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RESEARCH ARTICLE

An Empirical Study of Job Burnout and Turnover Intentions of Emergency Physicians: Using Positive Psychological Capital as a Mediating Variable

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ARTICLE INFO	ABSTRACT
  *Corresponding Author: changjiang.deng@stu.nida.ac.th	Managing employee engagement and burning has always been a challenging problem for human resource management and companies in today's competitive corporate climate, both in terms of positive and poor organisational effects. To increase social workers' commitment, it is crucial to look into the factors that affect their desire to leave their jobs. Committed social workers have a significant effect on organisational structure performance as well as service quality. Occupational health psychology experts claim that higher turnover inclinations are correlated with lower work engagement levels. The purpose of this study is to assess how job satisfaction and depressive symptoms among emergency physicians in China relate to the effects of workplace stress on turnover intention. The study methods were designed to determine the levels of burnout that emergency physicians encounter. This study investigated the relationship between workplace social networks and intentions to leave the public sector, as well as possible solutions, in an effort to reduce the turnover intentions of social workers. The first countrywide survey data (N = 5620) of social service professionals in China was used for this purpose. The study used occupational social influence as a comprehensive metric to gather data on workers' general assessment of interpersonal connections within the public sector. It examined how a number of other organisational traits, such as occupational involvement, interpersonal relationships, professional relationships, communication, and justice in the workplace, affected employees' intentions to leave their jobs. Results demonstrated that employee turnover intentions were significantly impacted negatively by social capital associated to the workplace. A single administrative component or a combination of multiple others may not be as good a predictor of intention of employee turnover as workplace social capital. The connection between work-related stress and turnover intention was partly mediated by job satisfaction. In terms of personality's positive resources, psychological capital is a key idea in good organisational behaviour. In addition to the direct impacts of psychological capital and social capital on job engagement and burnout, the current research focuses on the mediating function of psychological capital on social capital in this connection.

INTRODUCTION

Work engagement is described as an active, significant, and job-relevant state of spirit. It is divided into three subscales: vigour (continuous vigorous work), devotion (active and passionate involvement in the task), and absorption (complete attention on one's work). Low employment engagement among a significant percentage of practitioners may result in a negative attitude towards their profession [1]. Low job engagement is a severe issue for all professional groups across the globe, particularly physicians. In China, a doctor shortage is a typical occurrence in hospitals, [1, 2], which likely contributes to overwork and even a poor level of engagement with the job. In 2017, China had 2.83 million physicians, resulting in a doctor-patient ratio of 2.44 doctors per 1,000 patients.

This ratio is much lower than the ratios of 9.8 in nations with high incomes and 4.45 in countries with middle incomes. More seriously, physicians in China worry about being overworked and in a very stressful workplace. Approximately 94% of physicians in China work over eight hours every day. One-quarter of physician's work more than 12 hours every day without receiving compensation. Most physicians have to work during national holidays since their salaries have not received the legally mandated salary [2, 3].

In addition, physicians are often overworked. They work regular night shifts, conduct several daily consultations, and can see hundreds of patients in a single day. This surely raises their occupational predominance while decreasing their job engagement when compared to physicians and other professionals. Even worse, [2, 3], poor work engagement may undermine physicians' employment drive and excitement, increasing job fatigue and turnover intentions. Finally, poor job engagement has a detrimental influence on physicians' mental health and the quality of the care they provide. On the contrary, high levels of professional engagement may improve physicians' performance at work, happiness, and psychological health. Improving physicians' professional engagement, namely energy and devotion, [3, 4], is linked to improved patient care. Therefore, job involvement of physicians in China requires additional investigation.

Low job engagement has a significant influence on psychological and physical wellness, quality of life, or doctor-patient care. It is critical to discover good psychological resources to deal with this negative influence. Doctors are often paid for delivering great medical care. Perceived Organisational Support (POS) at work may be used to preserve an employee's sentiments. Perceived organisational support refers to how much the organisation values his or her contribution and cares about his or her well-being.

It appears as a result of the organisation providing perks to its personnel. Perceived support from organisations is also a critical component of social interaction. It implies that workers trust the organisation to support and recognise their accomplishments, and the organisation trusts that employees to perform admirably at work [4, 5]. According to empirical research, poor POS correlates with a bad attitude at work and performance. Low POS also significantly affects mental wellness and engagement among employees.

