

Emotional Dissonance and Self-Silencing Among Working Married Women in Kerala

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ABSTRACT

Working married women frequently experience emotional demands arising from both professional and family responsibilities. Managing these competing roles often requires the suppression of genuine emotions and personal needs, which may contribute to emotional dissonance and self-silencing. The present study examined the relationship between emotional dissonance and self-silencing among working married women in Kerala. A correlational research design was employed, and data were collected from 250 working married women aged 36–64 years using purposive sampling. Participants represented diverse occupational sectors, including education, healthcare, administration, and service industries. Emotional dissonance was measured using the Emotional Dissonance Scale developed by Zapf et al. (1999), while self-silencing was assessed using the Silencing the Self Scale developed by Jack and Dill (1992). Descriptive statistics and Pearson's product-moment correlation were used to analyse the data. The findings revealed a significant positive relationship between emotional dissonance and self-silencing ($r = .215, p < .01$), indicating that women who experience greater discrepancies between their felt and expressed emotions are more likely to suppress their thoughts, feelings, and personal needs in interpersonal relationships. These findings support Emotional Labor Theory and Silencing the Self Theory by highlighting the psychological consequences of sustained emotional regulation among working married women. The study emphasizes the importance of organizational support, emotionally healthy workplace practices, and interventions that promote authentic emotional expression and psychological well-being among women balancing occupational and family roles.

Keywords: Emotional Dissonance, Self-Silencing, Working Married Women

INTRODUCTION

In today's rapidly evolving workforce, women increasingly occupy diverse professional roles while simultaneously fulfilling traditional family responsibilities. Although women's participation in the workforce has expanded considerably, societal expectations continue to assign them primary caregiving and household responsibilities. Balancing these dual roles often requires substantial emotional regulation, creating psychological challenges that may adversely affect their emotional well-being. Among these challenges, emotional dissonance and self-silencing have emerged as important constructs for understanding women's emotional experiences within occupational and interpersonal contexts.

Emotional dissonance, introduced by Hochschild (1983), refers to the discrepancy between an individual's genuinely experienced emotions and the emotions that must be displayed to satisfy organizational or professional expectations. In occupations involving frequent interpersonal interactions, employees are often expected to regulate, suppress, or modify their emotional expressions regardless of their actual feelings. Morris and Feldman (1996) further conceptualized emotional labour as the regulation of emotional expressions during workplace interactions and identified emotional dissonance as one of its central components. Persistent emotional dissonance has been associated with emotional exhaustion, burnout, psychological distress, and reduced job satisfaction (Maslach & Jackson, 1981; Grandey, 2000). The Job Demands–Resources (JD–R) Model (Demerouti et al., 2001) provides an important theoretical framework for understanding emotional experiences in the workplace. According to this model, excessive job demands, including emotional labour, high workload, and interpersonal strain, increase employees' risk of burnout when adequate job resources such as organizational support, autonomy, and workplace flexibility are unavailable. Women employed in emotionally demanding professions—including healthcare, education, administration, and service sectors—often encounter continuous emotional regulation while simultaneously managing family responsibilities. Consequently, they experience increased psychological strain and difficulties maintaining a healthy balance between occupational and personal life.

Research has consistently demonstrated that work-related emotional demands extend beyond the workplace and influence family functioning and psychological well-being. Allen et al. (2000) reported that emotionally demanding occupations contribute to work–family conflict and psychological distress, particularly among women. Similarly, Grandey (2000) argued that continuous emotional regulation required in service-oriented professions increases stress and emotional exhaustion. Traditional gender-role expectations further intensify these challenges by encouraging women to assume nurturing and caregiving roles while discouraging the open expression of personal emotional needs (Bianchi et al., 2012; Eagly & Wood, 2013). Such expectations frequently compel women to suppress authentic emotional experiences to maintain interpersonal harmony.

The concept of self-silencing, proposed by Jack (1992), offers an important perspective for understanding women's emotional regulation within close relationships. Self-silencing refers to the tendency to suppress personal thoughts, feelings, and needs to avoid conflict and preserve important relationships. According to the Silencing the Self Theory (Jack, 1992), women are often socialized to prioritize others' needs over their own, resulting in emotional suppression that may eventually contribute to depression, diminished self-worth, emotional exhaustion, and impaired psychological well-being. Jack and Dill (1992) further identified four dimensions of self-silencing: externalized self-perception, care as self-sacrifice, silencing the self, and divided self, each reflecting different ways in which women internalize societal expectations and regulate emotional expression.

