

## Effects of Workload on Burnout and Turnover Intention of Medical Staff: A Study

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**KEYWORDS** Workload. Burnout. Turnover Intention. Medical Industry. Emotional Exhaustion

**ABSTRACT** Medical staff is forced to leave the work as they bear distinct stress and burnout from workload. When the amount of work is not reduced but increased from resigning employees, such a ferocious circle would eventually reduce medical quality. Taking the medical staff in Kaohsiung Chang Gung Memorial Hospital as the research sample, total 500 copies of questionnaires were randomly distributed. Having deducted invalid and incomplete ones, 327 copies are valid, with the effective retrieval rate 65%. The research results show 1.significantly positive effects of Workload on Burnout, 2.remarkably positive effects of Burnout on Turnover Intention, 3.notably positive effects of Workload on Turnover Intention, and 4.mediating effects of Burnout on the correlations between Workload and Turnover Intention. Based on the conclusions, some suggestions are proposed in this study, expecting to assist in the problems of high turnover rate of medical staff and the reducing medical quality caused by workload.