

Forecasting turnover intention: an analysis of psychological factors and perceived organizational support among healthcare professionals

Abstract

Purpose: Turnover intention (TOI) has become a severe issue in Saudi Arabia's health-care system as health professionals leave their organizations. Saudi Arabia's health-care professionals' TOI affects the organizations and the patients' human rights. Therefore, this study aims to assess the factors that affected Saudi Arabia's health-care professionals' TOI. **Design/methodology/approach:** This study based its findings on quantitative cross-sectional data. This study's respondents were health-care professionals working in Saudi Arabia's public and private health-care institutions. **Findings:** By using path analysis, this study's findings reveal that, on the one hand, job stress (JS), psychological distress (PD) and perceived work exhaustion (PWE) have positive and significant effects on TOI. On the other hand, perceived organizational support (POS) is a positive and significant predictor of TOI. **Practical implications:** This study's findings will help the Saudi Arabian Ministry and policymakers develop policies to encourage health professionals' perseverance through reducing their JS, PD and PWE and by enhancing POS for health-care staff. Moreover, by controlling the increasing turnover ratio among Saudi Arabia's health-care professionals, this study's findings assist in overcoming the violations of human rights. **Originality/value:** This study's findings empirically confirm the development of TOI through JS, PD and PWE among Saudi Arabia's health-care professionals.

Keywords

Better opportunities; Health-care professionals; Human rights; Psychological factors; Turnover intention (TOI)