

عنوان مقاله:

Modelling of emotional exhaustion role on workplace ostracism: A cross-sectional study on Sepah Bank branches in northern provinces of Iran

محل انتشار:

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خلاصه مقاله:

Background and aims: Workplace ostracism is the degree to which a person feels ignored by others in the workplace. This study aimed to evaluate the role of emotional exhaustion on workplace ostracism in Sepah Bank branches in Northern provinces of Iran. Methods: The present cross-sectional study was conducted as a field survey. The statistical population included ۱۴۷۲ employees of Sepah Bank branches in Northern provinces of Iran. According to the Cochran's sample size formula, ۳۰۶ individuals were identified as the research sample. The research tool was a ۴۹-item researcher-made questionnaire, the validity of which was confirmed after reviewing the experts' opinions. The reliability of the questionnaire was ۰.۸۲ for emotional exhaustion and ۰.۸۵ for workplace ostracism. In this study, the structural equation method was used. Data analysis was performed using SPSS and LISREL. Results: The results of the study showed that the mean of emotional exhaustion and workplace ostracism was ۲.۳۱ and ۲.۵۷, indicating an undesirable status of these variables. In addition, emotional exhaustion had a significant effect on the workplace ostracism ($P=۰.۰۰۱$; effect=۰.۲۲; $t=۳.۲۵$). Conclusion: Given the serious impact of emotional exhaustion on workplace ostracism, Sepah Bank should plan programs to reduce emotional exhaustion.

کلمات کلیدی:

Emotional exhaustion, Ostracism, Organization, Work environment

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