

ABSTRACT OF THE DISSERTATION

THE MODERATING EFFECTS OF EMOTIONAL LABOR BETWEEN AGREEABLENESS AND EMOTIONAL EXHAUSTION IN K-12 TEACHERS

by

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THE BOYER GRADUATE SCHOOL OF EDUCATION, 2018

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The purpose of this research was to investigate how emotional exhaustion in teachers might be influenced by their personality. Emotional exhaustion describes the condition of being intellectually and emotionally drained, which can be so debilitating that the sufferers need to disconnect from their work and rediscover their energies before they can continue. Emotional exhaustion is a condition found in teachers and many similar face-to-face, public service occupations. This study investigated how a teacher's personality might have an impact on that teacher's emotional exhaustion according to the level and type of emotional labor the teacher has to perform in order to maintain a required level of agreeableness. A quantitative study incorporating three multiple-choice questionnaires was administered online to K-12 teachers in a large suburban school district in Utah County, Utah. Questionnaires measured each teacher's level of (1) agreeableness, (2) emotional labor, which is a measure of dissonance, and (3)

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emotional exhaustion. The emotional labor levels (variable 1) of those respondents identifying themselves as highly agreeable, were then measured against their emotional exhaustion levels (variable 2) using the Pearson Product Moment Correlation (PPMC) to show the strength of the relationship. Results indicated a positive correlation between emotional labor and emotional exhaustion and a negative relation between agreeableness and emotional exhaustion. The more emotional labor teachers have to undertake to maintain their required level of agreeableness, the more emotionally drained they will be, and the more agreeable a teacher is, the less emotionally exhausted they will become. No significant interaction was found between agreeableness and emotional labor acting on emotional exhaustion. Findings of this study can be used to help discover ways to ameliorate emotional exhaustion among K-12 teachers, which can lead to increased teacher longevity and greater stability in schools.