

Navigating positive and negative emotional feelings as working mothers: A qualitative study

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Abstract

Purpose: This study explores the complex emotional experiences of working mothers as they strive to balance their professional and family commitments. It aims to deeply understand both the positive and negative emotional experiences that characterize the life of a working mother.

Method: Utilizing a qualitative approach, this research conducted semi-structured interviews with six working mothers. This method was chosen to capture a comprehensive range of emotional experiences stemming from their dual roles.

Result: Findings from the interviews revealed three main themes: (1) identity and role as a working mother, namely the mother's perception and integration of professional and parental roles; (2) their emotional feelings as working mothers, findings detailing the spectrum of emotions they encountered; and (3) strategies for balancing emotional states, exploring methods used to manage and reduce emotional fluctuations and maintain balance.

Conclusion: The findings underscore the necessity for enhanced support systems that can better assist working mothers in managing the multifaceted challenges of their dual roles. In the absence of adequate support, these challenges can lead to significant stress and a reduction in overall life satisfaction

Keywords: *emotional experiences; positive emotions; negative emotions; work-family balance; working mothers*

INTRODUCTION

Global trends indicate an increase in the number of women in the workforce, a phenomenon that is ongoing and significant in many countries. Data from six developed countries—Canada, the United Kingdom, the United States, Germany, Spain, and France—demonstrates a significant increase. Since the end of the nineteenth century (1890) to the beginning of the twenty-first century (2016), the percentage of women in the workforce has increased to approximately 50% of the total female population worldwide (Ortiz-Ospina, et.al., 2017). A comparable phenomenon is observed in Indonesia. Data from the Central Statistics Agency (BPS) indicate that in 2021, 49.99% of women were engaged in professional work, representing a 2,000.52% increase from the previous year (48.76%) (BPS, 2021).

Women's participation in the workforce is not only an important factor in Indonesia's economic development, but also fosters movements for emancipation, education and gender equality (Hussin et al., 2017; Maftuhah, 2022). Moreover, from a personal perspective, for women, work is not only about earning a living, but also about personal achievement, which is considered a form of achievement and a form of self-realization in their professional (Caritas Coach, 2013).

The positive aspects of work, including career satisfaction, personal accomplishment, and social interactions, contribute to feelings of enrichment and happiness (Greenfield & Marks, 2020).

However, despite these positive aspects, working women, especially those who are married and have children, face a complex set of challenges. The expectation to fulfill the roles of wife, mother, and worker simultaneously is often challenging to achieve (Buddhapriya, 2009). The simultaneous fulfillment of these roles necessitates a considerable degree of attention and effort, which frequently gives rise to conflict and pressure (Bloom, 2016; Chatterji & Markowitz, 2012; Finn, 2000; Rajadhyaksha et al., 2015; Tripathi et al., 2016).

These challenges are exacerbated by the conflict between the demands of work and family life, which often collide and compete for women's time and energy. The ongoing conflict between professional responsibilities and personal duties can have a detrimental impact on emotional well-being and mental health. Research has documented the unique challenges posed by these interactions, which significantly impact life satisfaction and overall psychological well-being (Katait & Phule, 2018; Panjaitan et al., 2021; Shagvaliyeva & Yazdanifard, 2014).

Furthermore, the continued presence of work-life conflict can result in burnout and a reduction in life satisfaction, which subsequently affects family relationships and personal health (Yadav & Dabhade, 2014). Additionally, working mothers are said to experience high levels of work-family conflict, placing them at greater risk for stress and burnout (Frank et al., 2021; Kadale et al., 2018; Spagnoli et al., 2019; Zurlo et al., 2020).

Given the complexity of the challenges faced by working mothers, which often result in significant stress and impact on personal well-being, there is an urgent need for deeper understanding. To address this, our research employed a qualitative methodology with the aim of providing an in-depth exploration of the emotional landscape experienced by working mothers as these women juggle their dual roles and the strategies they employ to maintain balance. This approach is essential for capturing the diverse personal experiences of working mothers, thereby providing insights that can inform policy and practice to better support them in fulfilling their dual roles.

METHOD

Research Design

Qualitative and phenomenological research methodologies were selected for this study in order to gain insight into and describe the emotional experiences of both positive and negative emotions experienced by working mothers.