Several empirical investigations have highlighted the psychological consequences of emotional dissonance and self-silencing independently. Emotional dissonance has been linked with burnout, reduced job satisfaction, emotional exhaustion, and turnover intentions (Brotheridge & Lee, 2003; Goldberg & Grandey, 2007), whereas self-silencing has been associated with depression, marital dissatisfaction, emotional distress, and diminished psychological well-being (Ahmed & Iqbal, 2019; Jack & Dill, 1992). Despite the growing literature on these constructs, relatively few studies have examined how emotional dissonance experienced in occupational settings may contribute to self-silencing among working married women, particularly within the Indian socio-cultural context.

In India, cultural expectations frequently encourage women to maintain family harmony, fulfil caregiving responsibilities, and suppress personal emotional needs, even while pursuing professional careers. These social expectations may intensify the emotional demands associated with employment and increase the likelihood of both emotional dissonance and self-silencing. Understanding the relationship between these psychological constructs is therefore essential for developing organizational policies and mental health interventions that promote emotional authenticity, healthy emotional regulation, and psychological well-being among working women.

The present study seeks to examine the relationship between emotional dissonance and self-silencing among working married women in Kerala. By exploring the association between these constructs, the study contributes to the growing literature on emotional labour, gendered coping processes, and women's mental health within contemporary occupational settings. The findings are expected to provide valuable implications for organizational practices, counselling interventions, and workplace policies designed to support women's psychological well-being and improve work–life integration.

Theoretical Framework

1. Emotional Labor Theory

Emotional Labor Theory proposed by Hochschild (1983), explains that many occupations require employees to regulate or modify their emotional expressions to comply with organizational display rules. Emotional dissonance arises when there is a discrepancy between genuinely experienced emotions and emotions expressed in professional settings. Persistent emotional dissonance has been associated with emotional exhaustion, burnout, reduced job satisfaction, and psychological distress (Brotheridge & Lee, 2003; Grandey, 2003). Among working married women, continuous emotional regulation in professional environments may extend beyond the workplace and influence emotional functioning within family relationships.

2. Job Demands–Resources (JD–R) Theory

The Job Demands–Resources (JD–R) Theory (Bakker & Demerouti, 2007; Bakker & Demerouti, 2017) proposes that every occupation consists of job demands and job resources. Job demands, including workload, emotional labour, and interpersonal pressures, require sustained psychological effort and may contribute to stress and burnout. In contrast, job resources such as supervisor support, autonomy, and workplace flexibility enhance motivation and buffer the adverse effects of excessive demands. The theory suggests that insufficient resources combined with high emotional demands increase psychological strain among working women managing both occupational and family responsibilities.

3. Conservation of Resources (COR) Theory

The Conservation of Resources (COR) Theory, developed by Hobfoll (1989), proposes that individuals strive to obtain, preserve, and protect valuable personal resources such as emotional energy, time, and psychological well-being. Stress occurs when these resources are threatened or depleted. Repeated emotional regulation without adequate recovery gradually exhausts personal resources, increasing vulnerability to emotional exhaustion, disengagement, and psychological distress. For working married women, balancing occupational responsibilities with family obligations may accelerate resource depletion and contribute to emotional dissonance.

4. Stress–Strain–Outcome (SSO) Model

The Stress–Strain–Outcome (SSO) Model explains how workplace stressors influence employee well-being through psychological strain. Occupational stressors such as emotional labour, excessive workload,

and interpersonal demands contribute to emotional exhaustion, burnout, reduced job satisfaction, and impaired work performance. Previous research has shown that emotional dissonance functions as an important mechanism linking workplace stressors with adverse psychological outcomes, including work–family conflict and emotional strain (Cheung & Tang, 2010; Grebner et al., 2003). The model therefore provides an explanatory framework for understanding how prolonged emotional regulation may affect broader aspects of women's psychological functioning.

5. Silencing the Self Theory

The Silencing the Self Theory, proposed by Jack (1992), explains that women are often socialized to prioritize relationship harmony by suppressing their own thoughts, emotions, and personal needs. According to this theory, self-silencing is not a stable personality characteristic but a relational coping strategy influenced by social expectations and interpersonal contexts. Jack and Dill (1992) identified four dimensions of self-silencing: externalized self-perception, care as self-sacrifice, silencing the self, and divided self. Persistent engagement in these behaviours may contribute to depression, emotional distress, reduced self-worth, and impaired psychological well-being.

