



CITATION

In her thesis, Ms Mmakola investigates how an overwhelming work environment, without organisational support, culminates in job burnout and turnover intention, negatively impacting productivity and service delivery. Building on this and using a quantitative approach, she modified the conceptual model to enrich theoretical comprehension of the correlation between job burnout and turnover intention, exploring the moderating role of perceived organisational support. Ms Mmakola also makes a significant contribution by proposing innovative HR strategies and a policy brief to assist institutions of higher learning, public and private sector organisations in reducing job burnout and turnover intention through organisational support. The study findings contribute to the existing literature through the lens of COR theory, organisational support theory and Herzberg's two-factor theory. The study recommends that institutions should support and care for their employees by providing the necessary resources to minimise job burnout and turnover intention. Ms Mmakola has presented her results at an international conference, and one paper has been accepted for publication in a DHET-accredited journal