Participants

A total of six participants were selected for this study, all of whom are referred to by pseudonyms. All participants met the criteria for inclusion in the study: they were working mothers with children under the age of 12 and had a male partner who also worked. Table 1 provides a detailed overview of the characteristics of the participants.

Table 1
Characteristics of The Participants

Participant	Age (years)	Occupation	Length of work (year)	Husband Occupation	Number of child	Child's age (year)
P1	38	Public relation staff	10	Admin staff	2	9 and 6
P2	39	Lecturer	12	Lecturer	3	3, 7, 10
P3	35	Admin staff	13	Security	1	8
P4	30	Teacher	7	Self-employed	2	5 and 10
P5	35	Nurse	13	Employees	2	2 and 8
P6	43	Lecturer	15	Civil servant	2	2,5 and 9

Data collection and analysis

The data collection period for this research was from January 12, 2024 to March 28, 2024, and data collection was conducted through in-depth interviews. Prior to the start of the interviews, an explanation of the aims and procedures of the study was provided to all participants, and voluntary written consent to participate in the study was obtained.

Interviews with six working mothers began with general, open-ended questions such as "*Can you share your experience of being a working mother?*" and "*What are some of the feelings you often experience as a working mother?*" These questions were followed by specific questions to explore the issue in more depth, such as "*In what situations do you find the dual role of mother and worker to be particularly stressful?*" and "*How do you balance time for yourself and your responsibilities as a mother and worker?*"

The duration of the interview ranged from a minimum of 30 minutes to a maximum of 60 minutes. During the interview, the researcher recorded the participant's facial expressions and meaningful actions. Prior to the commencement of the interview, the participants were informed of the recording process and provided consent. The recorded content and notes were directly entered into the computer by the researcher immediately after the interview was completed. The participants' statements were described as accurately as possible, with any ambiguous or implicit parts of the content discussed with the participants.

All interview data was transcribed and coded by the author. Two participants were randomly selected to verify the correspondence of the information in the transcript with their interpretation during the interview. Finally, a group discussion was held with the research team and the verbatim transcripts were analyzed thematically

Research Ethics

Prior to the commencement of the interview, the research aims, objectives, and research methods were elucidated to the participants. It was also made clear that the content of the interview would be recorded. Furthermore, it was explained to the research participants that all interview content would be anonymous and would not be used for any purpose other than research purposes. Additionally, written consent to participate in this study was obtained after it was explained that participants could stop participating in the study at any time and that personal information would only be used for research purposes.

RESULT

Based on the data collected, three themes emerged that explain working mothers' experiences in navigating positive and negative emotional feelings: (1) identity and role as a working mother, (2) emotional feelings as working mothers, and (3) strategies for balancing emotional states

Table 2

Theme and Aspect Detail in Finding

Theme	Aspect details	Formulated meaning
1. Identity and role as a working mother	Positive perception of work and dual roles	View their work as not just an obligation, but as an important component that enriches their personal identity and well-being
	Empowerment and financial independence	Gain financial independence which increases their autonomy and strengthens their position in family and social dynamics.
	Self-actualization and personal growth Gender role redefinition	Work serves as a platform for applying skills and knowledge and Helps redefine traditional gender roles
2. Emotional feelings as working mother	Positive emotion: Professional satisfaction	Feeling deep satisfaction from achieving professional goals Feel a strong sense of pride and satisfaction in their ability to contribute professionally
	Appreciation and pride self-actualization and personal growth Gratitude	Gratitude for the opportunities provided by work, which allowed them to experience independence and personal growth, contributing to happiness and life satisfaction Applying and expanding academic and professional skills enables emotional fulfillment
	Emotional fulfillment from self-actualization	
	Negative emotion: Feeling guilt	Negative emotions often arise when mothers feel unable to meet their family's or their children
	Dealing with anxiety Emotional exhaustion	Arises when work demands conflict with family responsibilities The cumulative result of constant guilt and anxiety, leading to exhaustion that affects mental and physical health
3. Strategies for balancing emotional states	Time management and flexibility	Emphasized the importance of the ability to manage time well and prioritize tasks, which helps them fulfill their roles
	Managing Expectations	Recognizing that not all tasks need to be completed perfectly helps reduce the pressure and stress associated with their dual roles
	Family and Partner Support	

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Theme	Aspect details	Formulated meaning
	Support and Understanding in the Workplace	A strong support system, especially from partners and parents, plays an important role in managing the emotional conditions of working mothers A flexible work environment and working conditions contribute significantly to reducing work-family conflict and improving the emotional well-being

Note: The table presents themes and detailed aspects of findings from this study. The data highlights three main themes that emerged from the experiences of working mothers: (1) identity and role as a working mother, (2) emotional feelings as working mothers, and (3) strategies for balancing emotional states.

