**Supplementary tables**

**Supplementary Table 1** Contents of three scales in the questionnaire

|  |  |
| --- | --- |
| **Scale** | **Content of each item** |
| Empathy ability (JSE-HP) | I try not to attention to my patients’ emotion in interviewing and history taking. |
| It is difficult for me to view things from patients’ perspective. |
| I believe that empathy is an important therapeutic factor in patients’ treatment. |
| I do not enjoy reading non-medical literature or the arts. |
| Patients feel better when I understand their feelings. |
| I think medical staff’s sense of humor contributes to a better clinical outcome. |
| Attentiveness to patients’ personal experiences does not influence treatment outcomes. |
| Understanding of the patients’ feelings and the feelings of patients’ families do not influence treatment outcomes. |
| Understanding body language is as important as verbal communication in my relationship with patient. |
| I consider asking patients about what is happening in their lives as an unimportant factor in understanding their physical complaints. |
| I do not allow myself to be touched by intense emotional relationships between my patients and their families. |
| Patients’ illnesses can be cured only by targeted treatment; therefore, emotional ties with patients do not have a significant influence in treatment outcomes. |
| I try to think like my patients in order to render better care. |
| I believe that emotion has no place in treatment of medical illness. |
| An important component of the relationship with my patients is my understanding of the emotional status of the patients and their families. |
| My understanding of my patients’ feeling gives me a sense of validation that is therapeutic in its own right. |
| I try to imagine myself in my patients’ shoes when providing care to them. |
| I try to understand what is going on in my patients’ mind by paying attention to their nonverbal cues and body language. |
| Because people are different, it is almost impossible for me to see things from my patients’ perspective. |
| Empathy is a therapeutic skill without which my success as a physician would be limited. |
| Job burnout (MBI) | I feel emotionally drained from my work. |
| I feel used up at the end of the workday. |
| I feel fatigued when I get up in the morning and have to face another day on the job. |
| I can easily understand how my patients or colleagues feel about things. |
| I feel I treat some patients as if they were impersonal objects. |
| Working with medical all day is really a strain for me. |
| I deal very effectively with the problems of medical work. |
| I feel burned out from my work. |
| I feel I’m positively influencing other people’s lives through my work. |
| I’ve became more callous towards people since I took this work. |
| I worry about this job is hardening me emotionally. |
| I feel very energetic. |
| I feel frustrated by my job. |
| I feel I’m working too hard on my job. |
| I don’t really care what happens to some patients. |
| Working with people directly puts too much stress on me. |
| I can easily create a relaxed atmosphere with my patients. |
| I feel exhilarated after working closely with my patients. |
| I have accomplished many worthwhile things in medical work. |
| I feel that I am at the end of my rope. |
| In my work I deal with emotional problems very calmly. |
| I feel patients blame me for some of their problems. |
| Job commitment | Medical working is important to my self-image. |
| I regret having entered the medical-working profession. |
| I am proud to be in the medical-working profession. |
| I dislike being a medical staff. |
| I do not identify with the medical-working profession. |
| I am enthusiastic about medical working. |
| I have put too much into the medical work to consider changing now. |
| Changing professions now would be difficult for me to do. |
| Too much of my life would be disrupted if I were to change my profession. |
| It would be costly for me to change my profession now. |
| There are no pressures to keep me from changing professions. |
| Changing professions now would require considerable personal sacrifice. |
| I believe people who have been trained in a profession have a responsibility to stay in that professions for a reasonable period of time. |
| I do not feel any obligation to remain in the nursing professions. |
| I feel a responsibility to the medical-working profession to continue in it. |
| Even if it were to my advantage, I do not feel that it would be right to leave medical work now. |
| I would feel guilty if I left medical work. |
| I am in medical working because of a sense of a loyalty to it. |
| Job satisfaction(JDI) | Satisfaction with job. |
| Satisfaction with present pay. |
| Satisfaction with promotion. |
| Satisfaction with supervision. |
| Satisfaction with co-worker. |
| Satisfaction with doctor-patient relationship. |

