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## Article

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# Impact of family and work conflicts on job satisfaction, life satisfaction and health of female teachers in Ethiopia: the moderating role of resilience

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## ABSTRACT

Family and work are essential components of modern life in both advanced and developing societies. Devoting excessive time to one of these domains' conflicts with the other; they are interdependent and crucial to existence. Based on spillover and role theory, this study examines the impact of family-work and work-family conflict on job satisfaction, life satisfaction, and mental and physical health. Moreover, the research examines whether or not resilience moderates this association. In a cross-sectional design, a sample of 242 married female high school teachers administered a questionnaire. The study used the most recent PLS-SEM (partial least square structural equation modeling) software for data analysis. According to the findings, family-work conflict has a negative and statistically significant impact on job and life satisfaction. Work-family conflict, on the other hand, has a significant positive effect on life satisfaction. The results also revealed that both family-work and work-family conflicts have insignificant effects on mental and physical health. Moreover, the research showed that resilience plays a moderating role in the association between family-work conflict and both job and life satisfaction. This study contributed an additional understanding of the impacts of work and family conflict and aids policymakers and the Ministry of Education in developing efficient family-friendly policies.

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## 1. Introduction

Work and family are interdependent domains that require consideration and balance (Erdamar & Demirel, 2014). Both are fundamental aspects of life in which our existence, time, and sense of self are linked to these responsibilities (Brotheridge & Lee, 2005; Elahi et al., 2022). Each domain contributes to understanding human behavior (Lavassani et al., 2014). Previously, the family and work spheres were mutually exclusive, having a clear sexual division of work, with men doing all the breadwinning and women doing the homemaking, responsible for attending to the family's requirements, and spending more time in childcare (Sear, 2021). However, in this globalized world, male and female preferences have shifted, and it is increasingly common for women to assume the dual responsibilities of being parents and workers and experience higher work-family conflict than men (Komal & Kararha, 2021).

Accordingly, work and family are vital responsibilities that require considerable time and effort (Nurmayanti et al., 2014). Numerous personnel within contemporary organizations juggle work and family obligations while simultaneously working and being involved in their families. It results in role conflict, which arises when an individual domain's requirements encroach excessively on another (Erdamar & Demirel, 2014; Nohe et al., 2015).

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In many developing countries, societal norms and expectations have created a gendered division of labor, with women bearing the primary responsibility for household and domestic work, which creates a double burden in situations where women also participate in the labor force (Owoo & Lambon-Quayefio, 2021). In Sub-Saharan Africa, women still face greater challenges (Olonade et al., 2021) due to unequal distribution of work, as their communities assign them gender-specific roles that require them to work outside the home and assume complete responsibility for household chores, cooking, and childcare. Historically, African women have been culturally obliged to fulfill specified duties and tasks, regardless of their obligations beyond the household (Ajayi et al., 2020; De Clercq et al., 2021). Women encounter more significant conflict between their work and family roles than men, resulting in adverse effects on their health (Leineweber et al., 2013; Owoo & Lambon-Quayefio, 2021). Role conflicts significantly affect a person's life, including work, non-work, and personal outcomes on productivity, turnover, family well-being, health, stress, and significant job-related issues (Kossek & Lee, 2017). Additionally, research has demonstrated that conflict between work and family obligations is associated with decreased job satisfaction (Ekwegbo et al., 2020), life satisfaction, and health (Leineweber et al., 2013; Owoo & Lambon-Quayefio, 2021).

Female teachers, in this case, are prone to experiencing stress and pressure due to various demands from their work and family. These demands include grading exams and test papers, creating lesson notes, attending early morning assemblies, and undertaking family obligations such as cooking and responding to the requirements of their children (Ekwegbo et al., 2020). Researchers have been consistently interested in teachers' physical and mental well-being and their job satisfaction and life satisfaction because the satisfaction of teachers with their work, life, and health significantly influences their passion for teaching, which in turn affects the development of future generations (Ekwegbo et al., 2020). According to Erdamar and Demirel (2014), teachers possess high occupational stress due to work–family conflict, which is more severe for females than males in developing societies (Akkas et al., 2015). However, the majority of recent global studies on work–life and general well-being have primarily focused on health professionals, especially nurses (Chunjiang et al., 2022; Liu & Hong, 2023; Ugwu, 2022), industrial workers, students, hotel employees, military and other civil servants (De Clercq et al., 2021; Khalid, 2021; Leineweber et al., 2013; Wong et al., 2022; Zhao et al., 2011); thus, the influence of work–family conflict on job satisfaction, life satisfaction and health of female teachers needs further investigation. Due to this, addressing the tension between teachers' academic and parental obligations and enhancing their satisfaction in both domains has become an increasingly pressing concern (Li et al., 2021). To address the issue, Li et al. (2021) and Lawson et al. (2021) suggested that future researchers observe moderators' role, especially resilience, in reducing the impact of family and work conflicts. Therefore, this study presents a new theoretical framework that includes resilience in the proposed research model to see the connection between teachers' family work conflict and job satisfaction, life satisfaction, and mental and physical health.

When role conflict occurs, resilience helps employees maintain and replenish resources at work and home by preventing the loss of resources caused by psychological distress, emotional tiredness, and burnout. Numerous research has discovered that resilience is a significant predictor of both positive and negative mental health signs, subjective well-being, life satisfaction, positive affect, anxiety, burnout, and depression, job satisfaction (Ghandi et al., 2017; Hu et al., 2015; Lee et al., 2013). Resilience is an individual's capacity to effectively balance their job and family responsibilities, minimizing friction and boosting satisfaction in both areas (Wong et al., 2022). However, employee resilience and its role in wellbeing received insufficient attention (Bryan et al., 2019; Riley, 2012). In their systematic literature reviews, Bernuzzi et al. (2022) revealed the need for more research on the moderating role of resilience as a personal coping resource to handle family and work role interferences in maintaining job satisfaction, life satisfaction, and mental and physical health.

Besides, as stated by Barling et al. (2004), MacDermid and Harvey (2006) and Li et al. (2021), the bidirectional nature of the interaction between work and family domains has been overlooked in prior research. In addition, previous studies found contradicting results on the effect of work–family conflict on job satisfaction. Some studies have identified that work–family conflict affects job satisfaction significantly (Aboobaker & Edward, 2017; Amstad et al., 2011; Kossek & Lee, 2017; Priyanka et al., 2024). Other studies mentioned that an increase or decrease in work–family conflict did not relate to an increase or

decrease in job satisfaction (Ekwegbo et al., 2020; Khalid, 2021; Li et al., 2021). Therefore, the present study tried to address this conflicting issue.

Further, the issue of women's family-work and work-family conflict and the consequences on the employees' general well-being involving resilience as moderating variables is rare in current pertinent studies conducted in Ethiopia. Few scholars study the impact of work-life balancing methods and concerns, as evidenced by the studies conducted by Mengistu and Worku (2020), Agarwal and Kassaw (2018) and Bahiru and Mengistu (2018). Therefore, examining these inter-role conflicts and their effects on specific general wellbeing measures is imperative. This study aims to enhance the existing knowledge in the spillover and role theory literature by examining how family work and work-family conflicts influence general well-being indicators such as job satisfaction, life satisfaction, mental health, and physical health. The study also explores the role of resilience as a moderator in this relationship.