Theme 1: Identity and role as a working mother

This theme explores how working mothers view themselves in a dual capacity as workers and as mothers. The findings showed that the majority of participants had a positive perception of their identity as working mothers. They not only see this role as a necessity or necessity but also as a form of integral element of their personal identity that brings self-fulfillment to self-esteem.

One participant stated that being a working mother was a natural and essential part of her identity. This is as conveyed in the following interview excerpt:

"Being a working mother is not something wrong or contrary to the role of a woman. Working mothers nowadays is a necessity, something that is supposed to happen and happens naturally, maybe it's different from the past" (P2)

This shows how the perception of working mothers is accepted as a normal part of today's modern social and family structure. Participants also expressed that being working mothers gave them the opportunity to not only support their families financially but also to participate actively in society and fulfill their personal aspirations. As in their statement below:

"Being a working mother is no longer just a choice, but a necessity that supports women's independence" (P3)
"Being a working mother is no longer seen as something negative. I feel proud to be able to have a career" (P6)

Several participants also stated that work gave them the opportunity to apply the knowledge and skills they had acquired at the educational level. Work provides them with a means for self-actualization, not only seen as a source of opinion but also as an application of skills, learning and personal growth. This underlines the importance of work in helping them reach their full potential as individuals. This is in accordance with several interview quotes below:

"I work not only to fulfill my family's needs but also to actualize myself" (P6)
"Being a working mother gives me the opportunity to pursue my passions and stay involved with the outside world. It's very important for me to feel complete as an individual, not just as a mother or wife at home" (P4)

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"Mothers work not only to fulfill their needs, but working actually makes me feel like I can actualize myself, especially since I have abilities and skills, we need to share them with other people" (P2)

Participants also emphasized the importance of having their own source of income which not only strengthens their position in the family but also gives them the freedom to make financial decisions independently without having to depend on their partner. This is in accordance with the statement below:

"By working, I not only help my husband financially but also strengthen my position as an independent individual" (P1)

"Playing the role of a working mother actually provides benefits, for example from being financially independent, we don't always have to ask permission from our husbands to buy something. As working mothers, we can be more independent and don't have to be too dependent, even if we work, we can actually employ people, for example household assistants" (P2)

These findings reveal that working mothers' identities are multifaceted and dynamic, facilitating changes in traditional gender role definitions and supporting the establishment of more inclusive social norms. More than just a source of income, work serves them as a means of self-actualization, allowing women to pursue their personal interests and feel whole as individuals.

Theme 2: Emotional feelings as a working mother

This theme explores the emotional feelings experienced by working mothers when carrying out their dual roles at work and at home. Analysis showed that these mothers' emotional feelings were divided into two main subthemes: positive emotions and negative emotions, each of which provided deep insight into the complexity of their experiences.

Positive emotion

Working mothers often experience a range of positive emotions stemming from professional accomplishments and their impact on personal self-development. These emotions include satisfaction from completing tasks according to target, relief after the work is finished, and a sense of pride as a mother who can also contribute professionally. Here are some quotes from the interview that illustrate these positive emotions:

"I feel very satisfied every time I complete a project according to the set target. It feels like recognition of my abilities not only as a professional, but also as a mother who can manage my time well." (P1)

"There is satisfaction in being able to complete work according to target. It feels satisfied, relieved, and calm. "This can be achieved in a conducive situation where children are cooperative in completing work, so that children feel peaceful and comfortable at work" (P5)

"Working gives me a sense of satisfaction and pride, it also shows that a woman, even though she is married and a mother, can have a career... it's not just about making money, but about setting an example of resilience and independence" (P2)

"I feel very fulfilled when I use the knowledge I gained at university in my daily work. It feels like all those years of studying were not in vain" (P3)

Participants also expressed gratitude for the opportunity to work that gave them a sense of independence and the opportunity to grow, describing how work not only helped them financially but also enriched their life experiences.

