	117	EM < TM, meaning the subject's dual role conflict is high.

*Note: EM = Empirical Mean, TM = Theoretical Mean*

Based on Table 2, the results of the analysis, the comparison between the Empirical Mean (EM) and the Theoretical Mean (TM) shows that there are differences in several aspects measured. The first calculation on the Y scale to measure psychological well-being showed that the EM value of 144.6 was lower than the TM value of 157. In more detail, the EM value of 144.6 describes the average psychological well-being conditions actually experienced by working women in this study, while the TM of 157 represents the ideal middle value of the scale used. Because the EM is lower than the TM, this suggests that, in general, the respondents have not achieved optimal levels of psychological well-being. These findings indicate that there are various pressure factors or limitations, both those originating from work demands, family roles, and internal psychological conditions, which have the potential to reduce the psychological well-being of working women.

The second calculation on the X scale to measure emotion regulation showed an EM value of 53.02, while a TM value of 57. The EM value of 53.02 reflects the average emotion regulation ability of the female workers in this study, while the TM of 57 indicates the ideal middle value of the emotion regulation scale. This difference indicates that, in general, respondents are not fully able to manage and control emotions optimally, especially when facing the demands of work and family roles at the same time.

This condition has the potential to affect psychological adaptability and contribute to the emergence of emotional stress in daily life. The calculation on the Z scale to measure dual role conflicts shows an EM value of 101.7, while the TM value is 117. The empirical EM of 101.7 indicates the average dual role conflict experienced by female workers in this study, while the TM of 117 represents the ideal middle value of the dual role conflict scale. This difference indicates that, in general, respondents experience dual role conflicts at a relatively lower level, although the demands of work roles and family roles remain. This condition may reflect the existence of certain adaptation strategies, social support, or emotion regulation mechanisms that help respondents in reducing the intensity of the dual role conflict experienced.

**Table 3.** Normality Test

<b>Item</b>	<b>Result / Note</b>
Test	Residual Normality (Shapiro–Wilk)
Sig.	0.967
p-value	p < 0.001
Conclusion	Data not normally distributed

Based on Table 3, the Shapiro–Wilk test yielded a value of 0.967 with p < 0.001, indicating that the residuals are not normally distributed. This violation of the normality assumption suggests caution when applying standard parametric methods, such as linear regression, and may warrant data transformation or the use of non-parametric alternatives.

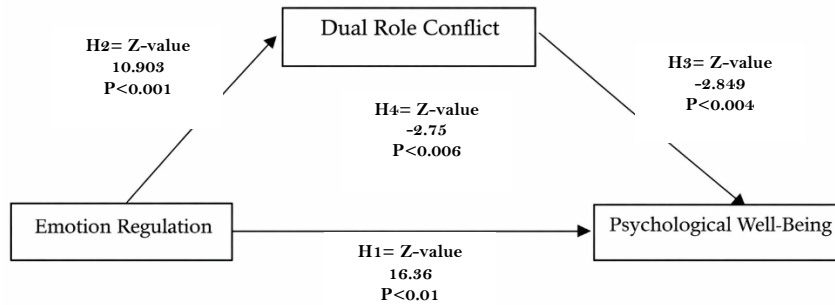


Figure 2. Research Framework

Table 3. Hypothesis Testing

Path	Standard Estimate	Standard Error	Z-value	p-value
Emotion Regulation → Psychological Well-Being	0.768	0.047	16.36	<0.01
Emotion Regulation → Dual Role Conflict	0.542	0.050	10.903	0.001
Dual Role Conflicts → Psychological Well-Being	-0.172	0.060	-2.849	0.004

Figure 2 and Table 3 show that all hypothesized relationships are statistically significant, as indicated by z-values exceeding the critical threshold of  $\pm 1.96$  and p-values below 0.05. In addition, the relatively low standard error values (ranging from 0.047 to 0.060) suggest that the estimated coefficients are precise and reliable. Therefore, all direct hypotheses proposed in this study are supported.

