A Study of the Relationships among Social Support, Psychological Safety, and Job Burnout - A Case of the Employees in Cross-Strait Electronics Industry

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ABSTRACT
The purpose of this study was to understand the relationship between social support, psychological safety, and job burnout in the cross-strait electronics industry. Survey data were collected from electronic factories in Guangzhou, mainland China, Shanghai Kunshan plant, Toufen plant, and The Guany plant in Taiwan. A total of 800 questionnaires were distributed, with 745 valid responses, resulting in a recovery rate of 93%. After removing invalid questionnaires, 728 valid questionnaires were used for analysis. The effective rate was 91%.

Effective sample descriptive statistics, factor analysis, reliability analysis, correlation analysis, and hierarchical regression analysis were conducted. The research results indicated the following findings:

1. Social support has a significantly negative impact on job burnout. That is, the lower the perceived social support, the higher the job burnout.
2. Social support has a significant positive impact on psychological safety. That is, the higher the perceived social support, the higher the psychological safety.
3. Psychological safety has a significant negative impact on job burnout. That is, the lower the perceived psychological safety, the higher the job burnout.
4. Psychological safety has a partial mediating effect on the relationship between social support and job burnout. Noticeable, the perceived social support and burnout show psychological safety as a mediating factor, leading to a less negative effect.

Keywords: social support, psychological safety, job burnout

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