The article comprises six sections. [Section 2](#) contains the literature review. [Section 3](#) details the materials and procedures. [Section 4](#) presents the results and discussion. [Section 5](#) discusses the theoretical and practical implications. [Section 6](#) addresses conclusions and suggestions for further research.

## 2. Theoretical framework and hypothesis development

This section provides theoretical and empirical literature related to the study.

### 2.1. Work-family conflict theories

Work-family conflict is defined as disagreements that arise at work and then impact home life and vice versa (Ratnaningsih & Idris, 2024) and are bi-directional however, the bi-directionality of the relationship between work and family domains has been neglected in existing relevant studies (Li et al., 2021). Work-family conflict occurs when work obligations, including extended hours, inflexible schedules, and a non-supportive office environment, hinder familial commitments. Conversely, family-work conflict arises when persistent strains from domestic responsibilities, childcare, eldercare, and inadequate social support interfere with work commitments (Khalid, 2021). This study-based spillover and role theory explains work and family conflict. Transferring satisfaction and effect from one area of life to another, like work to family life and vice versa, is called spillover. It can happen when the impact and contentment of one area affect the other. Spillover theory provides a conceptual framework for understanding how resources in one area contribute to an individual's success in another area (Carlson et al., 2019). According to the theory, the link between work and family activities can have either a positive or negative result (Kurtz, 2002; Lee et al., 2021). Positive spillover is participating in an environment that benefits or promotes another area, resulting in satisfaction and enjoyment rather than tension (Lee et al., 2021). When involvement in one activity increases the difficulty of participating in another, this is known as negative spillover. Work resources influence individuals' workplace experiences, shaping the skills they acquire and the emotions they experience, ultimately affecting their well-being and performance in the family domain. Spillover effects on the family may encompass outcomes about familial relationships and overall family well-being (Carlson et al., 2019).

In addition to spillover, role theory offers a framework for comprehending work-family conflict by highlighting the influence of role instructions on individuals' expectations and behaviors. When employees receive conflicting or ambiguous role messages, they may encounter role conflict and role ambiguity, resulting in role stress. Role stress can lead to negative consequences, such as tension and low self-esteem, as people naturally strive to succeed in expected role behaviors (O'Brien & Cooper, 2022). Role theory states that conflict between work and family arises from conflicting expectations from various roles that interfere with work and family responsibilities (Sohal & Sharma, 2024). Inconsistencies between the role demands of different domains, such as job and family, result in work-family conflict (O'Brien & Cooper, 2022; Udasi, 2019). Liu et al. (2019) present the two-way model of work-family conflict, which illustrates how stressors associated with the family (e.g., overly dependent parents or misbehaving children) adversely affect the balance of family aspect. Conversely, stressors related to the workplace (e.g., insufficient autonomy or an excessive workload) harm the work element. According to role theory, disruption

and negative consequences in both domains occurred due to conflicting work, family norms, and concerns (Razaka, 2021).

Spillover's theory considers multidimensional aspects, specifying that work and family conflicts have positive and negative effects. However, role theory acknowledges the negative impact of the work–family relationship, creating role overload, further leading to distress and dissatisfaction for employees (Lavassani et al., 2014). The key to reducing work- and family conflict is keeping and safeguarding current resources and building and investing in future resources. Individuals may possess resources such as objects, conditions, personal attributes, and energy; they try to maintain, defend, and build these valued resources (Chang et al., 2017). According to Ugwu (2022), resilience is a personal resource that can effectively reduce the effects of stressful work environments, demanding work schedules, and family role conflicts. Highly resilient individuals have traits that help them cope with difficult situations, such as work and family conflicts, by remaining focused.

## 2.2. Family-to-work conflict

Family–work conflict refers to conflicts between work and family roles, resulting in reduced life satisfaction and more internal disagreements within the family structure (Amstad et al., 2011). Family work conflict occurs when engaging in the work role becomes more challenging due to participation in the family role (Michalos, 2014). Elahi et al. (2022) define family work conflict as an inter-role conflict where familial obligations and the associated stress impede the fulfillment of professional duties. It arises when the pressures of the family and work domains are mutually incompatible, thereby impeding the ability to participate in the work role as a consequence of the family role. Family-to-work conflict has several negative consequences, including job dissatisfaction and lower life satisfaction (Amstad et al., 2011). Higher levels of stress, the emergence of physical and mental health issues, detrimental effects on family relationships, and poorer life satisfaction are a few outcomes that may influence both individuals and other family members (Ratnaningsih & Idris, 2024). Existing literature indicates that family–work conflict negatively impacts job and life satisfaction (Karimi et al., 2012; Priyanka et al., 2024). Family–work conflict may affect professional life, impacting interpersonal connections. Individuals may experience guilt for being absent from work owing to familial obligations, resulting in emotions of inadequacy and dissatisfaction that adversely affect life satisfaction and contribute to health issues. Kayaalp et al. (2021) revealed that family work conflict is strongly correlated with mental and physical health. Based on the above literature and theories, the following hypotheses are proposed.

**H1:** Family–work conflict significantly negatively predicts job satisfaction.

**H2:** Family–work conflict significantly negatively predicts life satisfaction.

**H3:** Family–work conflict significantly negatively predicts mental and physical health.

## 2.3. Work-to-family conflict

The contemporary workplace is distinguished by extended working hours, tighter deadlines, intensified competitiveness, reduced vacation time and absences, frequent business trips, and job relocations (Ekwegbo et al., 2020). An individual's capacity to fulfill their everyday employment obligations might be either enhanced or hindered by their experiences in their personal life (Long Dilworth, 2004). Work–family conflict arises when workplace responsibilities exhaust necessary resources, such as time, energy, emotions, and other important things for completing the family role (Khalid, 2021). The intersection of work and family issues substantially influences several aspects of life, encompassing job-related, non-work-related, and personal outcomes. These consequences include efficiency, employee turnover, family well-being, health, and stress. Work–family conflict or the interference of work roles in family obligation is associated with essential consequences in reducing life and job satisfaction, dedication to the organization, increasing turnover, physical and psychological health, and overall life satisfaction (Kossek & Lee, 2017). When employees encounter work–family conflict, their engagement and motivation at work may diminish. Conflicting demands can induce stress, resulting in decreased morale and a negative attitude

towards one's job, ultimately undermining job satisfaction. Sirgy and Lee (2018) revealed that work overload, meeting deadlines, and role conflict at work, rather than interaction with clients, cause emotional exhaustion and lower employee life and job satisfaction. El Keshky and Sarour (2024) also found that individuals experiencing significant work–family conflict had lower life satisfaction, highlighting the compounded stress in both areas. Yang et al. (2024) confirmed a significant negative association of work–family conflict with employee well-being and job satisfaction.

