

DETERMINANTS OF WOMEN'S WELL-BEING : THE MEDIATING ROLE OF WORK-FAMILY CONFLICT AND THE MODERATING ROLE OF ORGANIZATIONAL SUPPORT

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Abstract:

Background: Women's increasing participation in the workforce is often accompanied by work-family conflict due to the demands of dual roles. The extent of this conflict is influenced by individual and contextual factors, including gender role ideology, spouse support, and work flexibility. Organizational support also plays an important role in mitigating these challenges and enhancing women's well-being.

Purpose: This study examines the determinants of women's well-being by analyzing the effects of gender role ideology, spouse support, and work schedule flexibility, with work-family conflict as a mediator and perceived organizational support as a moderator.

Design/methodology/approach: A quantitative approach was employed using data from 210 married female workers in East Java, Indonesia. The analysis was conducted using Partial Least Square Structural Equation Modeling (PLS-SEM).

Findings/Results: The findings reveal that gender role ideology, spouse support, and work schedule flexibility significantly affect work-family conflict and indirectly influence well-being through its mediating role. Additionally, perceived organizational support moderates the relationship between work-family conflict and well-being.

Conclusion: Egalitarian gender role ideology, strong spouse support, and flexible work arrangements reduce work-family conflict, which in turn enhances women's well-being. Organizational support further weakens the negative impact of work-family conflict, emphasizing the importance of supportive workplace environments.

Originality/value (State of the art): This study develops a comprehensive moderated mediation model to explain women's well-being. It highlights the role of organizational support in buffering the adverse effects of work-family conflict, contributing to the broader discourse on gender equality and workplace inclusion.

Keywords: gender role ideology, spouse support, work schedule flexibility, work-family conflict, perceived organizational support, well-being

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INTRODUCTION

Women's participation in the global labor market has increased significantly alongside social and economic transformation, including in Indonesia. This trend reflects progress toward gender equality and economic inclusion; however, it has simultaneously intensified the challenge of balancing work and family roles. One major consequence of this shift is the rise of work–family conflict (WFC), defined as a form of role conflict that occurs when work and family demands are mutually incompatible (Beutell & O'hare, 2018). Empirical studies consistently show that WFC undermines individual effectiveness both at work and at home and poses serious risks to employee well-being, including psychological strain and reduced life satisfaction (Calvo-Salguero et al. 2012; French et al. 2018). Evidence from Indonesia confirms that WFC is a widespread and systemic phenomenon. Research conducted in Kupang revealed that more than 80% of workers both men and women experience work family conflict with negative consequences for family well-being (Mesakh et al. 2023). Nevertheless, women remain disproportionately affected due to the persistence of traditional social expectations that assign them primary responsibility for unpaid domestic and care work (Cavagnis et al. 2023). This double burden places working women in a more vulnerable position, increasing their exposure to chronic stress and declining psychological well-being (Riski & Betrix Ticoalu, 2024).

One key antecedent of work–family conflict is gender role ideology (GRI), which reflects individual beliefs regarding traditional versus egalitarian divisions of roles between men and women (Rajadhyaksha et al. 2015). Traditional gender role ideology tends to reinforce women's domestic obligations, thereby amplifying work–family conflict, whereas egalitarian ideology facilitates more balanced role negotiation within households (Meeussen et al. 2019). Prior research demonstrates that gender role ideology operates not only at the individual level but also within couples, as spousal beliefs about gender roles can exacerbate work–family conflict for both partners (Neto et al. 2016; Chen et al. 2022). These findings suggest that examining GRI is essential for understanding the structural roots of WFC among working women. Beyond ideological factors, contextual resources such as spousal support and work schedule flexibility play a crucial role in shaping work–family dynamics. Emotional,

instrumental, and informational support from spouses can help redistribute household responsibilities and alleviate women's work–family conflict, thereby enhancing psychological well-being (Putu et al. 2021; Riski & Betrix Ticoalu, 2024). Similarly, work schedule flexibility has been shown to reduce WFC by granting employees greater control over time allocation; however, unmanaged flexibility may also blur work–family boundaries and intensify conflict (Beutell & O'hare, 2018; Gunaprasida & Wibowo, 2019). These mixed findings highlight the need to examine flexibility within specific gendered and organizational contexts.

Furthermore, the literature emphasizes the importance of perceived organizational support (POS) as a contextual factor that can mitigate the negative impact of work–family conflict on employee well-being. Family-friendly organizational policies such as maternity leave, flexible work arrangements, and lactation facilities signal organizational care and contribute to higher well-being (Rhoades, 2002; de Sousa et al. 2023). However, empirical evidence on the moderating role of perceived organizational support among Indonesian working women remains limited, indicating a significant research gap. Given the persistent prevalence of work–family conflict, the dominance of traditional gender role ideology, and the uneven availability of organizational support, there is a critical need for integrative research. This study seeks to address this gap by examining the influence of gender role ideology, spousal support, and work schedule flexibility on work–family conflict, as well as their effects on women's well-being, with perceived organizational support as a moderating variable. By doing so, this research contributes to both theoretical development and practical policy design, particularly in advancing the achievement of United Nations Sustainable Development Goal 5 on Gender Equality, especially Target 5.4 concerning the recognition and redistribution of unpaid care and domestic work (UN Women, 2023; United Nations, 2023).