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“Working gives me the opportunity to grow and learn every day. I am grateful for every challenge and opportunity that comes, because it helps me become better. This opportunity is not just about income, but also about continuous self-development” (P2)
“I am very grateful to be able to have this job. Working not only helps me financially but also gives me a sense of independence that I don't want to give up” (P4)

From the interview quotes above, it can be concluded that the participants expressed a series of positive emotions while being working mothers. The participants expressed satisfaction, pride and gratitude at being working mothers. The opportunity to work not only helps them financially but also enriches their positive experiences.

Negative emotion

On the one hand, participants admit that being a working mother often brings complex challenges and can affect their daily emotions. There were positive emotions felt while being working mothers, but on the other hand, the participants also faced various negative emotions that put pressure on their daily lives while being working mothers, including negative emotions that emerged, namely guilt, anxiety and emotional exhaustion.

Guilt is the most dominant negative emotion, often appearing when they feel they cannot fully meet their family's needs due to work demands. Guilt arises when they feel they have to choose between being a worker and a mother who is fully present for their children, a situation that often triggers feelings of failure and feeling like they are not good enough in carrying out their role, especially as a mother. This is as stated below:

“Working as a nurse in an emergency unit often means I have to work at unexpected times. Guilt always arises when I have to leave my children suddenly because of an emergency call. There are days when I come home only to see them already asleep, and it really makes me feel like I failed as a mother” (P5)

“I often feel tired and guilty because I don't spend enough time at home, especially when working overtime. When my child asks for help with his work and I'm too tired to give them the attention they need, it really makes me feel like I'm not good enough” (P3)

Feelings of guilt also arise when mothers cannot always accompany their children, for example when studying or when there are events at school. This makes mothers have many tasks to complete.

Anxiety also becomes part of their daily lives, especially when work demands collide with family responsibilities. This can increase when there is an important incident at school or a child's health that requires more attention, but they must still be at work. Moments like this not only increase stress but also increase the emotional burden they feel.

“There was a time when my child had a high fever and I had to be in the office because of an important presentation. I kept checking my phone, worrying about her situation, and trying to focus on work.” (P5)

Furthermore, emotional exhaustion is often the accumulative result of ongoing guilt and anxiety. Many working mothers feel overwhelmed and exhausted by the constant double demands. This fatigue not only affects their mental health but also their physical health, affecting their energy to interact positively with family at home and their effectiveness at work.

Theme 3 strategies for balancing emotional states

This theme reveals how working mothers manage the emotional challenges that arise from their dual roles. Interview findings indicated that although work presented challenges, some participants felt that work also provided an important space for self-expression and social interaction, which paradoxically helped reduce the stress of home life. This is as conveyed in the following interview excerpt:

“When I am at work, I feel like I am myself, not just a mother or wife. It provides a much-needed break from the daily routine and helps me recharge my batteries” (P6)

“Work is not a major stressor, but on the contrary, by working, I feel more balanced. By working, it would help me “get some distance” from the stress of parenting. This makes me feel more stable” (P1)

Participants stated that it was important to manage their dual roles as workers and mothers, especially in managing time and priorities so they could carry out both roles effectively.

“Managing time and priorities is the key to being able to carry out both roles,” I learned to be flexible and give my best in both fields” (P2)

Furthermore, they also prioritize and recognize that not everything or tasks have to be completed perfectly, this helps them reduce the pressure of being “perfect” in all areas. As one participant stated below:

“I learned not to be too hard on myself and accept that not everything has to be possible, has to prioritize what is most important, it can't be done if everything is done simultaneously and perfectly.” (P6)

One participant also revealed that expectations often disappoint him and can be a source of stress for working mothers. Therefore, according to him, in an effort to maintain emotional stability, understanding and awareness is needed regarding the possibility of things not going as expected. As stated by one of the participants below:

“Even though there is a desire to have a career advancement, I have to realize that there are other roles that must be carried out simultaneously. So now he chooses to be grateful for what he has, do it well and not have high expectations.” (P4)

Participants also expressed the important role of the support system in managing their emotional state, especially family support from both parents and partners, which is very important as the main supporter in carrying out their dual roles and making their emotional condition more stable. As this statement says:

