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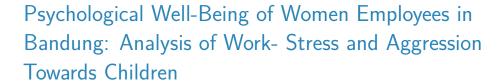
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aggression towards children; psychological well-being; stress; women employees

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#### Abstract

This study aims to obtain empirical data on the psychological well-being of female employees in Bandung related to work stress and aggression towards children. The method used in this study is a survey method with data collection techniques using purposive sampling. Research respondents are female employees who have dual roles as housewives and as employees in Greater Bandung. The research instruments used were Psychological well-being, Perceived Stress Questionnaire, and Aggression Scale towards children. The data analysis technique of this research is multiple regression analysis. The regression test results stress and aggression in children have a significant positive impact in predicting psychological well-being (F=25.392, P=<0.001). The psychological well-being of female employees in Greater Bandung can be influenced by stress and aggression towards children. This research can be the basis of policy making for working women who have dual roles in controlling stress and the ability to manage aggression to improve psychological well being.

The role of women today is different from the past. In the past, women only acted as wives and mothers at home. Her daily duties include caring for the house, husband, and children. However, with the economic development in Indonesia and the family's needs, women ended up working outside the home. The involvement of women in the public sector is inseparable from the family's economic demands. Economic difficulties and the monetary crisis that hit Indonesia have encouraged women to take an active role in overcoming family financial problems by working outside the home. The entry of women into the public sector means that their role is no longer as a wife and mothers who are responsible for the socialization of their children but at the same time as workers. The role that a woman must perform is called a dual role

A woman with a dual role is a woman who acts as a housewife and an employee. Both must be implemented properly to achieve workforce healthy, productive work (Sumekar et al., 2016). For women who are married, it is a challenging thing to do both. In carrying out her daily duties, as a housewife, she is often faced with demands that are felt to be unbalanced with her abilities. Based on observations made by researchers of several working women who are married. When there are demands for obligations, they must complete their work, often household affairs simultaneously, such as having sick children, family events, serving husbands, and other internal orders at home (observations report, October 2019). The results of this observation are in line with research conducted by Rosita (2014) and Anwar and Fauziah (2019) which shows that dual roles can have an impact on female workers from the aspects of wellbeing and the ability to manage stress.

According to Radhitya (2019), women with multiple roles will benefit economically by increasing family income and having a sense of mutual understanding with their partners. On the other hand, a double workload is borne, and time with children is reduced. Negative impacts will arise if they cannot balance their roles. Women with dual roles must be focused on the interface of the worlds of work and home (Silsberstein, 2013). The demands of a dual role will cause conflict in his life. When a woman who works is committed to the company, she is certainly always required to carry out her obligations as an employee. But on the other hand, she has responsibilities towards the family as a housewife. If the responsibilities for work and family are not balanced, there will certainly be dual role conflicts in the



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lives of working women. Multiple role conflicts can influence job stress. This situation occurs because of an imbalance between the two roles. At the same time, a woman must work as much as possible. On the other hand, a woman who acts as a mother is necessary always pays attention to her family, so women play a dual role and are expected to share their time in work and in managing a household.

In this case, working women can have different performances. Another form is the feeling of being depressed, the sense that the implementation of one role will affect the results of the implementation of other parts that arise because of a conflict between the values of life and the role they have. The feeling of being depressed in both positions can cause stress to the woman. Multiple role conflicts tend to lead to work stress because when work matters interfere with family life, pressure often occurs on individuals to reduce time spent at work and provide more time for family. Dual roles of women employees can lead to work-family conflict and affect their work engagement and life satisfaction (Ria & Palupiningdyah, 2020),

Kuntari et al. (2017) found that men scored higher on work role importance than women, and women scored higher on family role importance than men. This conflict may be because women feel they have a greater responsibility than men for their duties at home and work. Meanwhile, men only have pressure due to work factors. This dual role for working women can cause work-family conflict (Pluut et al., 2018). Then, work-family competition is related to psychological well-being (Anggarwati & Thamrin, 2019). Psychological well-being is achieving perfection by representing one's potential (Ryff, 1989). Therefore, well-being is not limited to just attainment satisfaction but as an effort to achieve perfection that represents potential owned by the individual.