According to Fredriksen and Scharlach, the work-to-family spillover effect strongly predicts positive or negative consequences of work–family conflict. When an employee brings work-related obligations home, it can have a more noticeable negative influence on their personal life and lead to undesirable behavior. On the other hand, a reduction in spillover will improve employee behavior both at work and at home. According to Aisyah et al. (2011), the work–family conflict impacts life satisfaction and mental health. On the other hand, Khalid (2021) discovered an insignificant link between job and life satisfaction and work–family conflict. Work–family conflict has a considerable and negative impact on job satisfaction (Asbari et al., 2020). Further evidence is required to substantiate these conflicting findings and to support various facets of the model that comprehensively examine the correlation between work–family conflict and health, life satisfaction, and job satisfaction. Based on this, the authors proposed:

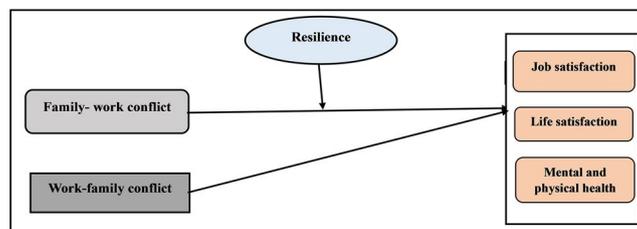
**H4:** Work–family conflict significantly negatively predicts job satisfaction

**H5:** Work–family conflict significantly negatively predicts life satisfaction

**H6:** Work–family conflict significantly negatively predicts mental and physical health

#### **2.4. The moderating role of resilience**

With the ongoing rise of women in the workforce, it is inevitable that the number of females encountering challenges in fulfilling various responsibilities, such as being a wife, mother, homemaker, and employee, will also increase, making them more likely to have detrimental effects on family dynamics, which lowers job and life satisfaction reduced mental health (Zhou et al., 2018). Individuals encounter various adversities throughout their lifetimes, ranging from minor to significant issues; the extent to which they impact them and how they cope with them may vary because of their resilience. Resilience is a resource that plays a significant role in enabling individuals to confront and overcome distressing and demanding circumstances in their professional and personal spheres, helps them to safeguard and recover their resources in the workplace, reducing the negative impact of resource depletion, such as psychological distress, emotional tiredness, and burnout. Resilient persons in different work settings should be capable of recovering from the negative impacts of these transitions and flourishing and experiencing improvements in personal growth and development, both in their professional and personal lives. It is crucial for an individual's welfare and that of their spouse or partner (Zhang et al., 2017). Work–life imbalance and conflict have the potential to impact employees' health and job-related outcomes negatively; however, resilience can mitigate these effects (Sommovigo et al., 2022). Resilience and coping strategies are essential personal assets in handling stressful situations such as moral distress (Hobfoll et al., 2018). It influences various aspects of life, such as dealing with daily challenges, working with difficult colleagues, maintaining a positive outlook during stress, and managing work and home responsibilities. (Kossek & Perrigino, 2016). During family work conflicts, individuals face the challenge of losing resources. When people face the loss or threat of resources, they experience distress and feel less well. Managing job and family obligations can drain time, energy, and identity, causing tiredness, restlessness, and depression. When demands are high, well-being and mental health suffer (Zhou et al., 2018). Resilience is a personal resource that allows individuals to manage their work and family roles to reduce role conflict and enhance job and life satisfaction (Wong et al., 2022). Having resilience can help employees reconcile work and family roles and protect them from the detrimental effects of work–life imbalance (Bernuzzi et al., 2022), reduce employees' psychological and physical ill-health and life satisfaction both directly and indirectly by improving their work–life balance (Johnson et al., 2019). Employees under a great deal of stress at work and family have a detrimental



**Figure 1.** Conceptual framework of the study.

effect on their overall well-being and engagement (Kossek & Perrigino, 2016), impacting employee job satisfaction (Khan et al., 2019). During this time, a more resilient employee can navigate the issue by managing emotions (Wong et al., 2022). Resilient persons can recover from the negative impacts of work and family, flourish, and experience personal growth and development advancements, both in work and family domains (Kossek & Perrigino, 2016). Shahandashti investigated the correlation between turnover intention and family work conflict concerning psychological well-being. Resilience moderated the relationships between these two variables in a significant way. Resilience is an enduring and consistent characteristic that pertains to an individual's capacity to effectively navigate, control, and adjust to substantial stressors or traumatic experiences (Lee et al., 2013). Researchers have suggested a moderating effect of resilience on the negative correlation between job strain and job satisfaction (Louise et al., 2009). A study conducted by García-Izquierdo and Ríos-Risquez (2018) revealed a noteworthy inverse correlation between resilience and both emotional exhaustion and psychological distress, which subsequently deteriorated psychological well-being. In Ethiopia, women are supposed to put their family duties ahead of everything else. They find it harder to participate in work because they have to do two things simultaneously, which is much stress. Some men even make their wives resign from their careers to care for their families, exhibiting the prevalence of family–work conflict. During this time, their level of resilience is critical to maintaining their professional work (Dida, 2021) because resilience allows people to continue functioning through various stressful situations by utilizing facilitating adjustments, all without suffering from severe trauma (Bryan et al., 2019). Therefore, this leads to the following hypotheses.

**H7:** Resilience moderates the relationship between family–work conflict and job satisfaction

**H8:** Resilience moderates the relationship between family–work conflict and life satisfaction.

**H9:** Resilience moderates the relationship between family–work conflict and mental and physical health.

Figure 1 illustrates the conceptual framework of the study developed by the researchers explaining the relationship between the independent variable, the moderator, and the dependent variables based on theories and previous studies. The figure presents the impacts of independent variables (family–work conflict and work–family conflict) on the dependent variables (job satisfaction, life satisfaction, and mental and physical health), as well as the role of the moderator (resilience) on the relationship. The objective was to study the impact of family work and work–family conflicts on general well-being measures, job satisfaction, life satisfaction, and mental and physical health. In addition, the moderating role of resilience between family–work conflict and job satisfaction, life satisfaction, and mental and physical health were examined.

### 3. Materials and methods

#### 3.1. Ethical approval

To ensure adherence to ethical principles in research involving human participants, the current study was approved by the board of postgraduate studies and research in the faculty of business studies at Punjabi University, Patiala, India, with reference number 2660/research. All the methods included in the study are in agreement with the declaration of Helsinki.

### 3.2. Informed consent

Written informed consent was acquired prior to the survey's administration and explained to the participants on the questionnaire's introductory page. Ethical guidelines were strictly followed, including ensuring confidentiality, informing respondents of their rights as participants, and emphasizing that their participation was voluntary. In addition, respondents were informed that they might withdraw from the survey at any time. To reduce the non-response rate, replies were kept entirely anonymous.

### 3.3. Participants and procedures

The present study utilizes cross-sectional data obtained through a questionnaire. The target population was female high school teachers working in secondary schools in South Gondar, Ethiopia. According to data obtained from the education department of South Gondar, Ethiopia, the total number of married female teachers in the year 2023 was 659. Hence, two hundred forty-nine samples were determined using a formula developed by Taro Yamane (1967).

$$n = \frac{N}{1 + N(e)^2}$$

where  $n$  = sample size,  $N$  = population size,  $e$  = level of precision 95% confidence level and  $e=0.05$

$$\frac{659}{1 + 659(0.05)^2} = 249$$

The present study utilized a multistage sampling technique carried out through several stages. In South Gondar, there are fifteen districts. In the first stage, the fifteen districts were classified into four groups depending on the number and percentage of female teachers. In the second stage, we randomly chose two districts from each group. In the third stage, the list of high schools and the number of married female teachers in each school in each district listed again; then, after having the list of high schools in each selected district and the number of married female teachers in each high school, the number of participants in each high school was determined based on probability proportional to size (PPS) formula. PPS sampling is a method of picking units from a finite population based on their size, commonly used in multistage sampling establishments (Skinner, 2014). Finally, the questionnaire was distributed to the participants in each high school using a simple random sampling method. Hence, during data collection, married female teachers from 41 high schools teaching in the eight districts, namely Dera, Lay Gayint, Estie, Simada, Farta, Ebnat, Guna, and Andabet, participated in the study.

