

## **The Role of Emotional Labour Strategies and Perceived Social Support on Teacher Turnover Intentions: An Examination of the Mediating Role of Job Burnout**

### **Abstract**

The increasing job burden on teachers under the COVID-19 pandemic may lead them to think about the turnover intention. The current study, therefore, aimed to test the direct effects of both emotional labor strategies and perceived social support on teacher turnover intention. In addition, the study aimed to explore the mediated role of job burnout in the relationship between emotional labor strategies, perceived social support, and teacher turnover intention. To achieve the objectives of the study, four measures were applied, including job burnout, teacher emotional effort, perceived social support, and teacher turnover intention. The psychometric properties of instruments were investigated in a sample of (170) teachers. Using the path analysis method in Amos 23, the supposed structural model was a good fit with data from 260 teachers. The results revealed that there were negative direct effects and indirect effects (via job burnout and strategies of natural acting of emotions and surface acting) of social support on teacher turnover intention. In addition, the results indicated that there were negative direct effects and indirect effects (via emotional labor strategies) of perceived social support on job burnout. Furthermore, there was also a negative direct effect of social support on the strategy of surface acting. The results also indicated a negative direct effect of natural acting and deep acting strategies on both teacher turnover intention and job burnout. Furthermore, there was an indirect effect of these two strategies on teacher turnover intention via job burnout. There was also a direct positive effect of social support on natural acting and deep acting. In addition, there was a direct positive effect of surface acting strategy on teacher turnover intention and job burnout and an indirect effect on turnover intention via job burnout. Finally, there was a direct positive effect of job burnout on turnover intention.

**Keywords:** Job Burnout, Emotional Labour Strategies, Perceived Social Support, Turnover Intention