Low POS, particularly in hospitals, has negative effects for physicians, including frequent absence, lower productivity, and separation. Furthermore, it could possibly have an adverse effect on the effectiveness of medical treatments. Previously, perceived organisational encouragement was identified as a favourable feature associated with job engagement in managerial careers including physicians [5, 6]. As a result, enhancing POS may be a method of boosting physicians' professional performance.

Doctors & physicians, as a specific occupational group, are responsible for healing illnesses and improving health, which may subject them to high stress levels at work, resulting in upset mood. Doctors and physicians are more likely to experience depression symptoms as a result of their unique work environment. A survey found that 46.7% of physicians in Japan reported depressed symptoms.

In China, 38% of physicians reported depression symptoms [7, 8]. 31.7% of Chinese doctors reported having depression symptoms. Medical workers suffering from depression may have a negative impact on their own state of life or medical services. Specifically, depression symptoms among medical professionals and physicians at Chinese township hospitals need to be recognised. On the one hand, China remains a major agricultural nation with a large rural population. Rural patients may pose a significant cost burden on society if their healthcare issues are not successfully treated owing to limited medical services. On the other hand, township hospitals offer primary medical care to rural communities. However, understaffed general practitioners and nursing are confronted with less modern medical technologies and equipment, a high workload but low compensation, limited advancement prospects, and additional problems in WPV, [8], all of which may contribute to depressed symptoms.

WPV has been found as a risk factor for depressive symptoms. Work Place Violence (WPV) can be characterised as abuse, threats, and assaults that endanger workers' safety or health. WPV occurs often in hospitals. According to the World Health Organization's (WHO) studies, 8% to 38% of medical professionals experienced physical violence at work, including a substantial percentage experiencing verbal abuse or threats. In China, the majority of extant research focuses on city rather than township hospitals; nearly 50% of medical workers in cities have reported experiencing some sort of workplace violence in a given year. Hospital violence impacts not just organisational commitment, job satisfaction, and turnover among health staff, but also their physical and mental health, [8, 9], including depressed symptoms. However, research in different nations has established that rural medical professionals and physicians are at a greater risk than metropolitan hospitals.

In China, township hospitals are distinguished by more outdated medical devices and equipment, as well as a scarcity of health human resources, and as a result, medical staff are frequently unable to provide high-quality medical services, potentially leading to more conflicts with patients, which includes the hospital violence [9]. As a result, we will investigate the connection and hypothesise that WPV may be a significant contributing factor to depression symptoms in the research.

Whenever a person has beneficial psychological development after a lack of parental affection, they are said to be resilient. Nevertheless, the concept of resilience has yet to develop coherence due to the wide range of research topics and entities that are involved. Generally speaking, resiliency is the capacity of an individual to adjust well to adversities, barriers, or other extreme life pressures. It is a dynamic process in addition to a beneficial psychological quality. introduced the idea of instructional resilience for the initial occasion and included it into the instructional evaluation project.

In addition to the challenges and expectations of professional competition, educators also have to deal with the setbacks and problems that children face as they grow and mature. Teachers have faced a range of expectations from parents and educational organisations, especially in the last ten years. This has led to varying degrees of burnout and departure from their jobs. Instructors need to be more flexible. The World Health Organisation (WHO) classifies job burnout, which is defined as emotional exhaustion, [9, 10], personality disintegration are what and individual performance drop syndrome, which is as a medical condition, a career-related problem, and a stressful psychosocial reaction at work.

When a person intends to leave an organisation after working there for a while and weighing their choices, it has been suggested that this be used instead of the term "voluntary turnover." It is not the case that turnover intention equals turnover conduct. While turnover behaviour is a fact, intention to turnover is a possibility.

Healthcare professionals have a vital role in demonstrating the skills of their own organisations while also making significant contributions to the overall health and well-being of their communities. In this respect, healthcare organisations need highly qualified healthcare workers that are willing to

perform effectively. In accordance with this purpose, since human resources comprise the primary capital of healthcare organisations to realise their strategical goals, one of the key objectives of the administration of human resources is to positively impact the behaviours of all workers in their organisations [11, 12].