Although work–family conflict (WFC), gender role ideology (GRI), spousal support, work schedule flexibility, and well-being have been widely examined in the literature, empirical studies that integrate these variables within a single, comprehensive framework remain limited, particularly in the context of developing countries. Previous research has predominantly investigated WFC as a direct predictor of well-being outcomes such as job satisfaction, life

satisfaction, stress, and psychological distress (French et al. 2018; Neto et al. 2016). However, much of this literature treats WFC as an isolated construct, without sufficiently addressing its antecedents rooted in gender norms, family dynamics, and organizational structures. Existing studies on gender role ideology largely focus on its direct effects on role division and marital dynamics, or on work–family conflict independently (Rajadhyaksha et al. 2015; Meeussen et al. 2019). While some evidence suggests that traditional gender role ideology exacerbates WFC (Chen et al. 2022), prior research has rarely examined the indirect pathway through which GRI affects women’s well-being via work–family conflict. Moreover, most studies emphasize individual-level outcomes, overlooking the systemic and relational nature of gender ideology operating within dual-earner households.

Similarly, spousal support has been consistently identified as a protective factor against work–family conflict and psychological strain (Putu et al. 2021; Rabbani & Yuniardi, 2024). Nevertheless, prior research has primarily examined spousal support either as a direct predictor of well-being or as a contextual resource, without positioning work–family conflict as a central mediating mechanism that explains how spousal support translates into improved well-being among working women. This limits theoretical clarity regarding the stress-buffering process underlying family support dynamics. Research on work schedule flexibility also presents fragmented findings. While flexibility is often associated with reduced work–family conflict (Gunaprasada & Wibowo, 2019), other studies highlight its potential to intensify role blurring and extend working hours (Beutell & O’Hare, 2018). These inconsistencies suggest that flexibility alone is insufficient to explain work–family outcomes, and that its effects need to be examined in conjunction with gender ideology and family support, particularly for women who experience disproportionate domestic responsibilities.

Furthermore, perceived organizational support (POS) has been widely acknowledged as a resource that enhances employee well-being and buffers work-related stress (Rhoades, 2002; de Sousa et al. 2023). However, empirical research that explicitly tests POS as a moderating variable in the relationship between work–family conflict and well-being especially among Indonesian working women remains scarce. Most existing studies are conducted in Western contexts

or focus on mixed-gender samples, limiting their contextual relevance.

Ideally, organizations are expected to create work environments that promote gender equality and support work–family balance. However, empirical evidence indicates that working women continue to experience high levels of work–family conflict, the persistence of traditional gender role ideology, and uneven access to organizational support. These conditions reflect broader structural gender inequalities, particularly the disproportionate burden of unpaid care and domestic work borne by women.

This issue aligns closely with the global agenda of Sustainable Development Goal 5 (Gender Equality), particularly Target 5.4, which emphasizes the recognition and redistribution of unpaid care work through supportive policies and shared responsibilities. Despite increasing scholarly attention to these issues, several important research gaps remain. First, prior studies tend to examine gender role ideology, spousal support, and work schedule flexibility in isolation, resulting in fragmented findings and a lack of integrative frameworks. Second, the role of work–family conflict as a mediating mechanism linking these determinants to women’s well-being remains underexplored, particularly within a moderated model that incorporates perceived organizational support. Third, empirical evidence from developing countries, especially Indonesia, remains limited, despite the complex socio-cultural dynamics and persistent gender role expectations faced by working women.

Therefore, this study aims to address these gaps by developing and empirically testing a comprehensive moderated mediation model that examines the effects of gender role ideology, spousal support, and work schedule flexibility on women’s well-being through work–family conflict, with perceived organizational support as a moderating variable. By focusing on married working women in Indonesia, this study provides context-specific insights that contribute to both theoretical advancement and policy development aligned with SDG 5, particularly in promoting more inclusive and gender-equitable work environments.

This study approaches the problem of work–family conflict and women’s well-being by integrating Role Theory, Conservation of Resources (COR) Theory, and Social Support Theory. Role Theory explains that

work–family conflict arises when work and family role demands are incompatible, particularly under traditional gender role ideology that intensifies role overload (Beutell & O’Hare, 2018). COR Theory conceptualizes work–family conflict as a process of resource depletion, where competing role demands drain individuals’ time, energy, and emotional resources, leading to a decline in well-being (Hobfoll, 2001; Neto et al. 2016). To address buffering mechanisms, this study positions spousal support and work schedule flexibility as key resources that reduce work–family conflict by redistributing domestic responsibilities and facilitating boundary management (Putu et al. 2021; Ashforth et al. 2000; Clark, 2000). In addition, perceived organizational support is incorporated as a moderating resource that mitigates the negative impact of work–family conflict on well-being by signaling organizational care and support (Eisenberger et al. 1986; de Sousa et al. 2023). Through this integrative approach, the study explains how individual beliefs, family support, job flexibility, and organizational support interact to shape work–family conflict and well-being among working women.