Descriptive research provides descriptions and characteristics of a phenomenon, whereas explanatory research seeks to explain the causes and correlations between variables (Huaman et al., 2023; Skinner & Dancis, 2020). As a result, this study applied both descriptive and explanatory research designs to describe the existing states of variables and to explain the relationship between FWC, WFC, job satisfaction, life satisfaction, and physical and mental health, as well as the moderating role of resilience in the association between the independent and dependent variables.

Before conducting the survey, we translated the questionnaire into Amharic, the respondents' mother tongue, for simplicity of understanding. A pilot test was conducted on 12% of the respondents to confirm the validity and reliability of the questionnaire. Thirty randomly selected respondents filled out the questionnaire for the pilot test. The result showed that the instrument used was valid and reliable, as the Cronbach alpha coefficients of all variables in the model showed alpha values above 0.70. An alpha coefficient of .70 or above is adequate reliability (Radhakrishna, 2007). The instrument was also reviewed by measurement, evaluation, and language experts to ensure its validity. Then, a comprehensive survey was carried out with all participants in the sample.

### 3.4. Measures

The questionnaire used in this study comprised four questions related to respondents' demographic profiles and 39 items relating to the six constructs: family-work conflict, work-family conflict, resilience, job satisfaction, life satisfaction, and mental and physical health.

### **3.4.1. Work–family conflict**

Family work conflict refers to a specific type of inter-role conflict where the demands of one's family impede their ability to fulfill work-related responsibilities due to overall stress and time commitments, while work–family conflict denotes a conflict between distinct duties in which the overall demands of time and stress from work impede the ability to fulfill family-related obligations. This study adapted the family and work conflict measurement tool from Netemeyer et al. (1996). The instrument's ability to detect conflict in both directions makes it a suitable tool for research on the work–family relationship (Tetrick & Buffardi, 2013), which is considered a relatively brief scale having a good measurement precision for work–family conflict studies (Min et al., 2021). There were ten items (5 related to a family work conflict and the other five related to work–family conflict). Participants were marked on a five-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree). A sample item for family–work conflict is 'The demands of my family or spouse/partner interfere with work-related activities'; for work–family conflict, 'The demands of my work interfere with my home and family life.'

### **3.4.2. Resilience**

The ability to modify attitudes, feelings, and behaviors in response to life's setbacks or extended periods of stress is known as resilience. It makes it possible for individuals to emerge from challenging situations stronger, wiser, and more competent. A fifteen-item resilience scale adapted from (Neill & Dias, 2001) was first developed by Wagnild and Young (1993) to measure resilience. Participants were required to rate their responses on a five-point Likert scale, with options ranging from 1 (strongly disagree) to 5 (strongly agree). The instrument was validated by Koni et al. (2019) with a Cronbach alpha value of 0.87. In the current investigation, the reliability coefficient of the resilience scale was a Cronbach alpha value of 0.825. Sample item: 'When I am in a difficult situation, I can usually find my way out of it.'

### **3.4.3. Job satisfaction**

Job satisfaction indicates the level of contentment an employee experiences in their work. The current study evaluated job satisfaction using a five-item scale based on the brief overall job satisfaction measure from Judge et al. (1998) as part of a global assessment proposed by Brayfield and Rothe, (1951). International measures of job satisfaction focus on gathering information about overall job satisfaction (Inoyatova, 2021). The participants were asked to rate their level of satisfaction with their current job on a Likert scale from 1 to 5 (1=strongly disagree, 5=strongly agree). The scale's reliability in the pilot test was Cronbach alpha of 0.77. The sample item was 'I feel fairly well satisfied with my present job.'

### **3.4.4. Life satisfaction**

Life satisfaction is an individual's thorough evaluation of the extent to which their current circumstances satisfy their requirements and the level of happiness they experience. The life satisfaction scale was adapted from Diener et al. (1985), as it is the most commonly used scale in the scientific literature on life satisfaction. The scale includes five items that assess the individual's satisfaction with life. The participants responded to the questions on a five-point Likert scale ranging from 1=strongly disagree to 5=strongly agree. The reliability of this scale was good, with a Cronbach alpha score of 0.84. Sample item: 'So far, I have gotten the important things I want.'

### **3.4.5. Mental and physical health**

Mental and physical health are fundamentally interconnected. Mental health encompasses our psychological, social, and emotional well-being, which influences our thoughts, emotions, and behaviors, as well as our stress management, interpersonal interactions, and decision-making processes. Physical health signifies one aspect of well-being and the condition of your physical body, including its functionality. It is the ability to inhabit one's body and fulfill daily responsibilities comfortably. Two-item versions of the PROMIS global physical and mental health measures (GPH-2) were adapted from Hays et al. (2009) to assess mental and physical health. It has four items provided using five-category response scales: the

three items used (5=excellent, 4=very good, 3=good, 2=fair, 1=poor) and one item uses a response scale of (1=Not at all, 2=A little, 3=Moderately, 4=Mostly and 5=Completely). This measure is a National Institutes of Health initiative to develop state-of-the-science measures that assess function and well-being in health's physical and mental domains (Hays et al., 2017). PROMIS items are reliable and precise measures in the physical and mental health instruments (Cella et al., 2010). The items were validated by Hays et al. (2017). Sample items include 'In general, how would you rate your mental health, mood, and ability to think?'

### **3.4.6. Statistical analyses**

This study employs PLS-SEM (partial least square structural equation modeling) software for data analysis. The statistical package SPSS version 23 software was also used for data screening and performing descriptive statistics. Structural equation modeling (SEM) is a useful advanced statistical analytic tool that has become prominent recently (Ringle & Sarstedt, 2021). The data for this investigation were analyzed using the Smart PLS-SEM version 4 software, which used partial least square structural equation modeling.

Smart PLS has several advantages, such as easier hypothesis testing, testing causal relationships between constructs, moderating relationships, and built-in capability to handle both reflective and formative scales (Shackman, 2013), which enables researchers to simultaneously model and estimate complex relationships among multiple dependent and independent variables (Ringle & Sarstedt, 2021). It can also easily handle single-item constructs and can be used when a small population restricts the sample (Hair et al., 2019). Besides, when applying PLS-SEM, researchers also benefit from high efficiency in parameter estimation, manifested in the method's greater statistical power compared to that of covariance-based (CB-SEM) (Ringle & Sarstedt, 2021) to the measurement model (reliability and validity), the PLS-SEM algorithm performed using the software (Basbeth et al., 2018), and to assess the structural/inner model (to test the impact of family work and work-family conflict on job satisfaction, life satisfaction, and mental and physical health and to test whether resilience would moderate family work conflict and job and life satisfaction relationships) bootstrapping technique of 10,000 samples, in a bias-corrected and 95% confidence interval performed using the software.

### **3.4.7. Common method bias**

Common method bias arises when the associations between constructs are measured within one survey simultaneously. The common method bias was analyzed using the inner model's variance inflation factor (VIF) values or collinearity tests to address this concern. The collinearity test is the successful method for identifying common method bias in the case of PLS-SEM as determined by Nicolescu and Nicolescu (2019) after reviewing various studies. If the VIF values in the inner model (constructs) are equal to or less than 3.3, then the model is free of common method bias (Kock, 2015). The latent constructs' VIF values in the current investigation are less than 3.3, indicating that the model is free of common method bias.