Furthermore, the growth of a sustainable organisation demands promoting workers' personal resources so that they can do their duties with passion while remaining healthy. Furthermore, healthcare personnel' attitudes and actions towards patients has a significant influence on the standard of healthcare provided and patient satisfaction.

However, healthcare organisations have significant challenges, including, but not limited to, how to reduce healthcare expenses while maintaining the quality of their healthcare services and the well-being of their personnel. Because the factual situation has evolved from a reasonably stable one to a lot more frequently changing and difficult one, and therefore the repercussions aren't always likely to be advantageous for the companies, as it is predicted in the healthcare business.

The sense that there is a disconnect between what is demanded of humans by the environment and their ability to satisfy these requirements is what defines occupational stress. In developing countries, occupational stress has grown to be a major problem. In China, working in a medical department is a hard and often hectic profession [12, 13]. The number of patients visiting emergency rooms increased from 51.9 mm in 2007 to 166.5 million in 2017, indicating an increase of the congestion in the space. The workload associated with treating so many patients has made the already difficult work environment worse.

In a chaotic situation, emergency physicians are responsible for acting quickly and decisively for critically sick patients. As a result, emergency physicians often experience high levels of stress at work. Workplace stress has been shown to be a major organisational factor affecting employees' intentions to leave [13]. A direct and favourable correlation between professional turnover intention and job stress was discovered by researchers in the Guangdong region of China. Rural physicians in Taiwan were more likely to take leave if they were under a lot of stress at work. Thus, the premise of this study was that turnover intention might be directly impacted by job stress.

Nonetheless, social capital is still often disregarded in turnover in staff research as a single word or construct. This study aims to explore the relationship between workplace social capital and public service turnover intention. The first contribution looks at the influence of social capital in the workplace as a single concept on intentions to leave. Because staff members who perceive higher workplace social capital enjoy greater affective connections, psychological agreements, perceived obligations, and component contributions to their co-workers or organisations within the organisation, we hypothesise that high place of employment social resources decreases the intention to leave [14, 15]. The second contribution looks at the mechanisms via which social capital at work affects employees' intentions to leave.

Investigation on psychological capacities has been conducted recently in an effort to reduce nurse burnout. One might consider psychological capital to be an important human resource. A healthy psychological condition known as psychological richness enables an individual to make the most of their psychological potential in order to achieve goals and enhance performance. The ability to grow oneself, which includes resilience, optimism, hope, and self-efficacy, makes up psychological capital. Advantageous cognition is a complex psychological ability that benefits individuals as well as organisations [15]. This helps physicians who experience physical burnout and stress, as well as those who find themselves mentally and physically weak in clinical practice. When psychiatrist physicians see patients relapse and deal with chronic disease on a daily basis, they might find positive significance in the various elements that constitute psychological capital. The capacity for psychology has also been linked to physicians' feelings of burnout, job stress, and desire to leave the profession.

Investigation on the relationship between psychological in nature wealth and job burnout is currently lacking [16, 17]. Moreover, the study of the relationship between psychological capital and burnout is still in its infancy. The relationship between psychological capital and elements, which includes job burnout and stress, has, however, received little research attention.

1.1   The Mediating Function of Workplace Burnout and Job Satisfaction

Workers' job attitudes, especially their professional opinions, may have an impact on how much the workplace social assets influence anticipated turnover [18]. A simple one-summary evaluation of workers' attitudes towards their jobs is called employment satisfaction. It is the main component of the traditional turnover model. Satisfaction at work and turnover have a consistent and substantial negative association, according to several empirical studies [19].

Workplace social capital often benefits employees by increasing satisfaction with their jobs and socialising or trust with superiors and co-workers. Workplace social capital also helps to build a sustainable working atmosphere, which raises job satisfaction among employees.

Job burnout is regarded to be a major predictor of desire to leave a company in meta-analysis research. "Overpowering lack of sleep, feelings of unhappiness and alienation from your position, & an overwhelming sense of inefficiency & a lack of achievement" are the three elements of work burnout. Work leaving, encompassing both planned and unplanned turnover, has been linked with exhaustion [19, 20]. Lower fulfilment with work and organisational devotion are linked to cynicism and ineffectiveness UN the workplace, and these factors are also associated to the urge to quit. The idea of the preservation of resources idea states that burnout reduces employees' long-term career resources, breeds dissatisfaction and low self-efficacy, and ultimately results in attrition. A condition or emotional trait seen in the workplace is job burnout. In meta-analyses as burnout has been associated with decreased job satisfaction.