Drawing upon these theoretical perspectives, the present study proposes that working married women who experience higher levels of emotional dissonance are more likely to engage in self-silencing behaviours. Emotional Labour Theory explains the origin of emotional dissonance in occupational settings, whereas the JD–R Theory, COR Theory, and SSO Model describe how sustained emotional demands contribute to psychological strain. Silencing the Self Theory explains how women may cope with such strain by suppressing their emotional expression and personal needs to maintain interpersonal harmony. Together, these theories provide a comprehensive framework for examining the association between emotional dissonance and self-silencing among working married women in Kerala.

REVIEW OF LITERATURE

Jeon et al. (2022) examined emotional dissonance among married women employed in financial call centers and found that emotional dissonance significantly increased job stress and reduced intrinsic motivation. The study also revealed that work overload and work–family conflict intensified the negative effects of emotional dissonance. These findings suggest that married working women experience unique challenges due to the simultaneous demands of occupational and family roles. However, the study did not investigate whether emotional dissonance contributes to self-silencing behaviors among married women.

Naeem et al. (2021) investigated the relationships among self-silencing, marital conflict, dissociation, and depression among married women. Their findings demonstrated significant positive associations between self-silencing and psychological distress, indicating that women who frequently suppress their emotions are more vulnerable to depression and emotional difficulties. The study further showed that self-silencing partially mediated the relationship between marital conflict and depressive symptoms. These findings emphasize the importance of understanding self-silencing among married women; however, the interaction between self-silencing and occupational emotional demands was not explored.

Holman et al. (2008) examined the effects of emotional dissonance on employee well-being and found that emotional dissonance was positively associated with burnout and negatively associated with job satisfaction. The study revealed that employees experiencing greater emotional dissonance were more likely to engage in surface acting, involving the suppression or faking of emotions to meet organizational expectations. These findings highlight the psychological consequences of emotional labor and indicate

that persistent emotional incongruence can adversely affect mental health. However, the study did not examine emotional dissonance within the context of women balancing occupational and family roles.

Jack (1991) introduced the theory of self-silencing, explaining how individuals, particularly women, suppress their emotions, thoughts, and personal needs in order to maintain interpersonal relationships and avoid conflict. According to this theory, self-silencing is associated with psychological distress, depression, and diminished self-expression. The concept provides an important framework for understanding how married women may internalize emotions and prioritize relational harmony over personal emotional needs. Nevertheless, the theory did not specifically address the role of workplace emotional demands in the development of self-silencing behaviours.

NEED AND SIGNIFICANCE OF THE STUDY

The increasing participation of women in the workforce has resulted in complex role expectations, where women are required to balance professional responsibilities with family obligations. Working married women often experience emotional demands in both occupational and interpersonal settings, which may require continuous regulation and suppression of personal emotions. Prolonged emotional dissonance and self-silencing may negatively influence psychological well-being, emotional authenticity, and relationship satisfaction.

Understanding the association between emotional dissonance and self-silencing is significant because it highlights the emotional challenges experienced by women managing multiple roles. The findings of the study may contribute to occupational psychology by emphasizing the importance of emotionally supportive workplaces, effective stress management strategies, and interventions that promote authentic emotional expression. Additionally, the findings may assist counsellors and mental health professionals in developing gender-sensitive approaches to address emotional suppression and role-related psychological strain among working women.

STATEMENT OF THE PROBLEM

The present study aims to examine the relationship between emotional dissonance and self-silencing among working married women in Kerala.

VARIABLES OF THE STUDY

The present study employs a correlational research design to examine the relationship between emotional dissonance and self-silencing among working married women in Kerala. The research framework consists of one independent variable and one dependent variable.

Independent Variable

- **Emotional Dissonance**

A psychological variable referring to the discrepancy between an individual's experienced emotions and the emotions they are expected or required to express in a particular situation. In the present study, emotional dissonance represents the level of emotional conflict experienced by working married women due to the suppression or modification of their genuine emotional expressions in professional and personal contexts.

Dependent Variable

- **Self-Silencing**

A psychological variable referring to the tendency of individuals to suppress their thoughts, feelings,

needs, and opinions in interpersonal relationships to maintain harmony, avoid conflict, or fulfil perceived social and relational expectations. In this study, self-silencing represents the extent to which working married women inhibit their emotional expression and personal viewpoints within marital and social contexts.

Objectives of the Study

To examine the relationship between emotional dissonance and self-silencing among working married women.

