

# The Influence of Organizational Justice, Leader-Member Exchange, and Information Overload on Burnout ?A Case of Banking

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## ABSTRACT

The purpose of this study is to examine the influence of organizational justice, leader-member exchange, and information overload on job burnout. In the research, organizational justice includes three dimensions: distribution, procedural and interaction justice. In addition, leader-member exchange includes four dimensions: affect, loyalty, contribution, achievement. Finally, burnout includes three dimensions: emotional exhaustion, depersonalization, diminished personal accomplishment. In this research, the sample of data is from 445 bank tellers. The major results as follows: 1. The result indicates distribution justice have strong influence on burnout. 2. The result indicates the dimension of contribution of leader-member exchange has strong influence on depersonalization, diminished personal accomplishment. 3. The result indicates information overload have influence on burnout.

Keywords : Leader-Member Exchange, Organizational Justice, Burnout, Information Overload

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