Workers with workplace social capital have additional social resources available to them inside their employer. Positive connections, trust, and devotion among colleagues are indicative of high social significance in the workplace, and these factors all enhance workers' satisfaction with their life at work. Many people believe that a high quality of life and professional success are diametrically opposed to job burnout [21]. Numerous empirical studies have shown a negative correlation between job burnout and the level of social influence in the workplace. However, workplace social capital has not been specifically measured in empirical research; instead, other components of social capital have been used in its place.

1.2   Objectives of the study
- Examine the elements influencing this particular professional group's plans to leave.
- Determining whether positive psychological capital mediates the association between work exhaustion and turnover intentions is one of the main goals.
- The goal of the research is to provide information that emergency doctors may use to enhance their well-being and retention.
- Hope, efficacy, resilience, optimism, and other positive psychological capital components are thought to operate as a buffer against turnover and burnout Intentions.

II.   LITERATURE REVIEW

(Peng, J., Jiang, X., 2013) [22] Although there is a high risk of job burnout in nursing, little study has examined the organisational factors that may be involved. The present study looks at how organisational commitment affects the relationship between psychological resources and burnout at work. Respondents were 473 female physicians from Xi'an City, China's four large general hospitals. The Organisational Commitment Scale, the authors' Maslach Burning Inventory-General Survey, and the psychological wealth questionnaire were used to collect the data.

(Qiu, T., Liu, C., Huang, H., 2019) [23] Both Psychological Capital (PsyCap) and Workplace Violence (WPV) are linked to professional identities; however, not much research exists that has been done to look at the relationship between WPV and PsyCap and professional identities. The aim of this study is to examine the connection between WPV and occupational identity in Chinese doctors and determine if PsyCap functions as a mediating factor between WPV and professional identity. Supplies and Procedures in Liaoning Province in China, a cross-sectional study was conducted during November and December of 2017. The Psychological Capital Question (PCQ), Occupation Identity Scale (OIS), Work Environment Violence Scale (WVS), and demographic information were amongst the surveys used in the study.

(Li, Y., Wu, Q., Li, 2019) [24] To evaluate the relationships among Chinese physicians between psychological assets, creative inclination, and burnout at work. Among the various reasons of job burnout, physicians are particularly susceptible. The associations between psychological capital, creative propensity, and professional burnout among Chinese physicians have not, however, been carefully investigated. A convenience sample of 200 female physicians was chosen from a Shandong province grade a academic hospital between December of 2016 and January 2017. Expressed questionnaires, such as the sociodemographic questionnaire, the Creative Assessment Packet, the Psychological Capital Questionnaire, and the Chinese version of the the authors Maslach Burnout, also known Inventory-General Survey, which it was used to collect data.

(Sui, G., Liu, G., 2019) [25] The purpose of this study was to (1) ascertain how often violent behaviour at work is among doctors in Liaoning, Chinese. (2) Investigate the connections between psychological capital and workplace violence among Chinese doctors who are experiencing burnout and depressive symptoms. A cross-sectional study using a quantitative approach was conducted out. In the province of Liaoning, eight healthcare institutions were investigated using a survey that patients themselves completed. There were 1800 doctors in the study sample. Ultimately, 1392 doctors completed valid polls, yielding a 77.3% response rate.

(Sun, L., Zhang, Y., 2022) [26] The medical industry has become recognised as a high-risk profession with challenging work and complex environments. Medical professionals are more susceptible to depression due to the stress of their jobs and lengthy hours. It is crucial to look into the factors and mechanisms driving sadness among physicians since it not only compromises the mental health of medical professionals but also affects the quality of service. Using cluster sampling techniques, 1,139 healthcare professionals in the Heilongjiang Province were questioned for this cross-sectional study. The questionnaires included the Self-Rating Depression Scale, Trait Coping Styles questionnaire, Chinese Employees Organisational Commitment Questionnaire, and the Psychology Capital Assessment. Bootstrap and Pearson correlation analysis were used for statistical analysis.

