

The Relationship between Emotional Workforce and Job Burnout and Staff Performance in Service Organizations (Case Study: Rasht Hospitals)

Asadollah Ahmadi Shalkeh*,

Organizational space is changing rapidly and with increasing economic growth and increased competition among service providers, the management of workplace feelings has become increasingly important. Increasing competition between service providers and the development of economic services has led organizations to focus on communication between employees and the client in expressing the right feelings. Managing employees' emotions at the workplace is increasingly important, it plays a key role in achieving success for organizations. Emotional workforce is a vital aspect of many jobs that employees are required to observe with their clients and caretakers. Therefore, this research seeks to investigate the effect of emotional labor on performance and exhaustion. In this study, the role of moderating emotional intelligence in the relationship between emotional workforce and burnout, as well as the role of moderating job commitment in the relationship between emotional workforce and burnout among nurses in Poursina Hospital of Rasht, is to be considered, in the end, by providing the best solutions for this. It is a matter of preventing the exhaustion of nurses as well as improving their performance; on the other hand, they raise the customer's satisfaction with providing the final services, which is the ultimate goal in this regard. The results of the study showed that emotional labor affects job performance and job burnout, and the role of moderating emotional intelligence and job commitment was confirmed in the relationship between emotional labor and burnout, and emotional workforce and job performance respectively. Finally, in this research, applied proposals were presented to achieve maximum goals. Keywords: Emotional labor, burnout, performance, emotional intelligence, commitment

Keywords : Emotional labor, burnout, performance, emotional intelligence, commitment

[Islamic Azad University, Rasht Branch - Thesis Database](#)
[دانشگاه آزاد اسلامی، واحد رشت - سامانه بانک اطلاعات پایان نامه ها](#)