This study aims to examine the effects of gender role ideology, spousal support, and work schedule flexibility on work–family conflict, and their subsequent impact on women’s well-being, by positioning work–family conflict as a mediating mechanism and perceived organizational support as a moderating variable. By integrating individual beliefs, family resources, job characteristics, and organizational support, the proposed model seeks to provide a comprehensive explanation of how work–family conflict emerges and influences psychological well-being among married working women in Indonesia (Beutell & O’Hare, 2018; Chen et al. 2022; de Sousa et al. 2023). The urgency of this research lies in the persistent vulnerability of working women to work–family conflict due to traditional gender role expectations and unequal domestic burdens, which have been shown to significantly undermine well-being (Cavagnis et al. 2023; Riski & Betrix Ticoalu, 2024). By generating empirical evidence from the Indonesian context, this study is expected to contribute to the development of gender-sensitive organizational policies and support the achievement of SDG 5: Gender Equality, particularly Target 5.4 on the recognition and redistribution of unpaid care work (United Nations, 2023; UN Women, 2023).

METHODS

This study employs a quantitative research design using primary data as the main data source. Primary data were obtained directly from respondents through structured questionnaires distributed to married female workers in East Java, Indonesia. The data reflect respondents’ perceptions of gender role ideology, spousal support, work schedule flexibility, work–family conflict, perceived organizational support, and well-being.

The study applied a purposive sampling technique, in which respondents were selected based on specific criteria relevant to the research objective. The criteria included: (1) female workers, (2) currently married, and (3) actively employed during the data collection period. This approach was considered appropriate to ensure that the selected respondents had direct experience in managing both work and family roles.

Data were collected using an online survey administered via Google Forms between July and August 2025. The questionnaire consisted of 36 measurement items adapted from established and validated scales in prior studies. All items were measured using a five-point Likert scale, ranging from 1 = strongly disagree to 5 = strongly agree. A total of 230 questionnaires were distributed, and 210 valid responses were retained for analysis after data screening to ensure completeness and consistency of responses.

The data were analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM). The analysis followed a two-stage procedure. Outer model evaluation, to assess construct validity and reliability through loading factors, Average Variance Extracted (AVE), Composite Reliability (CR), and Cronbach’s alpha; and Inner model evaluation, to test structural relationships, coefficient of determination (R^2), and hypothesis significance using bootstrapping.

The Effect of Gender Role Ideology on Work-Family Conflict

Gender role ideology is an individual's belief about the concept of social role division between men and women. There are two main concepts regarding gender role ideology, namely traditional and egalitarian. Defines gender role ideology as reflecting attitudes about whether male and female roles are performed based on traditional concepts or shared equally. This aspect

plays an important role in understanding the dynamics of work-family conflict. Work-family conflict itself is defined as a form of role conflict that arises when work and family demands become incompatible, so that responsibilities in one role become an obstacle to the performance of the other role (Helou & Ayoub, 2025). Research conducted by (Li et al. 2020) explains that when individuals are more inclined towards traditional gender-role ideology, the level of work-family conflict they experience will be higher. This traditional gender concept creates rigid roles and causes psychological tension in carrying out responsibilities in the family sphere or domestic roles.

Research conducted by (Chen et al. 2022) shows that traditional gender roles have a significant implication on increasing work-family conflict. The more traditional an individual's gender role ideology is, the more they will tend to be burdened by cultural expectations regarding gender roles. This condition causes an individual's time and energy to be dominated by one aspect, namely work or family, which will increase conflict. This condition is inversely proportional to individuals who tend to be egalitarian. This attitude makes individuals reduce excessive demands on family interests, thus having a positive impact on the individual's psychology, which ultimately leads to a decrease in work-family conflict. Based on this explanation, the hypothesis in this study is as follows : H1: Gender role ideology has a negative and significant effect on work-family conflict.

The Effect of Spouse Support on Work-Family Conflict

Social support theory asserts that social support, including that from a partner, functions as a buffer against stress through the provision of emotional, instrumental, and informational support (Putu et al. 2021). Empirically, (Bayhan Karapinar et al. 2020) found that spousal support is negatively associated with WFC because it allows for a more equitable redistribution of domestic roles. These results are also reinforced by research in Indonesia, where (Putu et al. 2021) shows that spousal support not only reduces WFC but also improves the psychological well-being of working women. In other words, spousal support increases women's capacity to manage the burden of dual roles, thereby reducing the risk of fatigue and burnout. Global literature also provides consistent evidence. Reveals that spousal support can indirectly influence well-being through the mediation of WFC.

Strong support enables women to better balance the allocation of resources between work and family, thereby reducing psychological stress.

Research conducted by (Rabbani & Yuniardi, 2024) shows that spouse support is significantly related to work-family conflict. The results of the study explain that social support has a significant negative relationship with work-family conflict, meaning that the greater the support received by individuals, the greater the reduction in the level of work-family conflict. Based on these empirical results, it can be concluded that spouse support is an important factor that can have an impact on reducing work-family conflict, because spouse support means providing emotional and instrumental assistance as well as reducing the burden of roles in the family. In line with this explanation, the hypothesis in this study is H2: Spouse support has a negative and significant effect on work-family conflict.