Hypothesis of the Study

There will be a significant relationship between emotional dissonance and self-silencing among working married women.

RESEARCH METHODOLOGY

This section presents the systematic framework adopted for conducting the present study. It describes the research design, population, sample selection, inclusion and exclusion criteria, tools used for data collection, data collection procedure, and statistical techniques employed for analyzing the relationship between Emotional dissonance, and self-silencing among working married women in Kerala. The study follows a quantitative approach using a correlational research design to examine the associations among the selected psychological variables.

Research Design

Research design refers to the overall plan or framework that guides the process of data collection, measurement, and analysis to answer research questions systematically. It provides a structured approach for examining relationships among variables without introducing manipulation or experimental control. The present study adopted a correlational research design to investigate the relationship among emotional dissonance, and self-silencing among working married women. This design was considered appropriate as the study aimed to identify the extent of association between naturally occurring psychological variables without manipulating any conditions.

Data were collected at a single point of time using standardized psychological instruments. The collected data were analyzed using descriptive and inferential statistical methods to understand the relationship between work–family conflict, emotional dissonance, and self-silencing.

Population and Sample

A population refers to the complete group of individuals possessing specific characteristics relevant to a research investigation. The population of the present study comprised working married women residing in Trivandrum, Kerala, India.

From this population, a sample of 250 working married women was selected using a non-probability purposive sampling technique. Purposive sampling was adopted as the study required participants who met specific demographic and occupational criteria relevant to the research objectives.

The participants belonged to the age range of 36–64 years, representing the middle adulthood period. The sample included working women employed in both government and private sectors across different occupational areas such as education, healthcare, administration, and service-related professions.

The selected sample was considered appropriate for examining emotional and relational experiences among working married women within their occupational and family environments.

• Inclusion Criteria

The participants were selected based on the following inclusion criteria:

- Female participants who were legally married and currently residing with their spouse.
- Working married women belonging to the middle adulthood age group (36–64 years).
- Women employed in full-time or part-time occupations.
- Participants residing within Trivandrum district, Kerala.

- **Exclusion Criteria**

Participants were excluded from the study based on the following criteria:

- Pregnant working women were excluded from the study.
- Participants with diagnosed severe psychological disorders or chronic physical illnesses that significantly affected daily functioning were excluded.
- Participants who did not provide informed consent or failed to complete the questionnaires were excluded.

Tools

The following tools were used for collecting data from the participants:

1. Personal Data Sheet (Prepared by the Investigator)
2. Work–Family Conflict (WFC) and Family–Work Conflict (FWC) Scale (Netemeyer, Boles, & McMurrian, 1996)
3. Emotional Dissonance Scale (Zapf et al., 1999)
4. Silencing the Self Scale (Jack & Dill, 1992)

1. Personal Data Sheet (Demographic Questionnaire)

A personal data sheet developed by the investigator was used to collect socio-demographic information of the participants. The questionnaire gathered basic personal details including marital status, socioeconomic status, number of children, occupational details, and other relevant demographic characteristics.

The demographic information was collected to describe the characteristics of the sample and provide a better understanding of the participants included in the study.

2. Emotional Dissonance Scale

Emotional dissonance was assessed using four items developed by Zapf et al. (1999). The scale measures the discrepancy between an individual's actual emotional experiences and the emotions they are required to display in occupational settings. Participants respond using a 5-point Likert scale, where higher scores indicate greater levels of emotional dissonance. The scale demonstrated good internal consistency with a reported Cronbach's alpha coefficient of 0.848, indicating strong reliability. The scale has also established construct validity and criterion-related validity.

3. Silencing the Self Scale (STSS)

The Silencing the Self Scale (Jack & Dill, 1992) is a 31-item standardized questionnaire designed to assess the tendency of individuals to suppress their emotions, thoughts, and needs within intimate relationships.

The scale consists of four subscales:

1. Externalized Self-Perception: Measures the extent to which individuals evaluate themselves based on others' perceptions.
2. Divided Self: Assesses the discrepancy between internal feelings and outward expressions or behaviours.
3. Care as Self-Sacrifice: Measures the belief that maintaining relationships requires sacrificing personal needs.

4. Silencing the Self: Assesses the extent to which individuals inhibit self-expression to avoid interpersonal conflict.

The scale consists of both positively and negatively scored items. Five items (1, 8, 11, 15, and 21) are reverse scored to control response bias. Total scores range from 31 to 155, with higher scores indicating greater self-silencing tendencies. The scale demonstrates high test-retest reliability ranging from 0.88 to 0.94. Construct validity has been established through significant relationships with psychological measures such as the Beck Depression Inventory.