## **4. Results and discussion**

The research model was analyzed using the most recent version of the SMART PLS-4 software, which utilizes structural equation modeling. Partial Least Squares Structural Equation Modelling (PLS-SEM) enables researchers to concurrently model and estimate complex correlations among multiple dependent and independent variables (Hair et al., 2021). It can also be used when there are issues related to data distribution (Hair et al., 2019). This section of the study included assessing descriptive statistics analysis, measurement model analysis, and structural model analysis.

### **4.1. Descriptive statistics analysis**

From 249 distributed questionnaires, 242 were completed and returned successfully, yielding a 97% response rate. The variables used to assess the demographic profile of respondents were age, work experience, educational level, and number of children. Most respondents (53.7%) were between the ages of

28 and 37. 41.7% of the 242 respondents had two children. Most respondents (about 70%) were degree holders regarding educational achievement. Most responders, 36.8%, had 11–20 years of teaching experience.

#### 4.2. Analysis of measurement model

Before the implementation of the structural model, the reliability and validity of all the reflective constructs in this study are evaluated through indicator reliability using outer loadings, internal consistency reliability using composite reliability and Cronbach alpha, and evaluating convergent and discriminant validity (Basbeth et al., 2018; Hair et al., 2019). The first step in assessing a reflective measurement model is to examine the indicator outer loadings. Loadings above 0.708 suggest that the construct explains more than 50% of the indicator's variance, referring to acceptable item reliability (Hair et al., 2019). As shown in Table 1, eight resilience indicators with outer loadings below 0.40 were excluded. The outer loadings for all the remaining indicators of resilience and other variables in the model were higher than 0.708, which were retained.

The second procedure for measuring a reflective model is assessing the reliability of internal consistency. The resulting internal consistency reliability was measured using Cronbach's alpha and composite reliability values, which all exceeded the acceptable threshold of 0.70 (Hair et al., 2019) in both Cronbach alpha and CR measures, as shown in Table 1.

The third step is convergent validity, which refers to how well a construct explains the variation among its items. Convergent construct validity is evaluated using the average variance extracted (AVE) for all items. The AVE is computed as the mean of the squared outer loadings (Hair et al., 2021). In this study, all the latent variables had AVE values exceeding 0.5 of the acceptable limits. Hence, internal consistency, reliability, and convergent validity are achieved in this model. The results are presented in Table 1. Investigating the collinearity between indicators or items for the measure model is essential. Multicollinearity is not an issue if an item's Variance Inflation Factor (VIF) value is under five (Hair et al., 2019). The VIF values

**Table 1.** Outer loading composite reliability CR and discriminant validity AVE.

Construct	Indicators	Outer loadings	VIF values	Alpha	CR	AVE
FWC	FWC1	0.833	2.554	0.933	0.949	0.789
	FWC2	0.897	3.433			
	FWC3	0.893	3.475			
	FWC4	0.904	3.76			
	FWC5	0.914	3.811			
WFC	WFC1	0.926	4.56	0.947	0.959	0.826
	WFC2	0.908	3.803			
	WFC3	0.896	3.565			
	WFC4	0.9	3.999			
	WFC5	0.914	4.046			
R	R6	0.865	3.345	0.940	0.951	0.735
	R7	0.873	3.568			
	R8	0.884	4.167			
	R9	0.886	3.911			
	R10	0.863	3.196			
	R11	0.83	3.486			
	R12	0.794	2.94			
GW-JS	GW-JS1	0.84	2.191	0.907	0.931	0.730
	GW-JS2	0.867	2.638			
	GW-JS3	0.849	2.592			
	GW-GS4	0.862	2.771			
	GW-JS5	0.853	2.395			
GW-LS	GW-LS1	0.883	3.603	0.935	0.951	0.794
	GW-LS2	0.865	3.403			
	GW-LS3	0.875	3.288			
	GW-LS4	0.912	4.622			
	GW-LS5	0.919	4.85			
GW-MPH	GW-MPH1	0.885	2.409	0.869	0.904	0.704
	GW-MPH2	0.943	2.868			
	GW-MPH3	0.72	1.732			
	GW-MPH4	0.791	2.071			

Note: FWC-family work conflict, WFC-work family conflict, R-resilience, GW-JS-Job satisfaction, GW-LS-Life satisfaction, GW-MPH-Mental, and physical health.

**Table 2.** Discriminant validity Fornell and Larcker Criterion 1981.

Constructs	FWC	WFC	GW-JS	GW-LS	GW-MPH	R
FWC	<b>0.888</b>					
WFC	0.603	<b>0.909</b>				
GW-JS	0.428	0.541	<b>0.854</b>			
GW-LS	0.355	0.536	0.696	<b>0.891</b>		
GW-MPH	0.215	0.110	0.066	0.021	<b>0.839</b>	
R	0.595	0.750	0.737	0.664	0.128	<b>0.857</b>

Note: Bold italic values represent the Square-root of average variance extracted (AVE).

**Table 3.** Discriminant validity HTMT results.

Constructs	FWC	WFC	GW-JS	JW-LS	GW-MPH	R
WFC	0.637					
GW-JS	0.461	0.579				
GW-LS	0.378	0.569	0.755			
GW-MPH	0.192	0.104	0.077	0.063		
R	0.634	0.794	0.795	0.704	0.114	

Source: Authors.

for all indicators in the study showed that they are all below the suggested threshold of 5 (Table 1). Hence, collinearity is not an issue in the measurement model.

The fourth step in measurement model assessment is discriminant validity. It is the degree to which one construct is empirically different from other constructs in the structural model (Hair et al., 2019). Discriminant validity was evaluated using three criteria: Fornell and Larcker (1981) criteria, cross-loading analysis, and examining the HTMT (heterotrait–monotrait) results.

The results for the Fornell and Larcker criterion meet the requirement that the AVE square root for each latent variable should be higher than its correlation with any other latent variable (Basbeth et al., 2018). In this model, the results meet the requirement that the square root of the AVE for each latent variable must exceed its correlation with every other latent variable, as demonstrated in Table 2.

The HTMT is determined by comparing the average correlations between items across constructs with the average correlations within the same construct (Hair et al., 2019). The HTMT ratios in this model were below the threshold of 0.85 (Basbeth et al., 2018), as shown in Table 3 (Henseler et al., 2016). An HTMT value above 0.9 signifies an issue in discriminant validity.

The cross-loading criterion indicates that an indicator's outer loading on an associated construct should be greater than any cross-loading (correlation) on another construct (Basbeth et al., 2018). The cross-loading results are presented in Table 4. Hence, discriminant validity is achieved based on all three criteria in the study.

### 4.3. Analysis of the structural model

PLS-SEM employed several techniques to evaluate the structural model, including evaluating collinearity issues of the structural model constructs, determining the significance and relevance of the relationships within the model or path coefficients, measuring the degree of R square or explanatory power, assessing the predictive relevance  $Q^2$ , and calculating the  $F^2$  effect sizes (Hair et al., 2019; Ketchen, 2013).

The structural model was analyzed, first without including the moderator and then after including the moderator at the significance level of 0.05. The significance of beta values was tested using a bootstrapping procedure employed in PLS-SEM, using 10,000 bootstrapped samples (Hair et al., 2021). All exogenous latent variables in the study had VIF values below five. Hence, there are no multicollinearity issues.