The Effect of Work Schedule Flexibility on Work-Family Conflict

The concept of work flexibility is based on Boundary Theory (Ashforth et al. 2000) and Work-Family Border Theory (Clark, 2000). Both theories emphasize that individuals function in two important areas, work and family, which are separated by psychological, physical, and temporal boundaries. The looser the boundaries between domains, the easier it is for individuals to manage role transitions and reduce conflicts between domains. In this context, work schedule flexibility is defined as the degree to which workers have the freedom to arrange their working hours, duration, or location to suit their personal and family needs (Allen et al. 2012). (Nur Ahdianita & Setyaningrum, 2024) argues that work flexibility, which includes variations in time, method, and place, can increase efficiency, reduce conflicts between work and family, and strengthen work-life balance. This finding reinforces the position of WSF not only as a human resource management tool but also as a key element in improving employee well-being and performance. (Choi et al. 2023) explains that unstable working conditions can trigger work-family conflict. There are results that differ from previous studies. These varying research results are influenced by several factors, including culture, type of organization, and type of work performed. Based on this explanation, the hypothesis in this study is H3: work schedule flexibility has a negative and significant effect on work-family conflict.

The Effect of Work-Family Conflict on Well-Being

Role conflict occurs when pressure from one role hinders the fulfillment of demands from another role. (Beutell & O'hare, 2018) defines the concept of work-family conflict as a type of role conflict that arises between the areas of work and family, which is divided into three types: time-based conflict, stress-based conflict, and behavior-based conflict. Through this framework, work-family conflict is understood not only as an individual issue but as a systemic phenomenon reflecting conflict between work and family institutions. (French et al. 2018) in a meta-analysis revealed that work-family conflict has a positive relationship with stress, burnout, and depression, while a negative relationship is found with job satisfaction and life satisfaction. (supports these findings with longitudinal data showing that work-family conflict creates a spiral effect of resource depletion, which repeatedly reduces psychological well-being. (X. Yang et al. 2024) conducted research in this context which explains that work-family conflict has a significant and negative effect on well-being. The results of the study show that an increase in work-family conflict has an impact on decreasing the level of well-being, both psychologically and in terms of the overall quality of life of employees. (El Keshky & Sarour, 2024) explains that work-family conflict is negatively and significantly related to life satisfaction. The study explains that work-family conflict is an important predictor that affects the decline in worker well-being. The consistency of the results is supported by the results of a study conducted by (Riski & Betrix Ticoalu, 2024). Based on the overall explanation of the theory and findings of previous studies, it can be concluded that the hypothesis in this study, H4: Work-family conflict has a significant negative effect on well-being.

The Effect of Gender Role Ideology on Well-Being is Mediated by Work Family Conflict

An individual's understanding or concept of gender ideology will have an impact on how individuals balance their work and domestic responsibilities. The impact of gender role ideology does not occur directly, but depends on the emergence of work-family conflict. Several studies show that work-family conflict has a negative and significant impact on well-being, in all aspects of an individual, whether emotionally, psychologically, or physically (Chuang et al. 2024;

Yang et al. 2024). Therefore, work-family conflict functions as a mediating variable to explain the concept of gender roles that individuals believe affect well-being. H5: Gender role ideology has a significant effect on well-being through the variable of work-family conflict as a mediating variable.

The Effect of Spouse Support on Well-Being is Mediated by Work Family Conflict

Spouse support plays an important role in reducing work-family conflict through both emotional and instrumental support. Work-family conflict acts as a mediating variable that explains how spouse support contributes to improving employee well-being. Research conducted by (Rabbani & Yuniardi, 2024) shows that spouse support is negatively and significantly related to work-family conflict. Research conducted by (Yang et al. 2024) shows that work-family conflict affects well-being. H6: Spouse support significantly affects well-being through the variable of work-family conflict as a mediating variable.

The Effect of Schedule Flexibility on Well-Being is Mediated by Work Family Conflict

The existence of flexible work schedules allows workers to allocate their time and energy resources more evenly, thereby potentially reducing work-family conflict. Flexible work schedules reduce time conflicts between the dual roles played by workers or employees, thereby improving individual well-being. H7: Schedule flexibility has a significant effect on well-being through the variable of work-family conflict as a mediating variable.

The Effect of Moderating Variable Perceived Organizational Support

Perceived Organizational Support is defined as employees' views on the extent to which the organization values their contributions and cares about their well-being (Eisenberger et al. 1986). Views on support do not only come from official policies but also from daily interactions between managers and employees (L. Zhou et al. 2023). Various empirical studies have revealed a positive relationship between perceived organizational support and employee well-being. (Darmawan, 2022) highlights that perceived organizational support has a significant influence on the psychological well-being of factory employees in Sidoarjo, as seen from reduced

stress and increased work engagement. Similar results were found by (Candradrewi & Adnyani, 2025), which showed that perceived organizational support improves employee well-being both directly and through employee engagement. H8: Perceived organizational support moderates the relationship between work-family conflict and well-being.

