

The effect of job burnout on the turnover intention of medical laboratory employees: A correlational study

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Problem & Background: The field of medical laboratory science is experiencing a shortage of qualified professionals. In addition, many laboratories are seeing an increase in the voluntary turnover of current laboratory personnel. The laboratory plays a vital role in patient care, providing health care practitioners with the results of laboratory analyses that are used to help diagnosis and treat patients. Therefore, it is important to address the current and future shortage in the medical laboratory workforce. There is limited research on factors affecting the turnover intentions of clinical laboratory employees. This study aimed to examine the effect of burnout on the turnover intention of clinical laboratory employees in Florida.

Methods: This study used a cross-sectional survey to explore the relationship between burnout and turnover intention among clinical laboratory employees in Florida. The Maslach Burnout Inventory – General Survey and a demographic questionnaire were used to collect data from licensed clinical laboratory directors, supervisors, technologists, and technicians. The data were analyzed using linear regression and ANOVA in SPSS.

Results: This study included a subsample of 184 Florida state-licensed medical laboratory employees out of 1,000 invited participants. Among clinical laboratory employees in Florida,


the findings revealed significant predictive relationships between all three dimensions of burnout (emotional exhaustion, cynicism, and professional efficacy) and turnover intention. Also, the study revealed a statistically significant difference between different age groups and professional efficacy.

Conclusion: These findings suggest that emotional exhaustion and professional efficacy are the best predictors of turnover intention. In an effort to reduce turnover among medical laboratory employees, laboratory managers must create strategies that will reduce burnout, thus decreasing employee turnover intention.

Speaker Biography

Hilton is Assistant Professor of Healthcare Administration at Saint Leo University in Savannah, Georgia. She is also certified by the American Society of Clinical Pathology as a Medical Laboratory Scientist. She received a Bachelor of Science degree in Chemistry from the University of South Carolina, a Bachelor of Science degree in Medical Laboratory Science from Armstrong Atlantic State University, a Master's degree in Healthcare Administration from Ashford University, and a PhD in Health Services - Healthcare Administration from Walden University. She has taught in higher education for over 7 years in the areas of chemistry, health science, and healthcare management. Hilton's 10+ years of medical laboratory experience includes working in the general core laboratory departments, toxicology, and health information technology. Her research interests include employee turnover, organizational commitment, and job burnout among medical laboratory personnel as well as student retention and satisfaction.

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