

Applying Psychological Theories to Healthcare Personnel

Ching-I Teng^{1*}, Yuan-Yu Lo²

1. Associate Professor, Graduate Institute of Business and Management, College of Management, Chang Gung University, Taiwan, chingit@mail.cgu.edu.tw
2. Department of Health Care Management, College of Management, Chang Gung University, Taiwan, miyako_521@hotmail.com

* Corresponding Author. 259, Wenhua 1st Rd, Gueishan, Taoyuan 333, Taiwan.

Abstract

This study aims to examine the impact of professional commitment on emotional exhaustion, depersonalization, and personal achievement of health service providers. Several psychological theories were introduced and applied to developing study hypotheses regarding the relation between professional commitment, emotional exhaustion, depersonalization, and personal achievement. Nurses working in one acute hospital were solicited to participate in this study. Ethical aspects of this study were approved prior to data collection. Data from their responses were analyzed using structural equation modeling. Demographic distribution of the study sample conforms to that of the local study population. Multiple reliability and validity indices were reported and examined. Results include that professional commitment is a valid predictor of emotional exhaustion, depersonalization, and personal achievement. Implications for future research and healthcare personnel management were discussed.

Keywords: Healthcare personnel; professional commitment; emotional exhaustion, depersonalization, personal achievement.