The conceptual framework (Figure 1) illustrates that gender role ideology, spousal support, and work schedule flexibility function as key antecedents influencing work-family conflict. Work-family conflict is positioned as a central mediating variable that explains how individual beliefs, family resources, and job characteristics affect women's well-being. Furthermore, perceived organizational support acts as a moderating variable that strengthens or weakens the relationship between work-family conflict and well-being, indicating that supportive organizational policies can reduce the negative impact of role conflict and enhance the overall well-being of working women.

RESULTS

This study has several respondent characteristics grouped by age, education, length of service, and type of work. All respondents are married female workers residing and working in East Java, in line with the main objective or focus of this study. Based on the data presented in Table 1, the age distribution of respondents is quite diverse, with respondents under 30 years old dominating at 60%. The majority of respondents have a bachelor's degree or diploma, accounting for 71% of all respondents. The distribution of respondents based on work experience was fairly even, with 112 respondents or 53% of the total having worked for less than 5 years, while the remaining 47% had worked for more than 5

years. The majority of respondents worked as private employees, numbering 180 people or representing 86% of the total respondents. The first stage in this study was to test the outer model of the study, which aimed to evaluate the relationship between each indicator and the latent variables in the study. The outer model test evaluated the validity and reliability of the study.

The validity test is determined by convergent validity, where validity is evaluated based on the loading factor value (Table 2). The validity of the research is considered standard if the loading factor value is > 0.7 with an average variance extracted (AVE) value > 0.5 (Wijaya, 2019).

The outer loading results indicate that all indicators in all variables have values above 0.7. This indicates that each item has a strong contribution in reflecting its respective construct, so that the instrument used can be said to be valid in terms of indicators. Thus, all items are worthy of being retained in the model because they meet the criteria for convergent validity. This means that each indicator is able to explain the latent variables measured consistently and accurately, so that this research instrument is valid for use in further analysis.

The R^2 value for Well-being of 0.605 indicates that approximately 60.5% of the variation in the Well-being variable can be explained by the independent constructs in the model (Table 3). Similarly, the R^2 value for Work-Family Conflict of 0.609 indicates that 60.9% of the variation in Work-Family Conflict is explained by the variables that influence it. Thus, both R^2 values are in the moderate to substantial category (Hair et al. 2019), which means that the research model has a fairly strong explanatory power. This shows that the independent variables used are relevant and significant in explaining the dynamics of Well-being and Work-Family Conflict.

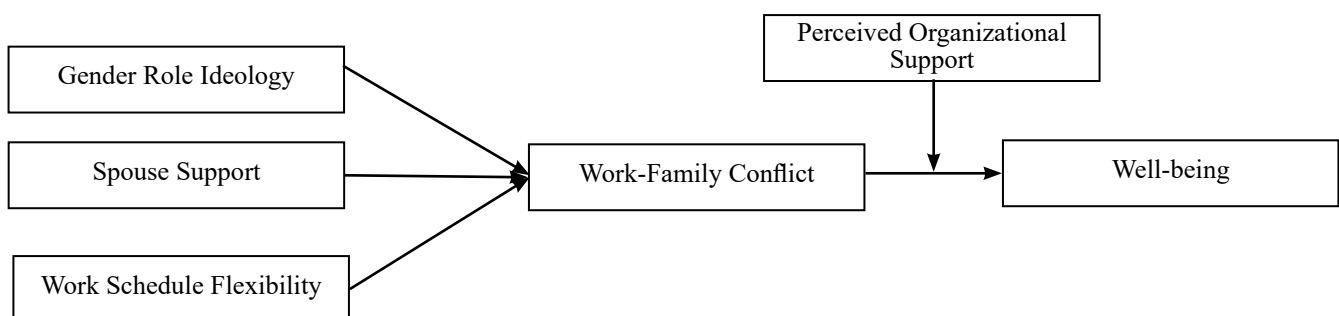


Figure 1. Conceptual framework

Table 1. Respondent Profiles

Characteristics	Number	Percentage	Characteristics	Number	Percentage
Age			Master's Degree (S2)	18	9
< 30 years	125	60	Doctoral Degree S3	6	3
30–40 years	64	30	Type of Work		
41–50 years	12	6	Civil Servant	23	11
> 50 years	9	4	Private Employee	180	86
Education Level			State-Owned Enterprises	7	3
Senior High School (SMA)	26	12	Experience		
Diploma	11	5	< 5 years	112	53
Bachelor's Degree (S1/DIV)	149	71	>5 years	98	47

Table 2. Validity and reliability results

Variables	Indicator	Loading Factor	Cronbach Alpha	Average Variance Extracted (AVE)	Composite Reliability (CR)
Gender Role Ideology	GRI1	0.881	0.912	0.695	0.932
	GRI2	0.804			
	GRI3	0.838			
	GRI4	0.847			
	GRI5	0.854			
	GRI6	0.774			
Spouse Support	SS1	0.770	0.880	0.625	0.909
	SS2	0.804			
	SS3	0.771			
	SS4	0.783			
	SS5	0.839			
	SS6	0.775			
Work Schedule Flexibility	WSF1	0.811	0.911	0.692	0.931
	WSF2	0.777			
	WSF3	0.867			
	WSF4	0.832			
	WSF5	0.864			
	WSF6	0.837			
Work-Family Conflict	WFC1	0.821	0.870	0.607	0.903
	WFC2	0.750			
	WFC3	0.753			
	WFC4	0.777			
	WFC5	0.787			
	WFC6	0.783			
Perceived Organizational Sup- port	POS1	0.707	0.855	0.582	0.893
	POS2	0.743			
	POS3	0.762			
	POS4	0.730			
	POS5	0.793			
	POS6	0.834			
Well-being	WB1	0.722	0.839	0.555	0.882
	WB2	0.711			
	WB3	0.710			
	WB4	0.780			
	WB5	0.735			
	WB6	0.807			

