

Work-Home Interference and Emotional Exhaustion: The Role of Psychological Detachment, Relaxation and Technology-Assisted Supplemental Work

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Abstract : The study examines the role of work-home interference, on enhancing emotional exhaustion in the branch officers of private MFIs in India. Additionally, the moderating role of recovery experiences and technology-assisted supplemental work (TASW) were studied. With the increasing expectations to perform job related tasks at home, technology-assisted supplemental work (TASW) was hypothesized to positively moderate the relationship between work-home interference and emotional exhaustion. Further, it was expected that recovery experiences-psychological detachment, relaxation will help to recover and unwind from work and negatively moderate the relationship between work-home interference and emotional exhaustion. Results of SEM-analyses largely offered support for the hypotheses. These findings increase our insight in the processes leading to increased emotional exhaustion and suggest that employees can protect themselves from emotional exhaustion by keeping a tab on technology-assisted supplemental work and facilitating recovery experiences.

Keywords : emotional exhaustion, India, microfinance institutions (MFIs), work-home interference

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