

## **The Effect of Job Characteristics on Turnover Intention: The Mediating Role of Emotional Exhaustion and Job Satisfaction**

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### **Abstract**

Motivation refers to an internal force that influences the direction, intensity, and persistence of an individual's behavior. Low levels of work motivation leads to a sense of helplessness, depressed mood, and low levels of goal-directed action. This research was designed to investigate the effect of job characteristics (JCM) on turnover intention regarding the mediating role of job satisfaction and emotional exhaustion, in 80 knowledge worker of a technical equipment company. The participants completed job characteristics, turnover intention, job satisfaction and emotional exhaustion questionnaires. Structural equation modeling (SEM) through AMOS 18 was used for data analysis. The results indicated that, there was a significant relationship between job characteristics and turn over intention with full mediating role of job satisfaction and emotional exhaustion.

**Keywords:** job characteristics, turnover intention, job satisfaction, emotional exhaustion.