**Supplementary Table 2** The reliability test results

|  |  |  |  |
| --- | --- | --- | --- |
| Scale | Subscale | Cronbach’s Aplha in subscale | Cronbach’s Aplha in scale |
| MBI | EE | .869 | .927 |
|  | DP | .863 |  |
|  | LPA | .842 |  |
| JSPE-HP  | PT | .852 | .938 |
|  | CC | .909 |  |
|  | SIPS | .739 |  |
| JDI | — | .862 | .862 |
| Mayer’s 3-Dimensional Scale | EM | .819 | .827 |
|  | CC | .541 | .818 |
|  | NC | .524 | .762 |

**Supplementary Table 3** The Person correlation results and AVE square root values

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | AVE | Empathy ability | Job burnout | Job commitment | Job satisfaction |
| Empathy ability | .702 | **.838** |  |  |  |
| Job burnout | .747 | -.701 | **.864** |  |  |
| Job commitment | .501 | .637 | -.769 | **.708** |  |
| Job satisfaction | .520 | -.330 | .610 | -.512 | **.721** |

**Note: the value in bold is the AVE square root value**

**Supplementary Table 4** Mediating effect test analysis of paths by bootstrap

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Path | Point estimate | product of coefficient | Bias-corrected | percentile |
| *SE* | *Z* | *Lower* | *Upper* | *Lower* | *Upper* |
| JB ← Job satisfaction ← EA  | -.102 | .030 | -3.400 | -.166 | -.048 | -.159 | -.041 |
| JB ← Job commitment ← EA  | -.387 | .069 | -5.609 | -.562 | -.276 | -.544 | -.269 |
| JB ← Job commitment ← Job satisfaction ← EA  | -.126 | .032 | -3.938 | -.201 | -.074 | -.195 | -.072 |
| Total mediating effect | -.615 | .077 | -7.987 | -.804 | -.486 | -.781 | -.477 |
| Total effect | -1.233 | .098 | -12.582 | -1.473 | -1.080 | -1.450 | -1.061 |

**Supplementary Table 5** The path coefficient analysis of hospital levels

|  |  |  |  |
| --- | --- | --- | --- |
| Path | Tertiary hospitals | Secondary hospitals | Primary hospitals |
| *Unstd.* | *Std.* | *Unstd.* | *Std.* | *Unstd.* | *Std.* |
| Job satisfaction ← EA | -.285\*\*\* | -.343 | -.344\* | -.280 | -.625\*\*\* | -.541 |
| Job commitment ← EA | .590\*\*\* | .565 | .362\*\* | .286 | .361\* | .456 |
| Job commitment ← Job satisfaction | -.502\*\*\* | -.400 | -.530\*\*\* | -.516 | -.129 | -.189 |
| JB ← EA | -.494\*\*\* | -.352 | -.727\*\* | -.389 | -1.086\*\*\* | -.638 |
| JB← Job commitment | -.731\*\*\* | -.543 | -.713\*\*\* | -.483 | -.803\*\* | -.373 |
| JB ← Job satisfaction | .319\*\*\* | .189 | .465\*\*\* | .306 | -.005 | -.003 |

**Note: \*p < 0.05; \*\*p < 0.01; \*\*\*p < 0.001**

**Supplementary Table 6** The path coefficient analysis of job position

|  |  |  |  |
| --- | --- | --- | --- |
| Path | Physician | Nurse | Other medical staff |
| *Unstd.* | *Std.* | *Unstd.* | *Std.* | *Unstd.* | *Std.* |
| Job satisfaction ← EA  | -.3.40\*\*\* | -.360 | -.464\*\*\* | -.417 | -.331\*\*\* | -.387 |
| Job commitment ← EA | .547\*\*\* | .548 | .908\*\*\* | .655 | .348\*\*\* | .351 |
| Job commitment ← Job satisfaction | -.434\*\*\* | -.411 | -.181 | -.145 | -.747\*\*\* | -.644 |
| JB←EA  | -.251 | -.164 | -1.185\*\*\* | -.697 | -.572\*\*\* | -.383 |
| JB ← Job commitment | -1.087\*\*\* | -.707 | -.215 | -.175 | -.962\*\*\* | -.640 |
| JB ← Job satisfaction | .268\* | .165 | .303\*\* | .199 | .120 | .069 |

**Note: \*p < 0.05; \*\*p < 0.01; \*\*\*p < 0.001**