A PRELIMINARY STUDY ON THE RELATIONSHIP AMONG EMOTIONAL LABOR, JOB BURNOUT, AND POSITIVE COPING STRATEGIES OF SOCIAL WORKERS IN TAIWAN

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ABSTRACT

With positive coping strategies as the moderating variable, this research aims to explore social workers' emotional labor's influence on job burnout. It also discusses its moderating effect in the influence of social workers' emotional labor on job burnout. The researchers adopted questionnaire survey to investigate 384 social workers in Taiwan, among which the male=136 (35.42%) and the female=248 (65.48%). Both genders accepted measurement of the home-made Emotional Labor Scale, the Job Burnout Scale, and the Positive Coping Strategies Scale, all of which have good reliability and validity proceeding after pre-tests. In addition after the questionnaires returned, with structural equation modeling (SEM), we analyzed the influence of social workers' emotional labor on job burnout as well as the positive coping strategies, finding the moderating effect in the relationship between the two latent variables. Furthermore, the results show the significantly positive influence of social workers' emotional labor on job burnout. The research results prove that the positive coping strategies significantly moderate the influence of social workers' emotional labor on job burnout. At the end of this research, suggestions for practice and studies in the future are proposed.

Keywords: Coping strategies, emotional labor, job burnout, social workers.