(Sun, X., Yin, H., 2023) [27] The aim of this study was to examine the work engagement among clinical nursing instructors and ascertain if psychological capital and perceived social support from supervisors had an impact on the connection between stress from roles and employment participation. Cross-sectional design was used in the investigation. Setting: Five tertiary hospitals in the Chinese province of Shandong that are connected to other medical facilities served as the study's sites. Forty-six of the 412 clinical nursing educators that were enlisted successfully completed the surveys. Social demographics, as well as a scale evaluating stress in the workplace, psychological wealth, perceived supervisor social backing, and work satisfaction were all included in the offline questionnaires. T-tests, the one-way ANOVA, and Pearson's correlation coefficient analysis were performed using SPSS, and mediation analysis was performed using structural equation modelling.

(Zhang, F., Liu, Y., 2021) [28] The present study examined whether income level had an impact on the mediation between psychological wealth and work satisfaction and how occupational identity mediated that connection. The psychological capacity Scale, Organisational Identity Scale, the Employment Satisfaction Scale, or a questionnaire on demographics were used to survey 310 Chinese

individuals in total. The findings showed that psychological capital and residents' job satisfaction had a significant positive relationship, which was somewhat moderated by organisational identity. Additionally, the relationship between organisation identification and job pleasure was moderated by wage level.

(Zhang, X., Zhang, W., Xue 2022) [29] It is evident that COVID-19 has posed a serious threat to rural healthcare services in China. It is the duty of village public health services workers to identify and address infectious diseases and public health emergencies. Nonetheless, the sustainability of the rural basic healthcare system is progressively becoming endangered by the turnover of community government healthcare professionals. The present study used a systematic approach to investigate the impacts of professional identity, satisfaction with work, and burnout on the plans for turnover of village public health care personnel. Additionally, the mediating role of employment fulfilment and burnout on an individual's professional identity or turnover intention was also studied. 1,244 local public health care providers in Shandong Province, China were chosen as research participants in the months of May and June 2019. Sociodemographic characteristics, professional identity, fulfilment with work, burnout, and turnover intention were all measured using self-completed questionnaires, and the results were subsequently graded on a Likert 5-7 scale. One-way ANOVA, Structural Equation Modelling (SEM), or person correlation modelling were used for the statistical examination and mediating effect evaluation.

(Duan, X., 2019) [30] Healthcare workers' physical and mental health is seriously endangered by workplace violence (WPV), a worldwide threat to public health. Additionally, WPV negatively affects healthcare workers' work habits. The three goals of this study are to: (1) ascertain the prevalence of violence against doctors in the workplace; (2) explore the relationship between work-related WPV, job satisfaction, job burnout, and ambition to quit among Chinese medical professionals; and (3) validate the role of social support as a mediator. Purposive sampling approach was used in cross-sectional study to gather data from March to May 2017. Because of their location in the Chinese eastern, central, and southwest regions, nine tertiary medical facilities spread across four provinces were selected as research sites. These centres provide specialised care in a large hospital after referrals from basic and secondary care. A mediation regression model, descriptive analyses, a measurement of variance, a correlation between variables, and overall analyses were used to ascertain the amount of WPV or its impact on burnout, job satisfaction, and desire to leave the company.

(Shen, X., Yang, Y. L., 2014) [31] Depression is a major public health concern that affects individuals as well as the larger community. According to earlier studies, faculty members are particularly vulnerable to high levels of work-related stress and mental illness symptoms. This study looked at the association between depressive symptoms and occupational stress in a sample of faculty members at universities and examined the role psychological resources played as a mediator in this relationship. A cross-sectional study was carried out between November 2013 and January 2014. Teachers were chosen at random from six different Shenyang colleges. The Epidemiologic Studies Centre the Depression Scale, the effort-reward balance scale, the Psychological Capital Question (PCQ-24), and extra questions on working and demographic traits were among the surveys given to 1,500 faculty members at universities. 1,210 people sent in their completed survey responses. Hierarchical linear regression testing was used to examine psychological capital's role as a mediator.

