

Quality of Work Life and Turnover Intention in the Indian Healthcare Sector: A Serial Mediation Model of Work–Life Balance and Burnout

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Abstract: This study examines the influence of quality of work life on turnover intention through the mediating roles of work–life balance and burnout among healthcare employees in India. Using a quantitative research design, data were collected from 416 respondents working in hospitals and analyzed through a combination of Exploratory Factor Analysis, Confirmatory Factor Analysis, and Partial Least Squares Structural Equation Modeling. The measurement model demonstrated strong reliability and validity, while the structural model revealed that quality of work life significantly enhances work–life balance ($\beta = 0.531$, $p < 0.001$) and directly reduces turnover intention ($\beta = -0.215$, $p < 0.001$). Work–life balance was found to significantly reduce burnout ($\beta = -0.562$, $p < 0.001$), whereas burnout had a strong positive effect on turnover intention ($\beta = 0.606$, $p < 0.001$). The model explained 55.8% of the variance in turnover intention, indicating substantial explanatory power. Mediation analysis confirmed a significant sequential pathway, where quality of work life influences turnover intention through work–life balance and burnout ($\beta = -0.181$, $p < 0.001$). These findings highlight the importance of organizational resources in reducing employee stress and improving retention outcomes. The study contributes to the literature by providing an integrated framework grounded in the Job Demands–Resources theory and offers practical insights for managing employee well-being in high-demand healthcare environments.

Keywords: Quality of Work Life, Work–Life Balance, Burnout, Turnover Intention, Healthcare Sector, PLS-SEM, Job Demands–Resources Theory

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