Researchers interviewed several female workers in 2020, who said it was normal to be tired when they left work. What is difficult to deal with if the fatigue they feel cannot be relieved by hastily resting. This situation is because they have to do household chores that still need to be done. Not to mention the demands of the child asking for his attention. Coupled with office work that has not been completed and demands it to be completed immediately, this can lead to a lack of psychological well-being. It is found more complicated when they have to work from home (Gultom, 2021; Prabowo et al., 2021; Putranti et al., 2020; Sutarto et al., 2021).

Work from home was enforced in Indonesia at the beginning of the Covid-19 pandemic, March 2020, including in Greater Bandung. Although Working from home will provide flexible time for workers to provide a balance of life for employees and benefits for the company, it has negative effects too. Based on the results of interviews with five respondents regarding work-from-home activities. It was stated that working at home has many advantages, including spending more time with family and having more flexible time to spend less because it does not incur costs to go to the office or pay sitter rent for their children. However, some of the correspondents also said it was more

difficult to have work concentration and limited communication patterns, so it was common for misperceptions to occur and work to be ineffective (interview, July 2020). One of the effects of work-from-home during the pandemic Covid-19 is psychological well-being (Mari et al., 2021; Mostafa, 2021; Sutarto et al., 2021).

Psychological well-being can be related to work stress (Helms-Lorenz & Maulana, 2016; Prasada et al., 2020). Levenstein, 1992, defined work stress as a subjective perception and emotional response that represents the experience of stress on external events or demands from the environment, especially in work (Sudarman, 2016). According to Eslami Akbar et al. (2017), factors that influence stress include work overload, responsibility for others, career development, lack of group cohesion, inadequate group support, organizational structure and climate, areas within the organization, job characteristics, and influential leaders. Stress is a natural condition because it is formed in humans as a response and is part of humans' daily life, especially in times of progress in all fields faced with activities and activities that must be done. On the one hand, the workload in organizational units is increased. Usually, mothers who experience such problems tend to feel tired (especially psychologically) because they have forced themselves to stay at work all day.

Work stress is related to physical health, especially cardiovascular disease (Kivimaki & Kawachi, 2015); work performance (Irawanto et al., 2015); work-related aggression (Lai & Fong, 2020). Stress can have an impact on interpersonal interactions. People who are under stress will be more sensitive than people who are not under stress. At severe levels of stress, people can become depressed and lose self-confidence and self-esteem. As a result, he is more withdrawn from the environment, rarely associates with others, prefer to be alone, and is easily irritated, irritable, and easily emotional. One of the other negative effects of stress is the emergence of a tendency to aggressive behavior. Cohen et al. (2013) said that stress can appear in the form of an external stimulus (sociological or situational) and can be an internal stimulus (intrapsychic), which an individual receives or experiences as unpleasant or causes and demands adjustment and or produces effects, both somatic and behavioral. One of the behavioral effects of stress is the emergence of aggression.

According Commissioner of the Indonesian Child Protection Commission (KPAI) for Trafficking and Exploitation, Ai Maryati Solihah revealed that violence that occurred to children, especially during the Covid-19 pandemic, was predominantly carried out by mothers. Furthermore, KPAI said that violence occurs because of the burden of a mother's multiple roles. Whether as a housewife, office worker, or teacher of children while at home during a pandemic. Other predictors of a woman's aggression toward children are stress (Aristawati, 2016; Maknun, 2016) and frustration (Rozi & Hafiz, 2018)

An employee who is a mother to her children has the same role as a woman who does not work and only takes care of the household. A mother's job is to care for and educate her children, so a mother must make the atmosphere

of the house comfortable so that her children feel at home around her. A mother who has a job outside the home, even though she is tired, must be able to restrain her emotions so as not to cause violence to her children, both physically and psychologically. When a person commits aggression, it can negatively affect a person's psychological well-being (Jordan et al., 2010). According to Buss and Perry (1992), aggression is defined as behaviour that aims to harm others, either physically or psychologically. This theory emphasises that aggression can be verbal or physical, and the behaviour does not have to succeed in hurting, but what matters is the intention to hurt. This condition makes mothers unconsciously commit aggression against their children.

Aggression often arises as a response to stress or emotional distress (Arriaga & Schkeryantz, 2015). When someone feels depressed or frustrated, they may exhibit aggressive behavior (Dollard et al., 2013). Ongoing stress can reduce psychological well-being as it affects emotional balance and overall mental health (Ryff, 1989). In addition, Aggression can damage social relationships and promote social isolation, which in turn decreases psychological well-being (Li et al., 2022). Psychological well-being is often associated with positive social relationships and strong social support (Malkoc & Yalçın, 2015). Thus, managing aggression are important steps to improve psychological well-being.