The  $R^2$  coefficient shows how much of the variance in the endogenous constructs can be explained by all the associated exogenous constructs (Basbeth et al., 2018).  $R^2$  values vary from 0 to 1, and higher values indicate more explanatory power.  $R^2$  values of 0.75, 0.50, and 0.25 are regarded as significant, moderate, and weak, respectively (Hair et al., 2011). The latent variables, family work conflict and work–family conflict, account for a significant portion of the variability in job satisfaction (64.4% or  $R^2 = 0.644$ ), life satisfaction (52.2% or 0.522), however weak explanatory power for mental and physical health (6.7% or 0.067) as shown from Table 5.

**Table 4.** Cross loading results for the measurement model.

	FWC	GW-JS	GW-LS	GW-MPH	R	WFC
FWC1	<b>0.833</b>	0.344	0.286	0.134	0.462	0.458
FWC2	<b>0.897</b>	0.398	0.361	0.208	0.585	0.619
FWC3	<b>0.893</b>	0.362	0.271	0.165	0.537	0.544
FWC4	<b>0.904</b>	0.371	0.333	0.223	0.511	0.499
FWC5	<b>0.914</b>	0.421	0.318	0.213	0.540	0.547
GW-JS1	0.368	<b>0.840</b>	0.567	0.080	0.678	0.525
GW-JS2	0.413	<b>0.867</b>	0.573	0.044	0.640	0.486
GW-JS3	0.282	<b>0.849</b>	0.580	0.046	0.534	0.393
GW-JS4	0.350	<b>0.862</b>	0.597	0.031	0.588	0.397
GW-JS5	0.405	<b>0.853</b>	0.650	0.076	0.691	0.493
GW-LS1	0.338	0.654	<b>0.883</b>	0.004	0.600	0.438
GW-LS2	0.295	0.624	<b>0.865</b>	0.031	0.604	0.427
GW-LS3	0.293	0.623	<b>0.875</b>	-0.004	0.554	0.504
GW-LS4	0.326	0.590	<b>0.912</b>	0.007	0.585	0.499
GW-LS5	0.330	0.607	<b>0.919</b>	0.052	0.612	0.519
GW-MPH1	0.170	0.077	0.038	<b>0.885</b>	0.131	0.087
GW-MPH2	0.274	0.091	0.048	<b>0.943</b>	0.157	0.157
GW-MPH3	0.067	0.014	-0.009	<b>0.720</b>	0.043	0.041
GW-MPH4	0.083	-0.037	-0.083	<b>0.791</b>	0.002	-0.011
R10	0.481	0.659	0.503	0.103	<b>0.863</b>	0.584
R11	0.490	0.518	0.752	0.096	<b>0.830</b>	0.647
R12	0.458	0.503	0.729	0.118	<b>0.794</b>	0.623
R6	0.511	0.654	0.472	0.085	<b>0.865</b>	0.656
R7	0.545	0.699	0.481	0.084	<b>0.873</b>	0.654
R8	0.544	0.694	0.495	0.157	<b>0.884</b>	0.689
R9	0.538	0.700	0.527	0.120	<b>0.886</b>	0.640
WFC1	0.548	0.465	0.506	0.100	0.701	<b>0.926</b>
WFC2	0.545	0.483	0.494	0.137	0.666	<b>0.908</b>
WFC3	0.628	0.532	0.478	0.119	0.714	<b>0.896</b>
WFC4	0.486	0.466	0.450	0.051	0.654	<b>0.900</b>
WFC5	0.526	0.509	0.505	0.088	0.669	<b>0.914</b>

Note: Bold values indicate that the individual were loaded onto their own construct. Since they are greater than the relationships with the other constructs.

**Table 5.** Structural model analysis R<sup>2</sup> and Q<sup>2</sup> values.

Predictor variable	Outcome variable	R <sup>2</sup>	Q <sup>2</sup>
FWC	GW-JS	0.644	0.618
WFC	GW-LS	0.522	0.493
FWC	GW-MPH	0.067	0.034

Source: Authors.

As presented in Table 5, the PLS predicted Q<sup>2</sup> values for the endogenous constructs, namely job satisfaction, life satisfaction, and mental and physical health, as calculated in the smart PLS software PLS predict procedure were 0.618, 0.493, and 0.034, respectively. Thus, values of Q<sup>2</sup> greater than zero for a particular reflective endogenous latent variable demonstrate having significant predictive relevance in the path model for the constructs (Hair et al., 2019; Ketchen, 2013). Hence, predictive relevance was established in the model.

The path coefficients' beta values, *t*-statistics, and *p*-values were analyzed for hypothesis testing. As presented in Table 6, family work conflict has a substantially detrimental effect on job satisfaction ( $\beta = -0.439$ ,  $t=2.981$ ,  $p=0.001$ ) and life satisfaction ( $\beta = -0.458$ ,  $t=2.997$ ,  $p=0.001$ ), providing support for hypotheses H1 and H2. On the other hand, work-family conflict significantly influences life satisfaction positively ( $\beta=0.151$ ,  $t=1.757$ ,  $p=0.039$ ) but has no significant impact on job satisfaction ( $\beta=0.013$ ,  $t=0.173$ ,  $p=0.431$ ). Therefore, H5 is partially supported, while H4 is rejected. The study also found that there is no significant effect of conflicts between family-work, as well as work-family, on mental and physical health ( $\beta=0.036$ ,  $t=0.369$ ,  $p=0.356$ , and  $\beta = -0.033$ ,  $t=0.350$ ,  $p=0.363$ ), respectively, as shown in Table 6. Therefore, H3 and H6 were not supported.

In the model, the impact of the R<sup>2</sup> value of an endogenous variable on removing a particular exogenous variable was assessed utilizing the effect size (*f*<sup>2</sup>) values (Hair et al., 2019). The *f*<sup>2</sup> values of 0.02,

**Table 6.** Path analysis results impact of FWC and WFC.

Hypothesis Paths	Path coefficients	<i>t</i> values	<i>p</i> values	<i>f</i> <sup>2</sup>
H1. FWC -> GW-JS	-0.439	2.981	0.001	0.154
H2. FWC -> GW-LS	-0.458	2.997	0.001	0.124
H3. FWC -> GW-MPH	0.036	0.369	0.356	0.0
H4. WFC -> GW-JS	0.013	0.173	0.431	0.0
H5. WFC -> GW-LS	0.151	1.757	0.039	0.019
H6. WFC -> GW-MPH	-0.033	0.350	0.363	0.0

Notes: FWC-Family work conflict, GW-JS- job satisfaction, GW-LS, life satisfaction, GW-MPH- Mental and physical health.

**Table 7.** Moderation analysis path coefficients and *f*<sup>2</sup> values.

Hypothesis paths	Path coefficients	<i>t</i> statistics	<i>p</i> values	<i>f</i> <sup>2</sup>
H7. R×FWC -> GW-JS	-0.241	3.340	0.000	0.077
H8. R×FWC -> GW-LS	-0.155	2.165	0.015	0.021
H9. R×FWC -> GW-MPH	-0.040	0.492	0.311	0.001

Significant @0.05.

0.15, and 0.35 indicate an exogenous construct having small, medium, and large effect sizes, respectively, according to Cohen (1988). The effect size for the correlation between family–work conflict and job and life satisfaction was moderately significant, with *f*<sup>2</sup> values of 0.154 and 0.124, respectively. In addition, the *f*<sup>2</sup> value indicating the impact of work–family conflict on life satisfaction was 0.019, revealing a small effect size (Cohen, 1988). In general, the outline of the results is shown in Table 6.