“On days when I have to work shifts, my husband manages the household, ensuring our children's routines are not disrupted. His active involvement allows me to focus on my role” (P5)

“He encouraged me to pursue further training and development opportunities. For example, when I need to attend a weekend seminar, he organizes all the activities at home, making sure everything is in order so I can focus on studying.” (P2)

“Whenever I feel overwhelmed, I know I can always call my mother. She not only offers emotional support but also practical advice from her own experiences. This guidance is crucial for managing my stress levels and maintaining my emotional health.” (P1)

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"My parents play an important role in my daily routine. They often help by picking up the children from school and accompanying them if I have to work late. Their support is invaluable and gives me peace of mind, knowing my children are safe" (P3)

Apart from partners, other support from a supportive work environment also contributed significantly to positive emotional experiences for participants.

"The ability to work from home and not have to be on call in the office all the time is transformative. This allows me to be present for my children when needed and reduces conflict between my work and family life" (P2)

This theme summarizes how working mothers manage the emotional complexity inherent in their dual roles through a variety of strategies. These findings highlight the important role of supportive social networks that provide not only practical help but also emotional support, which is important for managing stress and maintaining mental health. Additionally, the ability to manage time and expectations effectively emerged as a key strategy, helping mothers prioritize tasks and set realistic goals, thereby reducing the pressure to achieve perfection in every aspect of life.

DISCUSSION

This research aims to explore the experiences of working mothers in navigating emotions that include both positive and negative emotions. Three main themes emerged from data analysis, namely (1) identity and role as a working mother, (2) emotional feelings as a working mother, and (3) strategies for balancing emotional states.

The first theme, *"identity and role as a working mother"*, highlights how work and the dual role of mother and worker influence women's identity. Findings show that work for most mothers is not just a necessity, but an important aspect of their personal identity, providing opportunities for achievement and self-actualization. This dual role is seen as a positive resource that contributes to life satisfaction and increased self-esteem, reflecting a shift in societal norms towards the role of working mothers. A statement from one participant who said that being a working mother is "something that should happen and happens naturally" illustrates a significant change in modern society's view of gender roles. Recent research by Aarntzen et al. (2023) adds that, although job opportunities have opened up more widely for women, internalized gender stereotypes still make it difficult for mothers to focus on their careers in addition to family responsibilities. In India, a study by Mendonca et al. (2023) psychological pressure and role conflict faced by working mothers, highlights the complexity of carrying out various roles, but also shows the resilience and adaptive strategies developed by these women. Awareness of gender equality has increased, and it is important to provide equal opportunities for women to participate in the world of work.

The subsequent theme examines the emotional experience of being a working mother, encompassing both positive and negative emotions. The findings of this study illustrate the emotional complexity faced by working mothers in their everyday lives, which affects numerous aspects, including personal well-being and professional performance. For the positive emotions experienced by working mothers, their professional achievements and the effective management of their dual roles as mothers and workers are often pivotal. In this study, the positive emotional experiences of working mothers were often contingent upon their professional achievements and effectiveness in managing their dual roles as mothers and workers. Findings indicated that respondents commonly reported feelings of satisfaction from completing tasks on target, relief

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after the work was completed, and a sense of pride as mothers who could also contribute professionally.

This job satisfaction not only affects their professional aspects, but also contributes to improving overall well-being, as shown by the study of Allen et al. (2013), who found a positive relationship between job satisfaction and overall life satisfaction. Furthermore, participants expressed gratitude for the opportunity to work, which gave them a sense of independence and the opportunity to develop. They described how work not only helped them financially but also enriched their life experiences. This is consistent with the findings of Hyde & Kling (2001), which demonstrated that career achievements have a significant impact on mothers' personal satisfaction and mental health. The study emphasized that these achievements are not only important for economic productivity but also play an important role in improving their and their families' psychological well-being. A research conducted by Munandar (2022) also demonstrates that working women can enhance their positive emotional state, which corroborates participants' assertions about how work affords them the opportunity to pursue their interests and remain engaged with the external world. This engagement is crucial for them to feel fulfilled as individuals, not merely as mothers or wives at home. From interviews with participants, it can be concluded that working mothers experience a series of positive emotions. These include satisfaction, pride, and gratitude. The opportunity to work not only helps them financially but also enriches their positive experience. Therefore, policies that allow mothers to work, while minimizing conflicts between work and parental responsibilities, can significantly improve maternal well-being.

