

A Study on the Effect of Burnout on Job Satisfaction: The Case of Textile Sector in the Province of Konya *

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Extensive Summary

Introduction

Burnout, which is an undesirable situation for organizations and employees, is an important and quite a common problem today due to various reasons. Just as burnout has many causes, so it has several results for both individuals and business life. Therefore, it has been a subject of investigation in studies on organizational behavior. Freudenberger used the concept of burnout for the first time in his article dated 1974 and describe it as a “Professional/vocational danger”. According to him, burnout is “loss power and energy due to failure, wear (fatigue), or overloading, or a state of depletion of an individual’s internal resources as a result of unmet demands” (Aslan and Erbay, 2017: 538). Then, Maslach and Jackson (1981) defined it as a syndrome having physical and mental dimensions that encompasses emotions of physical exhaustion, long-term fatigue, desperation and hopelessness that occur in human beings as well as negative attitudes individuals exhibit towards their jobs, lives and other people (Avşaroğlu et al., 2005: 116).

The starting point of this study concerns how employees’ burnout affects their job satisfaction. It is not expected that an employee with the burnout syndrome should have a high job satisfaction and an employee with low burnout should have high labor productivity.

Job satisfaction is pleasant or positive emotional state caused by appreciation of one’s work or their work experience (Baş, 2002: 19). Employees’ positive psychological state towards their job will lead to job satisfaction whereas their negative attitudes towards their job will lead to job dissatisfaction (Erdoğan, 1999: 231). Job dissatisfaction occurs when employees’ expectations are not met.

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For example, if an employee is in expectation of a clean and safe workplace environment and if there is a dirty and unsafe environment at the workplace, he or she will probably be less satisfied with the job (Aksu, 2012: 61). Individuals' finding their workplace environment valuable, and their job meaningful and self-improving is important in terms of job satisfaction. This enables individuals to enjoy life and be happy with their lives. Therefore, it would be possible to say that individuals who find their work meaningful will derive more satisfaction from their jobs and lives (Keser, 2006: 105). Although employees' having a positive attitude towards their jobs increases, above all, their happiness, their possession of a sufficient level of job satisfaction will lead to positive consequences such as commitment to work on the part of employees, their working efficiently, decrease in wastage and a drop in laborer turnover (Yüksel, 2002:68). As a result, employees' attitudes towards their jobs will continue to be important for organizations.

This study aimed to determine the relationship between the burnout and job satisfaction levels of employees working in the textiles sector in the province of Konya and deal with the scales in terms of some demographic variables.

Purpose and Method of the Study

The study attempted to measure the effect of burnout, which has risen quite significantly in importance today and been subject to much research, on job satisfaction. The study was administered to 500 employees working in the textiles sector in Konya. The survey method was used in the study to collect data. 500 questionnaires were distributed to the employees selected through the random sampling method and 251 questionnaires which were returned and properly encoded were decided to be used in the study. SPSS 21.0 package software was used to analyze the data obtained through the survey. Within the scope of the analysis; factor analysis, reliability analysis and to determine whether or not the results varied by demographic factors, Independent Samples t-test) and One Way Anova were used. In addition, correlation analysis was made to determine the relationships between the variables.

Scales Used in the Study

Minnesota Job Satisfaction Scale (Questionnaire) Short Form was developed by Weiss et al. (1967). The scale is composed of two sub-dimensions, namely "intrinsic satisfaction" and "extrinsic job satisfaction". The scale is of the 5-point Likert type and the responses given to each item were graded with scores ranging between 1 and 5 (1: I am very dissatisfied, 5: I am very satisfied). High scores obtained from the scale were interpreted to mean that employees' job satisfaction was high.

Maslach Burnout Inventory was developed by Christina Maslach. Maslach deals with the concept of burnout in three dimensions categorized as emotional exhaustion, depersonalization and reduced personal accomplishment (Ergin, 1992: 143). Adaptation of the inventory, which was of the 7-point likert type in the original form, to Turkish was conducted by Ergin (1992). The inventory was used as 4-point likert type by Ergin (1992) but in our study its 5-point likert form (1: never, 5: always) was used. A mean high score obtained from the study was interpreted to indicate that employees' burnout level was high.

Findings of the Study and Conclusion

Within the scope of this study, validity and reliability analyses of the scales were made again and as a result of exploratory factor analysis conducted, it was seen that job satisfaction scale was in two dimensions whereas burnout scale was in three dimensions. According to the factor analysis, KMO value was over 0.80 for both scales and it was seen that Bartlett test significance level was (.000). Internal consistency coefficients of the scales and dimensions used in the study (Cronbach Alpha) were found to be above 0,80 and reliable at a level close to 0,90. No items were found that reduced reliability of the scales and needed to be deleted.

It was concluded in our study, which mainly investigated the effect of burnout on job satisfaction, that burnout reduced job satisfaction. In other words, there was a negative and significant correlation between the two variables. The other purpose of the study was to investigate whether or not job satisfaction and burnout varied by the variables. It was concluded that gender was important in terms of job satisfaction. While women's job satisfaction was 3.39, men's job satisfaction was 3.66. The difference between the groups was significant in favor of men. This can be attributed to the fact that female employees probably had more responsibilities at home.

We see that when marital status became a variable, variation in job satisfaction was significant in some groups. The groups where the variation was significant were: married and single, widowed and married, widowed and divorced, single and married and divorced and single. The highest job satisfaction was among divorced employees, followed by married employees and single employees while the lowest job satisfaction was among widowed employees. We can say that divorced employees devote themselves to their work. The fact that employees with deceased spouses had the lowest mean score in terms of job satisfaction can be ascribed to their pessimistic point of view of phenomena.

When the length of employment was a variable, there was a significant difference in terms of the burnout scale. The difference was between groups involving employees working for 0-1 year and 5-10 years and those working for 0-1 year and 11 years and longer. When we look at the mean scores, we see that as the years spent at work increased, so did the employees' burnout levels.

We see that the number of salaried individuals in households affected employees' burnout levels significantly. There was a significant difference between the group involving 1 salaried employee and the group involving 2 salaried employees. The highest burnout was in the group with 1 employee whereas the lowest burnout was in the group with 2 employees. The situation that the group with 3 employees had lower burnout than the group with 2 employees can be attributed to the fact that although their children started to work, they became grown-ups and therefore employees' concerns about them increased.

We see that there was a difference among the burnout levels of employees according to the schools they graduated from. The groups involving differences were: elementary school-high school, elementary school-university and middle school-high school. Burnout was at the highest in elementary school followed by middle school. The lowest burnout was observed in the postgraduate group.

The study and its results are limited to the employees working in the textiles sector in the province of Konya. The study is important in that it provides an opportunity to make comparisons with studies that will be conducted in different sectors and in different cities.