(Hu, H., Wang, C., Lan, Y., 2022) [32] In the nursing industry, a high rate of turnover has emerged as a critical concern, and solutions to the issue are receiving more attention globally. Resilience, sense of self as a professional, and contentment at work might all help reduce turnover. The aim of this study is to examine the relationships that exist between physicians' intentions to quit their jobs, their professional identity, hope, and work satisfaction. Additionally, the mediating role of job satisfaction in these relationships will be evaluated. A cross-sectional design with descriptive properties was

used. Convenience sampling was used to choose 500 physicians from five large tertiary hospitals. In addition to items from the Adult Disposed of Hope Scale, Nurse Career Identity Scale, Work Satisfaction Index Measure, and Nursing Turnover intent Scale, the questionnaire included sociodemographic questions. Structured equation modelling in conjunction with multiple linear regression and Pearson's correlation were used to examine the data. We describe the work in accordance with the STROBE commitment.

(Dan, X., Zhang, Q. M., 2018) [33] This study examined the relationship between Chinese physicians' job satisfaction and their private wealth (psychologically capital) and their access to resource at work (structural empower). A cross-sectional study design was created between January and April of 2018. 480 licenced physicians in Tianjin, China received an anonymous questionnaire that included the Minnesota Satisfaction questionnaire, the Guidelines for Work Efficiency Questionnaire-II, Psychological Capital (PsyCap), and a page on demographic information. We used 462 responders in total as our sample. Utilising hierarchical regression, the factors associated with job satisfaction were examined.

(Xue, B., Wang, S., 2023) [34] This study looked at the association among burnout, psychologically wealth, and moral discomfort among registered physicians. A suitable sample of 397 physicians from three Grade-A tertiary care institutions in Zhejiang Province, China, participated in a cross-sectional descriptive survey. The Physicians' Moral Distress Scale, the Nursing' psychological capital size and the Maslach Burnout Inventory, which acts as a burnout measure, were completed by the participants along with demographic data. The data was analysed using hierarchical multiple regression, structural equation modelling, and Pearson's correlation analysis. The study found a positive correlation between ethical problems and burnout, but an opposite relationship between psychological capital and both moral distress and burnout. Using path analysis and structural equation modelling, it was shown that burnout is significantly influenced by psychological wealth, whereas moral distress has a significant direct impact on psychological capital. Furthermore, moral distress has a potent indirect impact on burnout via psychological assets. Furthermore, moral anguish has a significant impact on burnout both directly and conceptually.

2.1   Hypothesis

H1: Job satisfaction moderates the unfavourable link between workplace social capital and turnover intention.

H2: Job burnout moderates the unfavourable connection between workplace social capital and turnover intention.

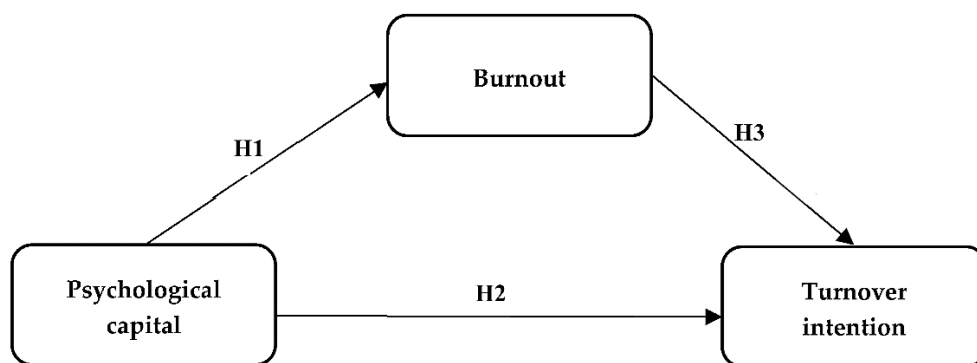*H3: Job burnout moderates the beneficial association between workplace social capital and job happiness.*

Fig. 1: Research framework.

III. METHODS
3.1 Applicants and Methods

The Chinese Social Service Worker Surveys (CSWS), which carried out in the end of 2021, provided the data implemented in this study [35]. The first nationwide representative study of social service workers conducted in China is called the China Social Workers Study (CSWS). With a sample size of 5720, it represents about 0.55% of China's 1, 34,344 social service providers in 2020. We chose three to four well-known members of the social work community from each province. Among the following factors was used to choose the key employees: (1) Take the position of government legal directly responsible for social work in the province; (2) Work as a principal staff member for the Association for the Study of Social Networking Work/Federation of Social Workers, the province's administration; (3) Lead a significant and well-known social professional organisation in the province; or (4) Teach social work at a nearby university and be involved in the social work practice field. The network link of the response form was disseminated to the social care providers in each province by these essential individuals. Table 1 provides more details about the participants.