Negative emotions experienced by working mothers include a range of feelings that can impact their mental health and performance, both at work and in their personal lives. The most prevalent and frequently occurring negative emotion is guilt, particularly when mothers feel they cannot fully meet their family's needs due to work demands. Previous research indicates that this guilt not only affects their relationships with children but also adds to their emotional burden (Cho & Allen, 2012). This is often compounded by social expectations that mothers should be present and perfect in their role (Fielding-Singh & Cooper, 2023). Guilt arises when mothers attempt to reconcile the narrative of the good mother with the idea of the good worker. The good mother culture is deeply embedded in contemporary society (Lamar et al., 2019). The ideal of the good mother encourages the idea that a good mother invests the majority of her time and resources in the well-being of her children. Apart from feelings of guilt, working mothers also often experience anxiety and emotional exhaustion due to the demands of balancing work and family responsibilities. Apart from feeling guilty, working mothers also often feel anxious and feel emotional exhaustion due to the demands of balancing work and family responsibilities. Emotional exhaustion is a state in which emotional resources are depleted, causing individuals to feel exhausted and unable to give more to their work or personal life (Halbesleben et al., 2013; Yang et al., 2023). Factors such as multitasking, work stress, and lack of recovery time contribute to this condition, which can reduce their quality of life and overall well-being (Leineweber et al., 2014).

The subsequent theme, "Strategies for Balancing Emotional States," examines the methods employed by working mothers to cope with emotional distress resulting from the dual demands of professional and family life. This theme is significant because it addresses how mothers navigate the emotional landscape to maintain their mental health and ensure a positive

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environment both at work and at home. In this research, working mothers implemented strategies to maintain emotional balance, namely prioritizing tasks and accepting that not everything has to be perfect. These strategies assist in reducing the pressure to excel in every aspect of life, thereby reducing stress and emotional tension. This approach is supported by Kerr et al. (2019), who emphasize the importance of maintaining work-life balance for holistic well-being. By managing expectations and time, mothers can better understand the demands of their dual roles, which is critical for their emotional health.

In addition, participants emphasized the importance of obtaining support from family, particularly from partners and parents. These individuals play a crucial role in assisting with the management of work and family responsibilities. This support is not only logistical but also emotional, providing protection against the stresses of daily life. Lee et al. (2014) noted that support from a partner is of great importance in improving role balance, thus significantly contributing to the mother's ability to manage stress and maintain emotional stability. This support also extends to the workplace, where flexible work arrangements and supportive coworkers can create an environment that accommodates the unique challenges faced by working mothers. In conclusion, this theme describes the dynamic and diverse approaches that working mothers take to manage their emotional states amidst the pressures of their dual roles. The strategies they implemented not only improved their own well-being but also had a positive impact on family dynamics, highlighting the importance of support in managing the demands of work and family life.

In conclusion, this study underscores the multifaceted experiences of working mothers who navigate a spectrum of emotions stemming from their dual roles. The ability to harmonize professional ambitions with familial responsibilities hinges on adopting effective emotional management strategies and fostering robust support networks. These elements are not only vital for enhancing personal and professional satisfaction but are also critical in shaping a conducive environment that supports the holistic well-being of working mothers. As society continues to evolve, recognizing and addressing the emotional and logistical challenges faced by working mothers is imperative to promote gender equality and empower women in both their careers and family lives.

CONCLUSION

This research highlights the complexities faced by working mothers, highlighting the empowerment and challenges inherent in balancing professional and family roles. This study highlights the spectrum of emotional responses—from pride, gratitude, guilt to anxiety—that are strongly influenced by the support systems available to these women. Effective support, such as workplace flexibility and empathetic partners, improves emotional well-being and work-life balance, thereby reducing conflict between professional obligations and personal life. Key personal strategies such as realistic expectation management and good time management are essential in dealing with the dual demands of work and motherhood. These strategies are essential for maintaining mental health and overall life satisfaction. These findings suggest increasing supportive environments both in the workplace and within the family, which is important for the well-being of working mothers. This call for the advancement of policies that encourage workplace flexibility and strong family support networks, aiming for a more inclusive approach to work-family dynamics.

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