One of the things that makes a working woman tolerate stress and violence against her children is her psychological well-being. According to Ryff (1989), individuals with psychological well-being will have self-acceptance, positive relationships with others, independence, a life purpose and meaning in life, and feelings of continuing to develop. From this description, it can be seen that a working woman who becomes a mother, if she has good psychological well-being, will feel that she needs to have a relationship with a child even if she is tired. If this feeling arises, he will try to suppress his aggression, such as physical and psychological violence against his children. This result is in line with the opinion of Ryff (1989), which states that individuals with high psychological well-being will avoid negative feelings and can also assess experiences that will result in individuals accepting their condition. This situation helps women play a dual role in accepting their roles as workers and mothers. The opinion above is a cognitive process where individuals judge the life they are experiencing and how satisfied they are with their life.

With the substantial values discussed above, the researcher sees that female employees who are married and become mothers and work from home must have good psychological well-being to become good mothers and employees. As we said before, the data of KPAI show in Indonesia that women as mothers are the perpetrators of the most violence against children. Some research shows that stress can affect psychological well-being (Kurnia, 2015). Based on this, the researchers were interested in further researching the role of stress and aggression towards children on the psychological well-being of woman employees in Bandung. Based on this, researchers are

interested in further examining the role of stress and aggression towards children on the psychological well-being of female employees in Bandung. The hypothesis in the study is that psychological well-being is influenced by stress and aggression in female employees with dual roles.

#### Methods

This research method is quantitative survey research, namely as a process of conducting research using surveys sent to survey respondents. The data collected from the study were then statistically analyzed to draw meaningful research conclusions.

The subjects in this study are working women who have dual roles as mothers and employees, have children aged 1-17 years, work in the informal sector and work remotely or at certain times only or work in the formal sector but can do some of their work from home, domiciled in Greater Bandung (Bandung City, Bandung Regency, West Bandung Regency, and Cimahi City). Purposive sampling is a sampling technique that determines the characteristics of the research sample. The technique of taking respondents using Purposive sampling obtained 117 subjects.

**Table 1**Demographic Data

	T
Jobs	Total
Public Servant	25
Lecturer	11
Teacher	18
Health worker	2
SOE Employee	7
Private Employee	42
Self-employed	12
	117
Mum's age	
26-30 Years	18
31-35 Years	27
35-40 Years	37
41-45 Years	25
45-50 Years	10
	117
Child Age	
Pre-school (1-6 years)	37
Primary School (7-12 years)	46
Secondary School (13-18 years)	26
High School (>18 years)	8
	117
Number of children	
1 child	40
2 children	54
more than 2 children	23
	117

The research instrument used three instruments:

# a. Psychological Well-Being

The Psychological Well-being research instrument in this study was a questionnaire using a psychological scale adapted from Ryff (1989) which researchers adjusted to the Covid-19 state. It was developed by Hardyani (2020) with indicator Self-Acceptance, Personal Growth, Purpose in Life, Positive Relations With Others, Environmental Mastery, Autonomy consisting of 33 statements. Answers choices consisting of Strongly agree, Agree, Disagree, Strongly. It has a reliability coefficient of 0.721, and the item-total validation correlation is>0,3.

# b. Perceived Stress Questionnaire

The Perceived Stress Questionnaire (PSQ) is a scale developed from the theoretical framework of Levenstein et al. (1993) and further refined by Sudarman (2016). It consists of seven indicators: Harassment, Overload, Irritability, Lack of Joy, Fatigue, Worries, and Tension. The PSQ includes 25 statements with both favorable and unfavorable items, offering answer choices of Always, Often, Occasionally, and Rarely. It has a reliability coefficient of 0.831, and the item-total validation correlation is greater than 0.3.

# c. Aggression Scale

The aggression scale developed by Shafwati (2018) is based on the Buss dan Perry theory, which consists of indirect active physical aggression, indirect passive physical aggression, direct active physical aggression, direct passive aggression, indirect active verbal aggression, indirect passive verbal aggression, and verbal aggression consisting of 38 statements. Answers choices consisting of Always, Often, Rarely, and Never. Direct active, direct passive verbal aggression with a reliability coefficient of 0.9219 and item-total correlation is>0,3.

