

The Impact of Career Motivation, Emotional Exhaustion on Job
Satisfaction and Turnover Intention
A Study of Hotel Frontline Employees in Malaysia

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ABSTRACT

This study develops and tests a model that investigates the effects of career motivation and emotional exhaustion on job satisfaction and turnover intention. Using data from frontline employees in Kuala Lumpur Results show that emotional exhaustion is positively related to employee turnover intention and negatively related to job satisfaction. However, the study results demonstrate that extrinsic and intrinsic motivations have significant relationship with intrinsic and extrinsic job satisfaction. Results indicate that emotional exhaustion leads to job dissatisfaction, Results reveal that intrinsic motivation is significantly related to job satisfaction, and turnover intention. In addition, the study results provide empirical support for the negative impact of job satisfaction on employee turnover intention. Discussion and implications of the results are presented in the study.

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List of Abbreviation

EX	Emotional Exhaustion
CM	Career Motivation
JS	Job Satisfaction
TI	Turnover Intention