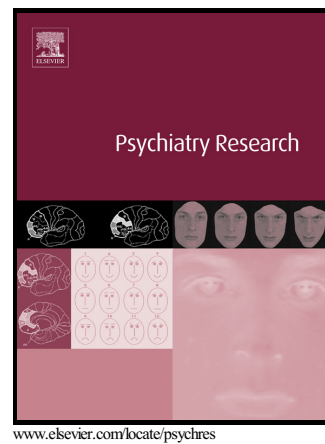


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Positive resources for combating job burnout among Chinese telephone operators: resilience and psychological empowerment

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Abstract

Job burnout is a major concern within the service industry. However, there is a lack of research exploring positive resources for combating burnout among telephone operators. The purpose of this study was to examine the associations between resilience, psychological empowerment, and job burnout, and the mediating role of psychological empowerment. A cross-sectional survey of 575 telephone operators was conducted in 2 call centers in Shandong Province, China. Self-report questionnaires were used to assess job burnout symptoms, resilience, and psychological empowerment. Hierarchical linear regression was performed to analyze the degree to which resilience and psychological empowerment are associated with job burnout, and the mediating role of psychological empowerment. The results showed that resilience and psychological empowerment had significant “net effects” on job

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