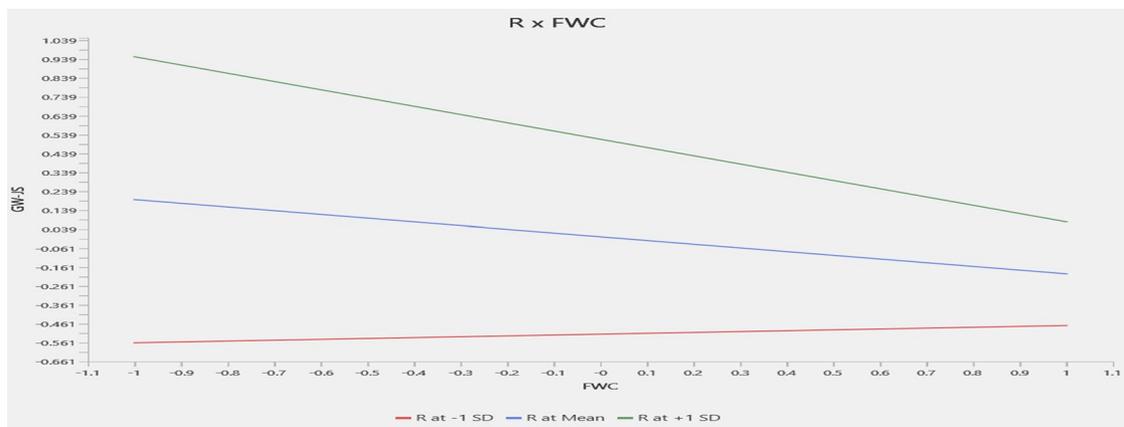
Hypotheses H7, H8, and H9 were tested using moderation analysis, so resilience was introduced as a moderator. The value of *R*<sup>2</sup> for job satisfaction increased from 0.644 to 0.727 and life satisfaction from 0.522 to 0.59 with the inclusion of a moderator. This part examined the moderating role of resilience on the link between family–work conflict and job satisfaction, life satisfaction, and mental and physical health. The study employed the PLS-SEM bootstrapping procedure to analyze the data using the two-stage approach. Estimate the model without the interaction term in the first step and then use it as input to calculate the interaction term in the second stage (Becker et al., 2023; Ringle & Sarstedt, 2021; Sarstedt et al., 2019).

As presented in Table 7, resilience does not moderate the link between family–work conflict and mental and physical health, as the beta and *p* values are insignificant ( $\beta = -0.040$ ,  $t=0.492$ ,  $p=0.311$ ). It indicates that the moderation effect does not make an essential contribution to explaining the dependent variable mental and physical health or cannot change the direction of the relationship; hence, no further slope analysis is needed in this hypothesis. Hence, H9 is not supported.

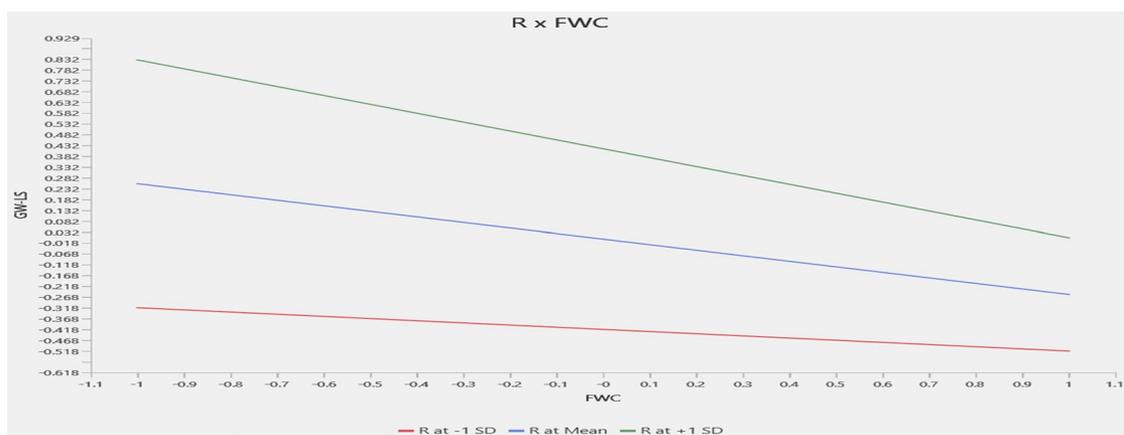
Table 7 shows a significant negative moderating effect of resilience on the link between family–work conflict and job satisfaction ( $\beta = -0.241$ ,  $t=3.340$ ,  $p=0.000$ ). Thus, H7 is supported, implying that resilience weakens the connection between family–work conflict and job satisfaction. A simple slope analysis is needed in moderation to understand the nature of the relationship (Memon et al., 2019). The slope analysis result is presented in Figure 2 to understand the nature of the relationship between R×FWC -> GW-JS (H7). As the figure shows, the line is much steeper for high resilience. This implies that the line tends to straighten at low resilience levels, which means that when the resilience level is higher, the impact of family work conflicts on job satisfaction becomes weaker. To further understand the strength of the relationship, the *f*<sup>2</sup> effect size was also performed; the *f*<sup>2</sup> effect size in this relationship (R×FWC -> GW-JS) was 0.077. Kenny (2018) stated that 0.005, 0.01, and 0.025 are more appropriate benchmarks for small, medium, and high effect sizes in moderation. It indicates that the moderation effect of resilience contributes significantly to explaining the dependent variable, job satisfaction, according to Kenny (2018).

Hypothesis (H8) is also accepted because resilience had a negative and significant moderating effect on the relationship between family–work conflict and life satisfaction ( $\beta = -0.155$ ,  $t=2.165$ ,  $p=0.015$ ).

The slope analysis result is presented in Figure 3. As shown in Figure 3, the line is much steeper for high resilience (R); this shows that at a higher resilience level, the effect of family work conflict on life satisfaction is weakened compared to low resilience. However, the line tends to straighten at lower resilience, which means that at low resilience levels, the impact of family work conflict on female teachers' life satisfaction is not reduced. Similarly, the *f*<sup>2</sup> effect size was also performed to understand the strength



**Figure 2.** Slope analysis FWC on GW JS and R.



**Figure 3.** Slope analysis FWC on GW LS and R.

of the relationship; the  $f^2$  effect size in this relationship ( $R \times FWC \rightarrow GW-LS$ ) was 0.021. Hence, it is confirmed that there is a substantial effect size, according to Kenny (2018). The moderating effect significantly explains the endogenous construct (life satisfaction).

#### 4.4. Discussion

The current study is based on spillover and role theories to understand the influence of family–work and work–family conflicts on various indicators of general well-being, such as job satisfaction, life satisfaction, and mental and physical health. It contributes to the literature on the link between family and work with job satisfaction, life satisfaction, and mental and physical health. Initially, the research made a valuable contribution by simultaneously evaluating the impacts of conflicts arising from work and family roles on job satisfaction, life satisfaction, and mental and physical health. Additionally, the research provided valuable insights into the ongoing investigation of whether resilience can act as a moderating variable in the association between issues associated with family–work conflict and job satisfaction, life satisfaction, and mental and physical health. Aligned with the hypothesis, the study’s findings show a noticeable adverse effect of family–work conflict on job satisfaction and life satisfaction. This finding matches the outcomes reported by Nicoleta and Buliga (2014), Santos and Jefferson (2020), Sousa et al. (2021), and Priyanka et al. (2024).