Table 1: The applicant Details.

Variables	Mean	SD
Age	39.57	8.09
SW years [a]	6.46	5.78
Income [b]	7.09	4.56

Variables		No. (%)
Gender	Male	1258 (29.8%)
	Female	4360 (89.77%)
Education Level	High school and below level	220 (9.8%)
	College level	1553 (29.8%)
	Undergraduate level	3321 (58.9%)
	Graduate and above	525 (8.9%)
Employer Type	Social sector	3156 (98.8%)
	Public Sector/community	2474 (59.8%)
Certificate [c]	Yes	2296 (49.8%)
	No	3323 (58.5%)
MSW/BSW [d]	Yes	3832 (69.8%)
	No	1898 (59.8%)

3.2 Measures

- **Turnover Intention (TI):** Turnover intention involves all aspects of actually leaving, in addition to the desire to go [35, 36].
- **Workplace Social Capital (WSC):** An eight-item social influence measure which was recently verified and tested in China was used to assess workplace social capital in this study.
- **Job Burnout (JB):** The Maslach Burnout Inventory-General Survey, developed especially for the Chinese social work profession, was used for assessing job burnout (MBI-GS).
- **Job Satisfaction (JS):** Measured with the validated and accepted Chinese version. Four criteria were used to measure job satisfaction: contentment with (a) being a social worker, (b) the company I work for, (c) job responsibilities and duties, and (d) the success of helping patients resolve challenges.

IV. RESULTS
4.1 Bidirectional Correlations and Statistics for Descriptive purposes

The construct validity of the variables under study was evaluated using a confirmatory factor analysis approach. The data and the measurement model ($\chi2/df$ = 13.85, SRMR, which = 0.079, CFI = 0.896,

RFI = 0.876, RMSEA, or = 0.084) matched well. The psychometric properties and correlations between the latent variables are shown in Table 2. The normal distribution of the variables showed that the parameters' kurtosis as well as skewness ranged from -0.896 to 0.189.

Table 2: Qualities of psychometrics and relationships between the latent variables.

S.N		Mean	Std. dev.	Skewness	Kurtosis	CR	AVE	1	2	3	4
	TI	2.896	1.089	0.092	-0.954	0.896	0.964	0.948			
	WSC	3.489	0.548	-0.299	0.184	0.964	0.286	-0.489**	0.894		
	JB	2.849	0.964	0.018	-0.096	0.984	0.624	0.649**	-0.548**	0.781	
	JS	3.089	0.875	0.195	0.181	0.885	0.389	-0.548**	0.418**	-0.879**	0.879

4.2   Assessment of Regression

The results of the regression evaluation are presented in Table 3. Only control factors were included in Model 1 in order to assess their impact on TI. The TI of social workers was affected by almost every control factor but the right direction of impact was nearly exactly as anticipated by the model. But only a small portion of the total variance was predicted by the control group's parameters (R^2 = 0.086).

Table 3: Assessment of Regression.

Variables	Model 1	Model 2	Model 3	Model 4	Model 5
	TI	JB	TI	JS	TI
WSC		-0.495***	-0.548***	0.894***	-0.189***
JB				-0.396**	0.895***
JS					-0.154**
Ln (Salaries)	-0.895***	-0.198**	-0.895**	0.019	-0.018**
Gender (female-1)	-0.596**	-0.102**	-0.346**	0.059	-0.019**
Age	-0.015**	-0.059**	-0.015**	0.009	-0.059**
Age^2	0.025**	0.005**	0.151**	0.000	0.005+
SW years	0.096**	0.021**	0.036**	0.019+	0.018**
SW years^2	-0.014**	-0.014**	-0.014**	0.0008+	-0.019**
MSW/BSW	0.089*	0.042*	0.062*	0.211*	0.036
Employees types	-0.154**	-0.018**	-0.109**	0.029+	-0.087*
Certificate	0.015**	0.101**	0.063**	-0.089	0.064*
Constant	6.196	8.964	6.495	2.596	4.596
R^2	0.059	0.965	0.059	0.649	0.089
F	21.069	109.596	109.489	409.986	298.896
DW	1.986	1.965	1.970	2.008	1.998

4.3   Analysis of Mediation Effects

The mediation effect was tested using SPSS process 2.16. In Process 2.16, we employed Model 6 (two mediators) based on H1, H2, and H3. We used confidence levels of 95% ranges (bias-corrected) and 5000 bootstraps. Table 4 displays the findings of the mediation impact analysis.

