The Mediating Role of Job Stress on The Effect of Mobbing on Burnout: An Analysis of Social Security Organization Employees in The District of Ankara

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Extensive Summary

Introduction

In ensuring the effectiveness of human resources, the spiritual factors, motivation and satisfaction, are important as much as the material factors such as organization structure and working condition. In addition to these factors that promote the positive work behavior of employees, circumstances such as Mobbing (MO), Job Stress (JS) and Burnout (BU), that are affecting negatively the mentioned behaviour, are also at stake.

JS takes under tension and pressure to the people who work in many areas while they are fulfilling their responsibilities (Maslach, 2003:189). Nonetheless; BU, which is expressed as the consumption of the energy on individual in term of mentally and physical, causes JS on both organization and server (Ashforth and Lee, 1997:705). It arises as a result of long term impact of organizational factors as well as work related factors.

Individual’s failure to deal with the JS is seen as an significant reason for BU (Singh et al., 1994:558). The most important factor for differentiating the reasons that cause the BU from the others is that it is the result of the interaction of the individual in a work environment (Budak and Sürgevil, 2005: 95). The servers that experience the BU come to the point not being able to fulfill the requirements of their profession and work. BU is a condition that creates negative consequences on the servers as much as the individuals (Özdemir et al., 2003:14).

It’s stated that BU has a serious consequences on the professions directly serve to the people. BU lead to the problems such as leaving one’s job, job dissatisfaction, lack of marital and family harmony, low self-esteem, concentration difficulties, social
isolation, fatigue, loss/increased libido, headache, cold, digestive problems, sleep disorder and drug and alcohol addiction.

**Experimental Method**

The aim of the research has been stated as MO, JS, BU as a trio, that are some of the factors effecting the servers’ business attitude negatively, meaning that determining JS has an agent role in the effect of the MO on BU.

**The Sample and Scale of the Research**

The main hypothesis of the study are presented below. In addition, a comparison has been done on the employees that forms the application field of the research in terms of demographic characteristics such as sector, gender, education level, marital status, seniority, age, and having a child or not:

- $H_1$: There is a positive correlation between the perception of MO with JS level.
- $H_2$: There is a positive correlation between the JS level with the BU perception
- $H_3$: There is a positive correlation between the perception of MO with BU perception
- $H_4$: the JS is intermediate agent in the MO effect upon BU.

Research data has been obtained by the use of the survey method from 826 employees working in the public and private sector affiliated to Social Security Institution in Ankara. The survey consist of four parts. In the first section; there are questions containing the demographic properties such as age, gender, education level, working hours, marital status and the number of the children.

In the second part, a psychological MO scale which is formed by Lehmann by the use of five point likert scale was used. The scale has been found to have high reliability (0.966). In the third part, JS scale, which is highly reliable (0.891), prepared by Haynes (1996) and adapted into Turkish by Aktaş (1996) was used. In the forth part, highly reliable (0.861) Maslach BU Inventory (1981) constructed by the use of five point likert scale (adapted into Turkish version by Ergin, 1992) is utilized.

**Data Analysis, Results And Interpretation**
With the use of SPSS 13, data is analysed by various statistical methods (Frequency, T-test, One-Way Anova, Pearson Correlation, Regression) are used to serve research’s aim. Sector (public 54.4%; private 45.6%), gender (female 50.8%; male 49.2%), education status (associate degree or higher 78.5%; high school and lower 21.5%), marital status (married 42.3%; single 55.7%), length of service (4-7 years 27%; ≥ 13 years 23.1%), age (26-31 years old 32.2%; 32-37 years old 28.3%), having children status (yes 39.8%; no 60.2%) of individuals participated in research (n = 826) was calculated.

According to the MO perception findings of the employees to whom were exposed, the highest score of the mean value was calculated as 39.0 for “the Attacks on the Elimination of Self-Expression and Communication”.

It has been understood that colleagues and subordinates are seen to be a source of stress with 43.9%, the highest frequency ratio in the answers given for identifying JS level of the employees.

It has been calculated and interpreted that the frequency value of the first dimension in identifying the BU scale of the employees participated in the research is “Emotional exhaustion”, the second one is “depersonalization”, the third is “personnel accomplishment”.

According to the analysis; it has been seen that there is a meaningful and strong relationship between the JS and the MO and H1 hypothesis is supported. H2 hypothesis is supported with enough evidence thanks to the relationship that is seen between the JS level and employees’ BU perception. H3 hypothesis is supported with enough evidence which shows the relationship between the mean value of MO perception and BU perception.

The analysis made for testing relation effect of the JS level between the relationship of MO perception and BU perception showed that despite the decrease in the relation effect, the relationship keep its significance. Therefore; it is possible to say that there is a partial relation effect. In other words; it has been proven that the JS plays an effective role on the relationship between the MO and BU level and by this way, H4 hypothesis is supported with enough evidence.

**Conclusions and Suggestions**

As a result, it has been seen that the public perception of the MO and BU is higher in public while JS was found to be higher in the private sector. In term of gender, it has been observed that MO perception is higher in the male workers and the gender do not has the effect on JS stress level and MO level. In case of education, while MO perception was higher in graduate degree, stress is high in primary school graduates, and for the BU sensation, it was higher in the level of graduate education. For the variant marital status, while MO perception is seen to be high in the divorced, in terms of stress level and BU perception it has been stated that marital status do not have the effect on them. In the severance variable, it has been seen that while the MO perception is getting higher, working year has no effect stress and the BU perception is higher on the people who worked less than a year. Although the MO perception and stress levels increased with age, BU sensation is seen at the young age. When it comes to the variant having a child or not, while it does not have an effect on the JS level and
the BU perception, it has been stated that psychological perception of violence is sensed on the ones with a child.

Considering the results of the research, relationships for both MO and JS including BU perceptions has been identified. These relationships are noteworthy as important factors influencing the behavior of employees in the organizational structure. This factors that are affecting the behaviours of the individuals within the organization should be take into consideration and It’s required to take preventives measures to eliminate the negative impact on employees.

As it can be seen from the survey results, MO has 7% effect on the JS level of the employees and it is also effective on the formation of the JS. On the other hand; it can be seen that as a result of the JS, BU syndrome revealed to occur and the JS has 9% effect on the BU perception. These three conditions effecting each other and one being in the organizational structure can lead to the emergence of the others. Therefore; it is considered to be essential for the managements and the administrations at the business organization to carry out the studies for preventing and controlling this psychological situations.