

The Effects of COVID-19 Work Demands on Mental Health and Work-Family Conflict: The Moderating Role of Supervisor Support



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This study examined the impact of the COVID-19 pandemic on a worker sample from the Dominican Republic, Puerto Rico, and the United States of America by exploring the perception of job demands (CWD) and resources and its impact on mental health (anxiety and depression) and work-family conflict (WFCDC). In addition, we examined the mediating role of work-family conflict and the moderating role of supervisor support in the relationship between work demands due to COVID-19 and mental health. A convenient sample of 352 workers participated in this study. A partial least squares structural equation modeling was conducted to test the hypotheses. The results provide evidence regarding the detrimental effects of work demands on employees' mental health and work-family conflict. The direct effects of supervisor support indicate that it has a negative and substantial relationship with psychological well-being and work-family conflict. These results imply that the supervisor's support functions as an employee resource. In terms of the effect of WFCDC on mental health, our results indicate that conflicts between work and family responsibilities significantly mediate the relationship between these variables and result in a decline in the workers' mental health. In terms of anxiety symptomatology, the WFCDC partially mediates the relationship between work demands and anxiety.

Keywords: Work demands; job resources; work-family conflict; supervisor support; mental health; psychological well-being.

Biography:

Dr. Valenzuela has over 18 years of experience in consulting, strategic management, organizational development, and human resources. Her work has led her to be involved with the challenges of leading and developing talent across cultures, including the United States, the Dominican Republic, Puerto Rico, and Colombia. Her research areas are mental health at work, work-family conflict, psychological well-being, workplace flexibility, DEI with a focus on women's inclusiveness practices, creativity, leadership, glass ceiling, change management, organizational justice, organizational citizenship, discrimination, bullying in the workplace, and sexual harassment. Currently, she teaches at the University of Saint Joseph.