

Emotional Labor, Burnout And Intention To Leave: An Analysis Of Differences According To Gender And Work Experience

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Extensive Summary

Research question: Emotional labor has been in the literature since 1981 and remains a research topic. The success of the employees business results leads to the profitability of the organization. During the meeting of expectations, emotional labor displays are displayed, and as a result of the impressions, intent to leave burnout and work is revealed. The purpose of this study is to determine whether the variables expressed vary according to gender and work experience. Accordingly, the following questions are answered in the study:

- Does the intention to leave emotional labor, burnout, and job differ in terms of the gender of those involved in the research? Is there any effect on emotional labor leaving your job?
- Will emotional labor, burnout, and intention to leave differ in terms of the experience of those involved in the study?

Methodology: The universe of the research is made up of academicians who work at foundation universities in Istanbul. 5205 academicians are working at foundation universities in Istanbul according to the Higher Education Council (HEC) of 2016 (<https://istatistik.yok.gov.tr/01/02/2016>). The research questions were sent by e-mail to the participants with easy sampling method. After the questionnaires which can not be evaluated within the scope of the research were taken out, 540 questionnaire forms were obtained and the analysis was included. The data obtained in the study were analyzed using SPSS (Statistical Package for Social Sciences) Windows 22.0 program. Independent sample T test, one way ANOVA test and Tukey test were used to analyze the obtained data.

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Findings: As a result of the independent sample T test applied, there was no statistically significant difference between male and female according to the emotional labor and subscale average scores ($p>0.05$). As a result of independent sample T test, there was no statistically significant difference ($p>0,05$) between burnout, emotional exhaustion and low personal accomplishment scores between females and males ($p<0.01$). As a result of the independent sample T test, there was no statistically significant difference between male and female according to the mean score of intention to leave work ($p>0.05$). As a result of one way analysis of variance (ANOVA), it was found that there was a statistically significant difference between emotional labor and subscale scores according to the university experience years ($p<0,05$). As a result of the ANOVA, there was no statistically significant difference between burnout and emotional exhaustion averages ($p>0,05$) between the years of experience in university, whereas there was a statistically significant difference between low self-efficacy and depression scores ($p<0.05$). As a result of the ANOVA, there was no statistically significant difference between the university years of experience and the mean score of intention to leave ($p> 0,05$).

Conclusion: It is known that emotional labor performances are higher in female employees when the emotional labor performances are gendered and it is known that female employees have the same amount of labor needed in the service sector and it is known that the service sector includes mostly female intensive occupational groups, however, there was no difference in emotional labor performances among female and male academics. From the point of view of burnout, male apologists have a higher level of desensitization than female academicians. In this case, it can be said that male academicians should take action to tackle the desensitization, to work on more stress-reducing activities, to stabilize the private life and work life balance, and to have personnel departments of universities design and schedule special programs for male academics. Judging from the professional experience of the study results, it was found that those with low experience level behaved more superficially in their relationships. According to this, activities that can help emotional regulation of academicians newly started in the development and follow-up programs of universities should be put forward and guided. When the dimension of burnout is taken into account in terms of professional experience, it is necessary to consider the low sense of personal accomplishment of relative and beginners.