

# **A Study of Workload of Regional Hospital Social Workers in Taiwan**

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## **Abstract**

The main purpose of this paper is to explore the effects of job contents and human capital on social workers' workload in regional hospitals in Taiwan. While past research focused on the individual characteristics and working condition, little is known about the impacts of job contents and human capital. A total of 135 surveys were mailed to the identified hospital social work departments, 103 surveys were completed and returned. The response rate of the survey was 76%. Regional hospital social workers are answerable for high burdens and were in a working environment that consists of high physical devotion, time pressure and high intensity of mental activities. They engaged in the following five categories of work: individual and group services, community service and project planning, medical teamwork, teaching and research, administrative work. The heaviest in order was teaching and research, group services, and medical teamwork. In addition, the higher degree of core competence they had, the higher workload they felt, in particular, they suffered higher workload from the dimension of performance and frustration. The phenomenon of able social workers were always overloaded exist in the social

service departments of regional hospitals. We hope the results could serve as a base for understanding, and provide directions for workplace health promotion and human resource management strategies for Taiwan's hospital.

**Keywords: Regional Hospital, Hospital social work, Workload**