Specifically, the relationship between emotion regulation and psychological well-being ( $\beta = 0.768$ ;  $z = 16.36$ ;  $p < 0.01$ ) demonstrates a strong and positive effect. This indicates that individuals with higher levels of emotion regulation tend to experience higher psychological well-being. Furthermore, emotion regulation also shows a positive and significant effect on dual role conflict ( $\beta = 0.542$ ;  $z = 10.903$ ;  $p = 0.001$ ), suggesting that individuals with greater emotional awareness may also be more conscious of the demands and pressures arising from managing multiple roles. In contrast, the relationship between dual role conflict and psychological well-being ( $\beta = -0.172$ ;  $z = -2.849$ ;  $p = 0.004$ ) is negative and significant. This finding implies that higher levels of dual role conflict are associated with lower psychological well-being. These results highlight the important role of emotion regulation in influencing psychological well-being, both directly and through its relationship with dual role conflict, which acts as a detrimental factor in reducing well-being.

Table 4. Mediating Effect

Items	Value
Relationship	Emotion Regulation –Dual Role Conflicts→ Psychological Well-Being
Standard Estimate	-0.093
Standard Error	0.034
z-value	-2.75
p-value	0.006

Table 4 presents the results of the indirect effect testing. One of the primary criteria for assessing significance is the z-value, which must lie outside the critical limit of  $\pm 1.96$  at a 95% confidence level. The sign of the z-value (positive or negative) indicates the direction of the relationship rather than its level of significance. The analysis results show a z-value of  $-2.75$ , which is outside the critical range, indicating that the indirect effect tested is statistically significant. The negative sign further suggests that the relationship occurs in an inverse direction. This finding is strengthened by the p-value of 0.006, which is below the 0.05 threshold, indicating a low probability of error and confirming that the observed relationship is not due to chance.

In addition, the standard error value of 0.034 indicates a low level of estimation error, suggesting that the resulting path coefficient has good precision. Based on the fulfillment of these statistical criteria, it can be concluded that the indirect effect of emotion regulation on psychological well-being through dual role conflict is statistically significant. Therefore, the mediation hypothesis in this study is accepted, with a negative direction of influence.

Based on the results of the tests conducted, it can be concluded that emotion regulation has a significant role in improving the psychological well-being of working women, both through direct influence and through dual role conflicts as mediator variables. Emotion regulation has been shown to be positively related to psychological well-being, while dual role conflict has a significant negative effect on psychological well-being. This shows that dual role conflict is one of the important pathways that explains how emotion regulation affects psychological well-being. Thus, the individual's ability to manage emotions not only has a direct impact but also contributes indirectly through a decrease in the level of dual role conflict experienced. These findings confirm that emotion regulation is a crucial internal resource in maintaining the psychological well-being of working women in the midst of various role demands.

## **5. Discussion**

The results of the analysis showed that the regulation of emotions was directly and significantly related to psychological well-being. These findings are in line with research by Sanchez-Sanchez et al. (2025), which affirms that the ability to manage emotions adaptively contributes to improved psychological well-being. Emotion regulation acts as an internal psychological resource that helps individuals cope with daily emotional stress, thus being able to maintain optimal psychological function. Individuals who are able to appropriately recognize, understand, and express emotions tend to have better self-acceptance, stronger mastery of the environment, autonomy in decision-making, and healthier interpersonal relationships. These results align with Gross and John's (2003) Process Model of Emotion Regulation and Ryff's (1989) eudaimonic well-being approach, which highlight how adaptive emotion management promotes affective stability and the attainment of life meaning.

A second hypothesis, that there is a direct relationship between emotion regulation and dual role conflict. These results are in line with Kim and Lee (2022), although they differ from Vaitkus (2021). The differences in findings were likely influenced by the social context and characteristics of the participants. For working women in North Sulawesi, the complexity of the demands of work roles, family, and socio-religious involvement makes emotional regulation an important capacity to minimize clashes between roles. Individuals with good emotional regulation tend to be better able to control emotional reactions, prioritize, and adjust to various demands, so role conflicts can be suppressed. In the context of a local culture that upholds the values of collectivity and social responsibility, this ability is becoming increasingly relevant as a protective mechanism against role pressures.