Data Collection Procedure

The data collection procedure was carried out among working married women aged between 36 and 64 years residing in Trivandrum, Kerala.

Prior permission was obtained from relevant institutions and administrators before approaching potential participants. The purpose and significance of the study were explained clearly to the participants, and informed consent was obtained before data collection.

Participants were assured that their responses would remain confidential and would be used only for academic research purposes.

The Personal Data Sheet and standardized psychological scales were compiled into a questionnaire booklet with clear instructions. The investigator provided necessary explanations to ensure that participants understood the response procedures. After completion, all questionnaires were carefully reviewed to identify missing responses. Incomplete questionnaires were excluded to maintain the accuracy and reliability of the dataset. The collected responses were systematically coded and entered into a Microsoft Excel spreadsheet. The organized dataset was subsequently used for statistical analysis.

Analysis of Data

The collected data were analyzed using appropriate descriptive and inferential statistical techniques.

1. Descriptive Statistics

Descriptive statistics were used to summarize the demographic characteristics and psychological variables of the participants.

The following measures were calculated:

- Frequency and percentage distribution for socio-demographic variables.
- Mean and standard deviation for psychological variables emotional dissonance, and self-silencing.

2. Inferential Statistics

Inferential statistical methods were used to examine relationships among the study variables and test research hypotheses. The following statistical technique were employed:

- **Pearson Product Moment Correlation**

Used to examine the relationship between work–family conflict, emotional dissonance, and self-silencing.

RESULTS AND DISCUSSIONS

Result Analysis

Descriptive Statistics for Emotional Dissonance and Self-Silencing

Table 1

Descriptive Statistics for Emotional Dissonance and Self-Silencing

Variable	N	Minimum	Maximum	Mean	Std. Deviation
Emotional Dissonance	250	4	20	11.90	2.91
Self-Silencing	250	31	155	108.00	15.03

Table 1 represents the descriptive evaluation of the primary psychological variables examined in the present study among working married women. The total sample consisted of 250 participants (N = 250). The scores obtained for Emotional Dissonance ranged from a minimum value of 4.00 to a maximum value of 20.00, with a mean score of 11.90 and a standard deviation of 2.91. The findings indicate that participants experienced a moderate level of emotional dissonance, reflecting a certain degree of discrepancy between their genuine emotions and the emotions they are required to display in occupational settings.

The scores for Self-Silencing ranged from 31.00 to 155.00, with a mean score of 108.00 and a standard deviation of 15.03. The findings indicate a relatively higher tendency among working married women to suppress their emotions, thoughts, and personal needs in interpersonal relationships.

The descriptive findings suggest that working married women experience considerable emotional regulation demands, which may influence their tendency to inhibit self-expression within relational contexts.

Relationship Between Emotional Dissonance and Self-Silencing

Table 2

Pearson Correlation Between Emotional Dissonance and Self-Silencing

Variables	Emotional Dissonance	Self-Silencing
Emotional Dissonance	—	.215**
Self-Silencing	.215**	—

**Note: N = 250, $p < .01$

Table 2 presents the Pearson Product Moment Correlation between Emotional Dissonance and Self-Silencing among working married women.

The results indicate a significant positive correlation between Emotional Dissonance and Self-Silencing ($r = .215$, $p < .01$). This indicates that participants experiencing higher levels of emotional dissonance are more likely to demonstrate increased self-silencing behaviours. The positive relationship suggests that when women frequently experience conflict between their true emotional experiences and the emotions, they are expected to express in professional settings, they may be more likely to suppress their own feelings and opinions in personal relationships.

Discussion

The primary objective of the present study was to examine the relationship between Emotional Dissonance and Self-Silencing among working married women in Trivandrum, Kerala. The findings revealed that emotional experiences within occupational environments are significantly associated with interpersonal emotional expression patterns.

The descriptive findings indicated a moderate level of emotional dissonance among participants (Mean = 11.90, SD = 2.91). This suggests that working married women experience situations where their internally felt emotions may not always correspond with the emotions, they are expected to display at work. Such emotional regulation demands are commonly observed in occupations involving interpersonal interactions and service-oriented responsibilities.

The findings also revealed comparatively higher levels of self-silencing among participants (Mean = 108

.00, SD = 15.03). This indicates that many working married women may suppress their thoughts, feelings, and personal needs in order to maintain interpersonal harmony and fulfil relational expectations.