Table 3. R Square (R^2)

Variable	R^2
Well-being	0.605
Work-family conflict	0.609

H1 proposes that gender role ideology has a negative and significant effect on work-family conflict. This hypothesis is supported by the statistical results, which indicate a T-statistic of 4.456 (>1.972) and an original sample value of -0.371 (Table 4). These findings suggest that individuals who endorse more egalitarian gender ideologies are more likely to distribute domestic responsibilities and emotional support more equitably. Such egalitarian perspectives promote greater flexibility and reduce both mental and physical strain, thereby mitigating role conflict between work and family domains. In contrast, individuals who adhere to more traditional gender ideologies tend to experience greater pressure in fulfilling dual roles, increasing their susceptibility to higher levels of work-family conflict. These results are consistent with the theory of gender role expectations, which posits that individuals' attitudes toward gender roles function not only as identity markers but also as substantive determinants of psychological well-being and work effectiveness (Calvo-Salguero et al. 2012; Rajadhyaksha et al. 2015). Furthermore, the findings align with prior empirical studies. For instance, Townsend et al. demonstrate that individuals particularly women with more progressive gender role orientations tend to report lower levels of work-family conflict, whereas those with more traditional orientations experience higher levels of conflict. Similarly (Chen et al. 2022). provide evidence that traditional gender role beliefs are significantly associated with increased work-family conflict.

H2 examines the direct effect of spousal support on work-family conflict. The results indicate that this hypothesis is supported, with a T-statistic of 3.928 (>1.972) and an original sample value of -0.301 (Table 4). These findings suggest that spousal support significantly reduces work-family conflict by transforming the burden of dual roles into a shared responsibility (Rabbani & Yuniardi, 2024; Rajadhyaksha et al. 2015). Such support facilitates a better balance between work and domestic roles (Rajadhyaksha et al. 2015). The relationship between spousal support and work-family conflict can be explained through the conservation of resources (COR) model and the scarcity hypothesis,

which posit that individuals possess limited time and energy resources roles (Rajadhyaksha et al. 2015). In this context, spousal support functions as an additional resource that helps replenish the energy and time depleted by managing dual roles (Rabbani & Yuniardi, 2024; Rajadhyaksha et al. 2015). Moreover, spousal support may take both instrumental and emotional forms (Therese et al. 2024). This mechanism not only reduces time-based conflict but also serves as a buffer against strain-based conflict. By providing such support, individuals experience enhanced self-efficacy, enabling them to more effectively manage the demands associated with dual roles. The findings of this study are consistent with prior research conducted by (Putu et al. 2021), which demonstrates that spousal support has a significant negative effect on work-family conflict. In particular, instrumental support from a partner, such as assistance with household responsibilities, plays a crucial role in alleviating the burden associated with dual roles.

H3 aims to examine the relationship between work schedule flexibility and work-family conflict. The statistical results indicate that this hypothesis is supported, with a T-statistic of 2.607 (>1.972) and an original sample value of -0.209 (Table 4). Based on the Job Demands-Resources (JD-R) model, work schedule flexibility is conceptualized as a critical job resource (Beutell & O'hare, 2018). Such flexibility provides individuals with greater autonomy in determining when and where work tasks are performed (Yucel & Fan, 2023a). Consequently, the availability of flexible working hours or control over work schedules enables individuals to better align their professional responsibilities with domestic role demands (Beutell & O'hare, 2018). Furthermore, work schedule flexibility allows individuals to allocate their time, attention, and energy more efficiently, thereby reducing the likelihood of neglecting either work or family roles (Gunaprasida & Wibowo, 2019). Empirical evidence from (Lonnie & Kim, 2017) demonstrates that flexibility in taking time off during the workday significantly reduces levels of work-family conflict. This finding suggests that work schedule flexibility functions as a buffer against unexpected work demands (Lonnie & Kim, 2017). Overall, work schedule flexibility mitigates the stress associated with managing dual roles and enhances the balance between work and family life, ultimately contributing to lower levels of work-family conflict.