Besides, the study revealed that work–family conflict significantly influenced life satisfaction. This finding is consistent with the studies conducted by Priyanka et al. (2024) and Kossek and Lee (2017). Despite the expectation of a negative correlation between work–family conflict and life satisfaction, arguments

and data suggest that it could positively impact life satisfaction, supporting the current findings. In alignment with role enrichment or work–family enrichment theory, Greenhaus and Powell (2006) posited that engagement in various roles can augment individuals' abilities, experiences, and psychological resources, resulting in increased overall life satisfaction. Positive experiences and resources acquired in one function or occupation can improve the quality of life in another role or within the family (positive spillover). However, it differs from the results provided by Holmgreen et al. (2017), who found an insignificant relationship between work–family conflict and life satisfaction.

This study also discovered that work–family conflict showed no significant influence on job satisfaction, consistent with the findings (Khalid, 2021). Li et al. (2021) and Ekwegbo et al. (2020) also revealed that Changes in work–family conflict did not correlate with changes in job satisfaction.

Furthermore, contrary to the hypothesis, the results showed that neither work–family nor family–work conflicts significantly impacted female teachers' mental and physical health. Many studies have looked into the adverse effects of work and family conflicts on mental and physical health. However, this study is distinct in that it discovered a negligible effect, implying that an increase or decrease in family and work conflicts did not relate to an increase or decrease in teachers' mental and physical health. When employees possess adequate resources, such as social support, flexible working conditions, and effective coping strategies, work–family conflict may not substantially impact their emotional and physical well-being (Haar & Bardoel, 2008). This outcome contradicts the findings of Allen and Armstrong (2006) and Amstad et al. (2011), who found a negative correlation between work–family and family–work conflicts and mental and physical health.

In conformity with the hypothesis, resilience substantially moderates the relationship between family–work conflict and job satisfaction. This implies that the family–work conflict and job satisfaction relationship will be weaker for female teachers with higher resilience levels than those with low resilience. This finding is comparable with (Tuffour & Bortey, 2022). Ugwu (2022) also mentioned that the negative association between work and family role conflict and work engagement and satisfaction was weakened when employees possessed high resilience. Employees can mitigate the negative effects of family–work role conflicts by utilizing resilience as a tool to attain an appropriate balance between their professional and personal lives (Bernuzzi et al., 2022).

Moreover, in line with the stated hypothesis, the moderating effect of resilience on the relationship between family–work conflict and life satisfaction is significant. It indicates that a stronger resilience helps female teachers minimize the negative impact of family work conflicts on their life satisfaction. The impact of family work conflict on life satisfaction is mitigated at a higher level of resilience than at a low level. This finding matches the previous studies (Ugwu, 2022; Tuffour et al., 2021). Positive personality traits like self-compassion and gratitude can increase life satisfaction and pleasure by helping manage the effect of family and work role interferences (El Keshky & Sarour, 2024).

## 5. Theoretical and practical implications

### 5.1. Theoretical implication

The current investigation adds to the literature on work–family conflict in different ways. First, the study recognized the significant impact of family and work conflicts on the general well-being of female teachers. It provides empirical support to the role and spillover theory by demonstrating the influence of both directions of conflicts on general well-being measures, precisely teachers' job and life satisfaction. Second, it responds to the need for research on resilience as a personal coping resource to handle the increasing family and work role interferences by improving well-being (Bernuzzi et al., 2022; Bryan et al., 2019; Riley, 2012). Third, this study contributed to developing a model of the relationship between family–work conflict and job and life satisfaction by adding resilience as a moderating variable to better understand the relationships under consideration. The findings demonstrated that employees with higher resilience can manage issues associated with family work conflict, whereas those with low resilience cannot. Finally, it is the first attempt, in the study area under consideration, to specifically investigate the impact of family and work conflicts on job satisfaction, life satisfaction, mental and health with resilience as a moderator and the insignificant effect of work and family conflicts on mental and physical health is new in this finding.

## **5.2. Practical implication**

The linkage between family and work conflict with job and life satisfaction has significant implications for the Ministry of Education, government policymakers, and school leaders. First, the study found determinantal effects of family work conflict on female teachers' job and life satisfaction; this can serve as input to planning and implementing policies that help reduce these inter-role conflicts among teachers. Promoting work and family policies such as flexible work arrangements, reducing working hours and workloads, and providing assistance may help teachers minimize stress and role conflicts, improving their lives and job satisfaction (Hoang & Tran, 2023). Second, this research revealed that resilience significantly moderates the negative impact of family work conflict on job and life satisfaction. It is a crucial announcement for the education sector regarding the need to develop training methods for strengthening resilience and strategies to prevent the decline of resilience. It could create a family-friendly work environment, flexible working time and part-time contracts, offer an on-site childcare facility and allow employees to take time off to meet family emergencies, making their employees more resilient (Bernuzzi et al., 2022).

## **6. Conclusion and suggestions**

### **6.1. Conclusion**

Family–work conflict negatively impacts female teachers' job and life satisfaction but does not influence their mental and physical health. However, work–family conflict positively influences life satisfaction but does not impact job satisfaction or mental and physical health. In this study, resilience moderated the relationship between family-to-work conflict and life and job satisfaction. In contrast, it did not affect the relationship between family–work conflict and mental and physical health.

### **6.2. Suggestions for future research**

Although the current study has contributed to the family work literature, limitations were found, and future researchers are directed accordingly. First, the research is focused on three dimensions of general well-being, job satisfaction, life satisfaction, and mental and physical health, as other outcomes of family work conflict, such as performance, absenteeism, commitment, and marital and family satisfaction (Amstad et al., 2011) were not considered in the study. Future researchers can investigate the impact of work–family role interference on these variables. Second, this research was confined to developing countries, specifically Ethiopia. It may affect the generalizability of the findings since cultural differences can affect study results (Hofstede et al., 2010). Thus, additional research can verify this concept in other countries. Third, the present research examined the moderating role of resilience in linking family work conflict to job satisfaction, life satisfaction, and mental and physical health. It is suggested that more researchers conduct thorough research in the future with more moderating variables. Fourth, the research design employed is cross-sectional. However, it is preferable to collect data longitudinally to identify differences in teachers' job and life satisfaction before and after resilience-building training is given to teachers. Finally, inconsistent findings have been discovered on the link between family and work conflict with mental and physical health; therefore, future studies are required to thoroughly examine the relationship between family work and work–family conflicts with mental and physical health.

## **Authors' Contributions**

The paper's corresponding author, Enaney Wondem (E.W.), is a PhD scholar at Punjabi University and a lecturer in the Department of Management at Debre Tabor University in Ethiopia. In this study, the corresponding author carried out the conception and design, analysis and interpretation of the data, drafting of the paper, and revising it critically with constructive ideas and guidance from the co-authors. All the authors thoroughly examined the study results and provided feedback at different stages of the work. Manjit Singh (M. S.) is a professor at the University School of Applied Management at Punjabi University, while Shivinder Phoolka (S. P.) is an assistant professor at Punjabi University. They assist the corresponding author by providing valuable comments, recommendations, methodological advice, ongoing supervision, and unreserved guidance. All authors have reviewed and consented to the final version of this work.

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## Data availability statement

The data that support the finding of the study is available up on reasonable request.

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