

Effect emotional Labor & role stress On job satisfaction and intention to leave through Burn out in Rasht department of economic affairs and finance.

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Just having a job leave intention is undesirable for the organization, because high levels of turn over intention can have an indirect negative effect on the job, such as withdrawal and low participation in the job. also withdrawal can occur as a delay, absenteeism, avoidance behavior, and loss of function. With attention to the importance of this issue, this study seeks to answer this question, Whether role stress, emotional exhaustion and burnout can have a significant effect on job satisfaction turn over intention staff of Guilan province. this research is descriptive about nature and applied about the goal. A questionnaire tool was used to collect information. The statistical population of the research is employees of the General Directorate of Finance in Guilan province, and 108 of them were obtained as a research sample by the Cochran formula for limited society. Sampling method was available in this study. To test the reliability of the questionnaire, Cronbach's alpha was used which was more than 0.7 for all variables. Structural equations were used to analyze the data and SPSS and pls software. All hypotheses were confirmed by this study. The results show that the most severely effect is related to burnout on employee satisfaction at the General Directorate of Economic Affairs and Finance of Gilan, and the lowest severity of the effect is related to burnout on staff turn over intention at the Guilan General Directorate of Economic Affairs and Finance .

Keywords : Keywords: role stress, turn over intention, job satisfaction, job burnout, emotional work

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