Table 4. Hypothesis testing result

Hypothesis	Path	Original Sample	T Statistic	P Value	Result
H1	Gender role ideology → Work-family conflict	-0.371	4.546	0.000	Accept
H2	Spouse support → Work-family conflict	-0.301	3.928	0.000	Accept
H3	Work schedule flexibility → Work-family conflict	-0.209	2.607	0.009	Accept
H4	Work-family conflict → Well-being	-0.280	3.709	0.000	Accept
H5	Gender role ideology → Work-family conflict → well-being	0.104	2.661	0.008	Accept
H6	Spouse support → Work-family conflict → well-being	0.084	2.665	0.008	Accept
H7	Work schedule flexibility → Work-family conflict → well-being	0.059	2.297	0.022	Accept
H8	Work-family conflict and well-being are moderated by perceived organizational support	-0.083	2.091	0.037	Accept

H4 posits that work–family conflict has a significant negative effect on well-being. The results of this study support the hypothesis, as indicated by a T-statistic of 3.709 (>1.972) and an original sample value of -0.280 (Table 4). These findings suggest that when work–family conflict arises, individuals are more likely to experience emotional exhaustion, which fundamentally undermines their well-being (Brieger et al. 2024). From the perspective of the conservation of resources (COR) model, work–family conflict functions as a mechanism of resource depletion, whereby simultaneous demands from work and domestic roles exhaust the energy that would otherwise be allocated for recovery, ultimately leading to decreased life satisfaction and happiness (Brieger et al. 2024; El Keshky & Sarour, 2024). Empirical evidence further supports this relationship. Research by (Neto et al. 2016) demonstrates that work–family conflict reduces well-being over the long term through a loss spiral mechanism, in which declining well-being exacerbates subsequent work–family conflict. Similarly, (Li et al. 2020) found that work–family conflict has a significant negative effect on employee well-being. More broadly, prior literature consistently indicates that work–family conflict diminishes key indicators of well-being (Yang et al. 2022). Thus, decreased well-being can be understood as a logical consequence of poorly managed role conflict between work and family domains.

H5 examines the indirect effect of gender role ideology on well-being through work–family conflict as a mediating variable. The statistical results indicate that this hypothesis is supported, with a T-statistic of 2.661 (>1.972) and an original sample value of 0.104 (Table 4). These findings suggest that work–family conflict serves as a critical mechanism through which gender role ideology influences individual well-being. In

particular, traditional gender role ideologies indirectly contribute to lower levels of well-being by increasing the likelihood of experiencing work–family conflict (Febriani et al. 2023). This underscores the importance of considering mediating processes when examining the relationship between individual belief systems and well-being outcomes. From a theoretical perspective, gender role ideology extends beyond mere identity and functions as an internalized standard that shapes how individuals allocate limited resources, such as time and energy (Rajadhyaksha et al. 2015). Individuals who adhere to traditional gender ideologies tend to engage in less role negotiation within the domestic sphere, which directly contributes to higher levels of work–family conflict (Li et al. 2020). In turn, such role conflict generates emotional and physical strain, depleting individual resources and ultimately reducing well-being (Brieger et al. 2024). These findings reinforce the mediating role of work–family conflict as a key explanatory pathway linking gender role ideology to well-being.

H6 examines the indirect effect of spousal support on well-being through the mediating role of work–family conflict. The statistical results indicate that this hypothesis is supported, with a T-statistic of 2.665 (>1.972) and an original sample value of 0.084 (Table 4). This mediation pathway suggests that spousal support does not directly enhance well-being; rather, it operates by first reducing the burden of work–family conflict (Rabbani & Yuniardi, 2024). When work–family conflict is effectively minimized, individuals are better able to preserve their mental energy, which subsequently manifests in improved well-being (Rabbani & Yuniardi, 2024). From a conceptual perspective, work–family conflict functions as an operational mechanism linking spousal support to well-being outcomes. Higher levels

of spousal support reduce role strain arising from dual responsibilities, thereby alleviating conflict between work and family domains and ultimately enhancing individual well-being. Furthermore, spousal support encompasses not only emotional encouragement but also tangible assistance with household responsibilities. This combination of support enables individuals to conserve and reallocate their psychological resources more effectively, contributing to the maintenance and improvement of their overall well-being.

H7 aims to examine the indirect effect of work schedule flexibility on well-being through the mediating role of work–family conflict. The results indicate that this hypothesis is supported, with a T-statistic of 2.297 (>1.972) and an original sample value of 0.059 (Table 4). This finding suggests that work schedule flexibility contributes to well-being indirectly by first reducing work–family conflict. However, the effectiveness of this mediation is contingent upon control fit, namely the extent to which flexible work arrangements align with individuals' personal needs and preferences (Aura & Desiana, 2023). When such alignment is achieved, individuals are better able to manage priorities and exercise control over their working time, thereby minimizing the potential for conflict between work and family roles. From a theoretical standpoint, work schedule flexibility functions as a protective resource that helps preserve individuals' emotional energy. By reducing role conflict, flexibility enables individuals to maintain a better balance between competing demands, which in turn enhances overall well-being. Empirical evidence from (Yucel & Fan, 2023) supports this argument, demonstrating that a culture of work flexibility reduces psychological strain associated with work–family conflict and serves as an important mediating mechanism in this relationship. Collectively, these findings highlight the critical role of work schedule flexibility in mitigating role conflict and promoting well-being through indirect pathways.