The hypothesis proposed that there would be a significant relationship between Emotional Dissonance and Self-Silencing was supported by the findings. Pearson correlation analysis revealed a significant positive relationship between the two variables, $r = .215$, $p < .01$. This indicates that emotional dissonance contributes to an increased tendency toward self-silencing among working married women.

The finding is consistent with Hochschild's (1983) Emotional Labor Theory, which explains that employees often regulate their emotional expressions according to workplace expectations. Continuous emotional regulation and suppression of genuine feelings may create psychological strain and emotional exhaustion.

The results also support Jack's (1991) Silencing the Self Theory, which proposes that women may suppress their own thoughts, desires, and emotions to preserve relationships and avoid interpersonal conflict. Jack and Dill (1992) emphasized that self-silencing develops when maintaining relationships becomes more important than authentic self-expression.

The relationship between emotional dissonance and self-silencing can also be understood through the perspective of emotion regulation. Gross and John (2003) suggested that habitual emotional suppression may negatively influence psychological well-being and interpersonal functioning. When individuals repeatedly suppress emotional experiences in professional settings, these patterns may extend into personal relationships.

In the cultural context of Indian society, women often experience expectations related to emotional caretaking, maintaining family harmony, and prioritizing others' needs. Such gender-based expectations may increase vulnerability to emotional suppression and self-silencing behaviours.

Although self-silencing may temporarily help individuals avoid conflict and maintain relational stability, prolonged suppression may contribute to emotional exhaustion, reduced self-worth, and psychological distress. Therefore, interventions focusing on emotional awareness, assertive communication, and supportive environments may help working married women develop healthier emotional expression patterns.

Overall, the findings contribute to understanding the relationship between emotional labour and relational coping among working married women. The study highlights the importance of promoting emotional authenticity and reducing unnecessary emotional suppression in both workplace and family contexts.

Implications of the Study

The findings highlight a critical spillover effect where professional emotional dissonance directly increases interpersonal self-silencing among working married women. To mitigate this psychological strain, organizations must cultivate psychologically safe environments and offer flexible workplace policies that buffer against resource depletion. At a clinical level, mental health practitioners should develop gender-sensitive counseling models emphasizing assertiveness training and authentic emotional awareness. Finally, at a societal level, these results underscore the urgent need to challenge traditional gender-role expectations that prioritize relationship harmony over women's personal emotional well-being.

Future Research Directions

Future studies should prioritize longitudinal research designs to track shifting self-silencing patterns over time. Researchers should also evaluate diverse geographic regions across India. Exploring moderating variables like organizational support is highly critical. Future work must investigate specific household

dynamics and labor division. Comparing distinct occupational sectors will isolate sector-specific risks. Finally, tracking objective health outcomes can map chronic physical strain

Conclusion

The present study examined the relationship between Emotional Dissonance and Self-Silencing among working married women in Trivandrum, Kerala. The findings demonstrated a significant positive association between the two variables, indicating that women who experience greater emotional conflict between felt and expressed emotions are more likely to engage in self-silencing behaviours.

The findings support theoretical explanations provided by Emotional Labor Theory (Hochschild, 1983) and Silencing the Self Theory (Jack, 1991). Emotional demands in professional environments may contribute to emotional suppression, which can influence interpersonal communication and self-expression within personal relationships.

The study highlights that working married women often navigate multiple emotional expectations across professional and family domains. Continuous emotional regulation, combined with social and cultural expectations regarding women's roles, may increase the likelihood of suppressing personal needs and emotions.

The findings emphasize the importance of creating supportive workplace environments that encourage emotional authenticity and psychological safety. Additionally, counselling interventions focusing on assertiveness training, emotional regulation skills, and healthy communication may help reduce self-silencing tendencies among working married women.

Overall, the study contributes to the understanding of emotional processes influencing women's psychological experiences by demonstrating how emotional dissonance is associated with self-silencing within the Indian socio-cultural context.

Acknowledgements

We extend our deepest gratitude to the 250 working married women in Trivandrum, Kerala, whose voluntary participation and shared personal experiences formed the vital foundation of this research. We are immensely grateful to the institutional administrations across the education, administration, and service sectors for granting permissions to conduct our data collection smoothly. Special appreciation goes to the Department of Psychology at Gregorian College of Advanced Studies, Sreekariyam, for providing the necessary academic infrastructure and support. Finally, we thank our colleagues and families for their enduring patience and encouragement throughout the completion of this study.

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