Table 4: Analysis of Mediation Effects.

	Effect	SE (boot SE)	*T*	P	95% CI (Bias Corrected)	
					Lower	*Upper*
Total	-0.549	0.018	-31.987	***	-0.895	-0.965
Direct	-0.895	0.240	-7.159	***	-0.596	-0.649
Indicted	-0.149	0.198		***	-0.598	-0.396
Job Burnout	-0.965	0.258		***	-0.892	-0.296
Job burnout-> Job Satisfaction	-0.649	0.089		***	-0.648	-0.695
Job Satisfaction	-0.299	0.489		***	-0.961	-0.596

V.   DISCUSSION

This study examined the structural connections between professional stress and desire to quit among emergency medicine physicians in China using data from the whole nation. The results showed that, when utilising the exact same instrument as the present study, the average item score for emergency doctors' desire to leave their jobs was higher than that of US physicians and Chinese healthcare professionals [37, 38]. This discrepancy suggests that hospital administration should give more thought to the high turnover intention of Chinese emergency medicine physicians and may be related to variations in workplace conditions beyond national borders.

The results of the present research have consequences for employment engagement that are both theoretical and practical. It has been demonstrated that work engagement (vigour, commitment, and absorption) is positively correlated with perceived organisational encouragement. This is in line with earlier studies. One good explanation is that POS not only fosters a range of positive organisational practices but also enhances attitudes at work. Officially authorised doctors often possess a structured identity that strengthens their emotional connection to the associated organisation.

Social influence, or social wealth, is one of the most well-known and often used concepts about relationships between individuals [38]. To get a deeper understanding of the interpersonal relationships between employees, the idea of social assets in the work environment was also established. Several studies have used resource dependence theory, human resource principle, work attachment theory, and organisational assistance concept to investigate the relationship between social capital and staff turnover.

Additionally, job weariness acts as a partial mediator between intention to quit and the social impact at work. A crucial phrase for characterising the psychological traits or symptoms that individuals experience in relation to their jobs is "employment burnout." There is also a psychological aspect to job burnout that affects intentions to leave. The findings showed that workers' inclination to quite due to job fatigue is significantly impacted negatively by social capital associated to their place of employment. The findings supported previous studies, suggesting that having strong social capital at work may assist avoid job burnout. Third, the impact of workplace social capital value on intention to quit is partially mitigated by job satisfaction and job tiredness. There is a strong inverse relationship between job satisfaction and burnout.

VI.   LIMITATION AND FUTURE WORK

There are many restrictions on this research. First, it is not possible to evaluate the theoretical framework's variables over the course of time or draw conclusions about causality using the cross-sectional approach. Longitudinal monitoring data may be used in future studies to show further

causal relationships between turnover and workplace social capital. Secondly, real turnover behaviour is not included in this research; only turnover intention is. As far as both theoretical and practical consequences go, actual turnover could be more fascinating. Future studies should keep looking at the connections between real turnover and workplace social capital.

VII. CONCLUSION

The current research developed a model to examine the structural relationships between job satisfaction, depressive symptoms, desire to leave, and occupational stress. This study looked at the link between workplace social capital and turnover intention in the public sector to find the factors that influence turnover intention and increase social workers' commitment. The current study saw work-related social value as a comprehensive measure that took into account employees' overall viewpoints of their interpersonal interactions within the public sector. It discussed how the desire to depart is influenced by a number of other organisational factors. The results showed that the amount of social capital at work had a major effect on social workers' likelihood of quitting. When considering employees' intention to quit their employment, workplace social network may be a more reliable indication than one organisation element or a combination of variables. The results also demonstrated that job satisfaction and weariness acted as moderators between desire to quit and workplace social capital. Corporations that serve the public should work to foster a cooperative and confident work environment, encourage teamwork and selfless behaviour among colleagues, and uphold the professional reputation and worth of those who work in social work in order to reduce psychological exhaustion.

VIII. REFERENCES

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