H8 examines the moderating role of perceived organizational support. The results indicate that this hypothesis is supported, as evidenced by a T-statistic of 2.091 (>1.972) and an original sample value of -0.083 (Table 4). These findings suggest that perceived organizational support functions as a buffering mechanism that prevents dual role demands from escalating into role conflict, which could otherwise negatively affect individual well-being (Neves, 2022). Within the framework of the Job Demands–

Resources (JD-R) model, perceived organizational support is conceptualized as a critical job resource. When individuals perceive strong support from their organization, they are better equipped to manage stress arising from multiple role demands. Empirical evidence further substantiates this moderating effect. (Biedma-Ferrer et al. 2024) demonstrate that perceived organizational support enhances emotional well-being by acting as a resource that mitigates energy depletion caused by work–family conflict. (Biedma-Ferrer et al. 2024) emphasizes that organizational support constitutes a more substantive factor than formal policies alone. In practice, perceived organizational support operates by reshaping individuals' cognitive appraisal of stressors, thereby reducing the perceived psychological threat associated with dual role demands. Consequently, this support mechanism lowers the intensity of experienced work–family conflict and contributes to the maintenance of individual well-being.

Working women more often experience a double burden in the perspective of SDG 5 (gender equality), where they carry out domestic and professional responsibilities that have the potential to cause work–family conflict, which will have a negative impact on physical and mental health. Increasing gender-sensitive perceived organizational support will create an inclusive work environment, reduce the psychological burden caused by role conflict, improve women's well-being, and strengthen their participation in the labor market.

Managerial Implications

The results of this study indicate that gender role ideology, spousal support, and work schedule flexibility have significant direct effects on work–family conflict, which in turn indirectly influences well-being through its mediating role. In addition, perceived organizational support functions as a moderating variable that mitigates the negative impact of work–family conflict on well-being. Based on these findings, organizations are encouraged to develop supportive work policies, including the implementation of flexible work arrangements, adaptive leave policies, and effective communication practices.

Furthermore, organizations should foster inclusive and psychologically safe work environments by providing family-friendly policies such as maternity

leave, lactation facilities, and balanced workload management to enhance employees' well-being. From a theoretical perspective, this study contributes to addressing a key research gap by developing a more comprehensive and integrative model. It extends prior research by confirming the mediating role of work-family conflict and the moderating role of perceived organizational support, thereby offering a more nuanced understanding of women's well-being in the workplace. Moreover, by providing empirical evidence from Indonesia, particularly East Java, this study contributes to the contextual expansion of work-family theory beyond Western settings and reinforces its relevance in achieving Sustainable Development Goal 5 (Gender Equality).

CONCLUSIONS AND RECOMMENDATIONS

Conclusions

Based on the research results, several important findings can be concluded. Gender Role Ideology, Spousal Support, and Work Schedule Flexibility were found to have a negative influence on Work-Family Conflict. This means that the more egalitarian the view of gender roles, the greater the spousal support, and the more flexible the work schedule, the lower the level of work-family conflict experienced by female workers. Furthermore, Work-Family Conflict has a significant impact on reducing Well-being, indicating that an imbalance between work and family roles can reduce the psychological and social well-being of employees. This study also confirms the existence of an indirect effect, whereby the three independent variables contribute to increasing Well-being through the mediating role of Work-Family Conflict. Additionally, Perceived Organizational Support was found to moderate this relationship by weakening the negative impact of work-family conflict on well-being. Thus, this study emphasizes the importance of the role of family, work flexibility, and organizational support in creating an inclusive work environment and supporting the achievement of SDG 5 on gender equality.

The findings of this study are consistent with prior research showing that gender role ideology, spousal support, and work flexibility significantly influence work-family conflict and, in turn, employee well-being (Chen et al. 2022; Townsend et al. 2024) the family population's size continues to expand, and

the conflict between work and family requirements for individual roles becomes increasingly intense. Most studies focus on work-family conflict as an antecedent variable, and few studies use work-family conflict as an outcome variable. This study aimed to explore the underlying mechanism of the relationship between gender role attitudes and work-family conflict. Two models were tested using conditional process analysis for testing direct and indirect effects on a sample of 324 employees: A serial multiple mediation model, and the multiple mediation model including the moderating role of education level and subjective socioeconomic status. The results suggested that (1) mediating role of work-family conflict and the moderating effect of perceived organizational support also align with the Job Demands-Resources (JD-R) model and recent empirical evidence (Biedma-Ferrer et al. 2024). However, this study extends previous findings by highlighting that these relationships may be more pronounced in the Indonesian context, particularly among female employees in East Java, where traditional gender norms are still prevalent. Thus, while the results generally support existing literature, they also emphasize the importance of cultural context in shaping work-family dynamics and women's well-being.

Recommendations

Based on the results of this study, several recommendations are proposed for researchers or future studies. Researchers are expected to explore how gender role ideology can play a role in improving employee well-being, narrow the scope of research to one type of industry in the technology sector that specifically adopts flexible work schedules, and conduct comparative tests between several industrial sectors. In terms of research methods, researchers should use a mixed-methods approach to explore in greater depth women's perspectives on the dual roles they must perform. In a broader context and to provide real implications for organizations, future research should focus more on the relevance of women's dual roles to variables directly related to the organization, not just those with personal or individual implications for employees.

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