First, the research conducted observations and interviews to determine the problems that occur in working mothers. Second, the researcher chooses a measuring instrument that is in accordance with the research. Third, researchers looked for subjects who fit the categories and asked subjects to fill out questionnaires. Data collection was carried out offline by meeting subjects who fit the criteria and online by distributing questionnaires through social media. Fourth, researchers analyzed the data and made a report

To test the relationships between independent variables stress and aggression of children with dependent variable psychological well-being, we used multiple linear regression.

# Results

The value of R (Multiple Correlation) between the predictor variables/covariate of stress and aggression in children have a significant positive relationship in predicting psychological well-being (R=0.578, P=<0.001). This result shows a correlation between Psychological Well-being, stress, and aggression. Then a further analysis is carried

out to test whether the proposed model is fit or significant. See Table 2

Analysis of variance shows that the stress and aggression in children have a significant positive impact in predicting psychological well-being (F=25.392, P=<0.001). F value is 25392 with a p-value <0.001. With a weight of this size, H0 is rejected, so it can be concluded that the model proposed is a fit. The fit model means that at least one regression coefficient (b) is significant. This result shows a substantial relationship between Psychological Well-being variables with stress and aggression. Then, further analysis is carried out to determine the variable coefficient by proposing two assumptions of the coefficients a and b. See Table 3

The coefficient (intercept) of the model above has a value of 69.074 with a p-value <0.001. This p-value is much smaller than 0.005, H0 is rejected, and the results can be concluded that the coefficient a is significant or the coefficient a is not equal to 0. These results indicate that the Psychological Well-being variable can be a variable that is influenced by other variables. The stress coefficient b has a value of -0.277, and the aggression coefficient b is 0.285 with p values of 0.001 and 0.002, respectively. With p values much smaller than 0.005, both p coefficients in the model are significant. These results indicate that the stress and aggression variables in this study affect psychological well-being.

The results show that psychological well being can be influenced by stress and aggression in children. The lower the stress, the higher the psychological well being. The lower the aggression in children, the higher psychological well being.

#### Discussion

This study was conducted to examine whether stress and aggression impact the psychological well-being of women with multiple roles. The results showed that stress and aggression had a significant effect on the psychological well-being of women with multiple roles.

Based on the findings, it was found that there is a relationship between Psychological Well-being with stress and aggression in children. 57.8% of dual role mothers with work stress and aggression conditions affect Psychological Well-being conditions. This is in line with research findings that stress has a relationship with Psychological Well-being (Manita et al., 2019) and aggression contributes to psychological well being (Dollard et al., 2013). This condition shows that working mothers will have psychological well being if they can control their stress and aggression towards their children.

It was also found by Apsaryanthi and Lestari (2017) that dual roles woman employees have a higher level of psychological well-being compared to women who are housewives. This is because working women can act as a buffer against family and workplace problems. When these roles are generally positive, the benefits of dual-role women outweigh the disadvantages. Dual-role women have greater self-esteem, sense of competence, achievement, and

Table 2 ANOVA

Model		Sum of Squares	df	Mean Square	F	р
1	Regression	2022.198	2	1011.099	25.392	<.001
	Residual	4021.802	101	39.820		
	Total	6044.000	103			

Table 3
Coefficients

Model		Unstandardized	Standard Error	Standardized	F	р
1	(Intercept)	69.079	15.353		4.499	<.001
	Stress	-0.277	0.084	-0.333	-3.288	0.001
	Aggression	0.285	0.092	0.314	3.104	0.002

life satisfaction, compared to non-working women. Women who work are also less likely to experience depression or anxiety (Fan et al., 2015).

Dual-role women will manage time and balance the time between outside work and housework. However, when working mothers try to balance time, it often makes working mothers face dilemmas and or conflicts in carrying out their roles as mothers and as working women. On the one hand, there is a desire for working mothers to develop themselves, pursue a career, and take advantage of existing opportunities to actualize their potential. On the other hand, working mothers also have roles as mothers and wives who have the responsibility to take care of children, cook, and tidy up the house.

When mothers Work From Home (WFH), the role overlap between work and household responsibilities is often a significant source of stress. As stated by Putri et al. (2021), mothers who work from home face great challenges because they have to complete work tasks while taking care of the household. This leads to role conflicts that demand attention simultaneously, triggering increased psychological distress.