Dual role conflict and psychological well-being were found to be significantly correlated negatively. Accordingly, psychological well-being decreases with increasing dual role conflict. These findings are consistent with the research of Sitorus et al. (2020) and Hapsari (2020), and are in line with the work–family conflict theory of Greenhaus and Beutell (1985). Conflicts arising from the mismatch between work and family demands can drain an individual’s psychological resources, reduce a sense of control over the environment, and trigger emotional exhaustion. However, the impact of role conflict is not absolute, as it is influenced by the availability of personal resources, including emotional regulation. Individuals who have good emotion regulation skills tend to be better able to mitigate the negative impact of role pressure on well-being.

The primary finding of this research is that the association between emotion regulation and psychological well-being is partially mediated by dual role conflict. In addition to having a direct impact on wellbeing, emotion management also has an indirect effect by lessening dual role conflict. Psychologically, dual role conflict functions as a stress pathway linking intrapersonal processes to well-being. Adaptive emotion regulation allows individuals to assess role demands more flexibly, manage negative emotional responses, and prevent long-term stress accumulation (Saleem et al., 2022; Pan et al., 2022). In the socio-cultural context of North Sulawesi, working women face multiple role demands, including professional, domestic, social, and religious responsibilities. The strong values of collectivity and religiosity further increase expectations for women’s involvement in various community activities, thereby raising the potential for role conflict when demands occur simultaneously. In this context, emotion regulation serves as an important resource for maintaining psychological balance, as inadequate regulation may lead to prolonged distress and reduced psychological well-being.

This study highlights that psychological well-being results from the interaction between internal capacities and external demands. Emotion regulation functions as a protective factor in managing role pressures, while dual role conflict acts as a mechanism linking these pressures to well-being outcomes. Efforts to enhance the well-being of working women should focus on strengthening emotion regulation skills and promoting adaptive management of work and family roles. This study contributes to the literature on work–family psychology by emphasizing the roles of emotion regulation and dual role conflict in shaping psychological well-being.

## 6. Conclusion

This study demonstrates that emotion regulation has a significant positive impact on the psychological well-being of working women. The ability to manage emotions adaptively enables individuals to cope effectively with stress, maintain emotional stability, and perceive their lives positively. Emotion regulation also plays a crucial role in reducing dual role conflicts, which arise from competing demands of work and family. In turn, these dual role conflicts negatively affect psychological well-being, with higher levels of conflict associated with lower well-being. Mediation analysis further revealed that dual role conflicts serve as a mediator in the relationship between emotion regulation and psychological well-being. This suggests that the benefits of emotion regulation are not only direct but also operate indirectly by helping women manage and minimize role conflicts, thereby enhancing their overall psychological well-being.

The findings highlight the importance of strengthening emotion regulation skills and strategies for managing dual role conflicts as effective approaches to improving the psychological well-being of working women. These results provide a foundation for developing psychological interventions, such as stress management training and counseling programs, as well as organizational policies that are more responsive to the dynamics of dual roles.

However, this study has several limitations. The cross-sectional design restricts the ability to draw long-term causal conclusions, while the use of self-report instruments may introduce subjective bias. Additionally, the findings are limited in generalizability, as the participants were only from North Sulawesi. The study also focused solely on dual role conflicts as a mediator, leaving other potentially influential factors, such as social support or job characteristics, unexplored. Future research is encouraged to adopt longitudinal designs to examine causal relationships more comprehensively and to include additional mediators or moderators, such as social support, job satisfaction, or organizational flexibility. Expanding the study to diverse regions would also enhance the generalizability of the findings.

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### ***Ethical Approval and Originality Statement***

Ethical approval was obtained for this study. The manuscript represents original work and has not been previously published, nor is it under consideration by another journal.

### ***Data Disclosure Statement***

The data that support the findings of this study are available from the corresponding author upon reasonable request.



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