

## Turnover intentions in healthcare staff

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## Introduction

Earlier research has shown that turnover intentions in healthcare staff correlates with high workload and high emotional exhaustion. Nurses seem to be a particularly affected group, with higher turnover rates than other healthcare professionals. Some research has been done to investigate turnover intentions in healthcare professionals as a group, and some research has been done on healthcare work environment using JD-R (Job Demand-Resources) Theory, but few studies have focused on both.

## Aim

To investigate healthcare staffs' turnover intentions in relation to demands and resources at the workplace and relationships with staff wellbeing.

## Method

A cross-sectional correlational study. A survey was sent to healthcare professionals in Gävleborg, Sweden, in 2022. The survey contained questions of work environment (demands and resources), wellbeing and turnover intentions, comprised from validated scales (SCORE, COPSOQ). Data were analysed using SPSS (Spearman's rho, Mann-Whitney U test and Kruskal-Wallis test).

## Results

The survey had 416 responders, 330 women and 83 men and 3 undefined, with a response rate of 31%. The responders were from several different professions, including assistant nurses, registered nurses and physicians. Fourteen percent answered the question of turnover intention (i.e., "How often do you consider looking for work elsewhere?") with "always" or "often". High rates of turnover intentions were related to high emotional exhaustion ( $\rho > 0.5$ ). Moderate relationships ( $\rho > 0.4$ ) were seen between high rates of turnover intentions and poor improvement readiness, poor teamwork climate, poor growth opportunities, poor involvement in daily decision-making, poor social commitment in the workplace and high

stress. Weak relationships ( $\rho < 0.3$ ) were seen between high rates of turnover intentions and high workload and low satisfaction with given care. In addition, turnover intention was related to age, but no differences in turnover intentions were seen for gender or level of education.

## **Conclusions**

The results are similar to earlier research of turnover intentions regarding the association to stress and burnout symptoms. Workload did not correlate strongly to turnover intentions in this study, as it has in earlier research. This can perhaps be explained by the fact that different scales have been used in different studies. In conclusion, the results suggest that high demands and low resources are related to healthcare professionals' turnover intentions. More studies with similar design are needed to confirm and broaden the results.