De Sousa et al. (2020) added that these issues need to be addressed immediately to maintain well-being and create a self-defence mechanism. Poorly managed stress can adversely affect mothers' mental and physical health, ultimately affecting work productivity and the quality of family relationships.

To reduce stress, working mums can try strategies such as establishing clear boundaries between work and personal life is essential for Working From Home (WFH) mums to maintain balance and reduce stress. Here are some strategies that can be applied: 1) Set a Consistent Work Schedule (Radcliffe & Cassell, 2014): Creating and following a regular work schedule helps to separate work time from family time. By setting clear working hours, you can focus more on work tasks and make space for your personal life; 2) Create a Dedicated Workspace (Young, 2018): Allocating a space at home that is only used for work can help maintain focus and reduce distractions from household chores or children; 3) Learn to Say 'No' (Wattis et al., 2013): It is important to set firm boundaries

with work and family. Don't hesitate to decline requests that may interfere with personal deadlines or tasks; 4) Communicate Your Needs (Wattis et al., 2013): Explain to your family and co-workers about the boundaries you set. Good communication helps them understand when you are available and when you are not. Also, it is important that they do not feel guilty for taking time for themselves to maintain mental health (Mailey et al., 2014).

The mother's ability to regulate herself in dealing with stress problems and her ability to reduce aggression in children will be able to support working mothers to get psychological well being (Ajilchi et al., 2011; Kapoor et al., 2021; Sinha, 2017; Soydan & Akalin, 2022). It turns out that mothers with dual roles who cannot control stress and aggression will affect psychological well being (Nelson et al., 2014). This condition also affects each other if working mothers cannot control one of these conditions, this can affect psychological well being to decrease (Molgora & Accordini, 2020).

This is in line with findings in research showing that stress and aggression have an influence on psychological well-being. These results are supported by the research of Lumbangaol and Ratnaningsih (2020) it is found that work and family role conflict has a relationship with psychological well-being. Makbulah and Issom (2017) there is an influence between work situation stress on psychological well-being. If the work stress experienced is not handled, it will impact on physical and psychological health (Akinola et al., 2019) This is also supported by research by Aristawati (2016) there is a significant relationship between stress levels and levels of aggressive behavior in housewives who do not work due to negative affect because housewives who do not work perceive that the stimuli that being in the environment are considered as demands that exceed their capabilities so that between expectations and what is desired by housewives who do not work is not appropriate. This is also the basis for working mothers doing WFH to experience negative affect. This research still has limitations on the number of subjects. The study also has not considered the number of children and type of work as material for analyzing the burden that can affect stress and aggression in mothers. Suggestions for further

research can conduct further analysis by considering the number of children and types of work with a larger number of subjects.

#### Conclusion

The findings of this study prove that psychological well-being is a variable that can be predicted by stress and aggression in dual-role mothers who work from home. Unresolved stress in working mothers due to conflicts that occur because they have to work but must also take care of the house because of unclear roles when working at home makes mothers have low psychological well-being. Aggression that occurs in mothers makes mothers feel that they are doing something wrong and do not have psychological well-being.

#### Recommendation

The findings in this study can serve as a policy basis for companies that have employees whose mothers work with the WFH system. For female employees, they can control stress by: 1) realising that stress can arise from feeling troubled or bothered by external stressors, feelings of having too many demands and feeling overwhelmed, easily frustrated or annoyed by situations or other people, feelings of reduced happiness or inability to find joy in activities, conditions of physical or mental exhaustion, excessive worry or anxious thoughts about potential problems, physical or emotional tension resulting from stressful situations. 2) Aware of the emergence of aggression behaviour from the emergence of intentions to hurt others, especially children both verbally and behaviourally, such as telling others that the child is doing mischief while the mother is working so that the child gets aggression from his environment. 3) Set a consistent work schedule, create a dedicated workspace, Learn to say 'No' communicate your needs, don't feel guilty for taking time for yourself to maintain mental health by doing fun activities.

# Declaration

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### **Author's Contribution**

The first author is responsible for analyzing the data and compiling the article. The second author was responsible for assisting in developing theoretical concepts, reviewing the literature and managing data collection. The third author is in charge of research ideas and conducting data collection

#### Conflict of Interest

The authors declare no conflict of interests in writing this article.

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