

Investigation on Burnout Levels of Female Staff Working in Provincial Directorates of Youth and Sports

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Abstract

The aim of this study is to determine the burnout levels of female personnel working in the Provincial Directorates of Youth and Sports and to compare them in terms of some variables. In this study, 117 female personnel with a mean age of 39.68 ± 9.37 who were selected by random sampling who were working in the provincial center of Ankara and in some selected districts (Mamak, Çankaya, Sincan, Keçiören, Demetevler) participated in the study. Seven of the research questions developed by the researcher for determining the demographic data personal information form was used. Maslach Burnout Scale was used to determine burnout levels of the participants. In the analysis of data, frequency and percentage calculations were made for the demographic characteristics of the research group. Descriptive statistics of the depleted levels of the female staff working in the Provincial Directorates of Youth and Sports have been demonstrated. Independent single-sample test (t-test) and one-way ANOVA (OneWay ANOVA) were used to examine whether participants' burnout levels differ according to variables. In the analysis of the data, a significance level of 0.05 was adopted. According to the results of the analysis, the t-test for the comparison of the burnout scale sub-dimensions and the ANOVA results showed that the emotional exhaustion, depersonalization, and personal accomplishment sub-dimensions of the female staff working in the Provincial Directorates of Youth and Sports age group, marital status, having a child, education status, occupation It does not differ according to working style and working year. As a result, the female staff working in the Provincial Directorates of Youth and Sports have the highest level of burnout in the middle level of emotional exhaustion and their burnout levels are 22-30, 31-40, 41-50 and 51 years of age and older, married, or single. whether they have children, have lower or lower secondary or higher levels of education, high school or higher or above, occupational status as coach, civil servant, cleaning officer or security officer, work forms shall be permanent, contract, service, or subcontractor -10, 11-15 or 16 years and may be said to be unchanged.

Keywords: Burnout Level, Provincial Directorate of Youth and Sports, Women Staff.

INTRODUCTION

Nowadays, the socio-economic structure of people greatly affects their lifestyles and plays an important role in determining their social status in society. . Profession, on the other hand, is defined as the continuous work of an individual or individuals to maintain his/her life and make a living. (Pepe and Kuru 2001). Job is recognized as the most important activity that allows people to acquire the necessary means for survival, occupy a valuable place in society and improve their living conditions. At the same time, a person's work demonstrates its ability to provide satisfaction and, in this context, what people think, what they do, how they feel and how they feel is directly related to the social environment (Tiryaki, 2016).

People might encounter many difficulties in their daily life. This situation disrupts the balance of the person, reduces his/her energy, makes the individual weak and significantly reduces the quality of life. It is thought that burnout is a situation that negatively affects the quality of life and harms business life due to the decrease in work efficiency. It is seen that burnout is more common especially in jobs where people work one-on-one (Karabulut & Demirci, 2022).

Job is one of the most important social environments in a person's life. As an individual and social activity, job is very important for a person's life. Working is considered the real phenomenon that allows a person to earn the income he/she needs to survive, feel independent and happy, and receive satisfaction from life (Gill, 1999). Job satisfaction increases as employee demands meet job requirements. Job-related dissatisfaction can also be explained by the negative attitude and behavior of the employee. Job satisfaction can be affected by personal and organizational factors such as age, gender, education level, as well as organizational and environmental factors such as wages, management policies and working conditions (Musall et al. 1995). Job satisfaction, which is one of the most important conditions for the success, happiness, and productivity of people, appears as an

emotional response evaluated and developed by the job and job environment (Kang et al. 1989).

Locke (1983) defines job satisfaction as a function of the difference between actual and expected performance levels. According to this theory, that is called the goal theory, when a person achieves his/her goals or shows a high performance, it is positively affected in terms of job satisfaction. The important thing here is that different people have different values. Although the wages, side benefits or working conditions are the same, the satisfaction of the employees may vary according to their value judgments (Locke, 1983). In the light of all these, this study was conducted to examine the burnout levels of female personnel working in Provincial Directorates of Youth and Sports. In this research, work life, which is important for people and even more important for women, emerges as a factor that will affect the quality of life, emotional, social, physical and psychological health of individuals. Since it is very easy to overlook the symptoms of burnout, the problem can grow and become intolerable. Therefore, knowing this syndrome well and being aware of its symptoms and making early and correct intervention are very important both for institutions and for individuals. In case the work life of individuals negatively affects these factors, negative experiences leading to burnout may occur.

In this context, this research is important in terms of determining the burnout levels of Women Personnel Working in Youth and Sports Provincial Directorates and revealing which variables affect them, preparing better working environments and suggesting solutions.

MATERIAL AND METHOD

Research Model

The research is in the descriptive type and in the general survey model as a model. "General scanning models are scanning arrangements made on the whole population or a group, sample or sample to be taken from the population in order to make a general judgment about the population in a population consisting of many elements (Karasar 2010). This research was prepared in a quantitative design and scanning model was used. The screening model is a research approach that aims to describe a situation that exists in the past or the present as it is. The event, individual or object that is the subject of the research is tried to be defined in its own conditions and as it is (Karasar, 2008).

Study Population

The population of the research consists of female personnel working in the Provincial Directorates of Youth and Sports in Ankara. The sample of the study, on the other hand, consists of 117 female personnel with an average age of 39.68 ± 9.37 , who work in the central districts of Mamak, Çankaya, Sincan, Keçiören, Demet Evler, which are connected to the province of Ankara and the city center, and were selected by simple random method based on volunteering.

Data Collection Tools

A "Personal Information Form" created by the researcher was used to collect information about the Female Personnel Working in the Provincial Directorates of Youth and Sports. In the personal information form, there are questions about the age, marital status, having children, education level, profession, working style and years of working in the profession. Personal information form consisting of seven questions developed by the researcher to determine demographic data and Maslach Burnout Scale (MBS) developed by Maslach and Jackson (1981) was used. Consisting of 22 items in total, the scale evaluates burnout in three sub-dimensions: Emotional Burnout, Depersonalization and Personal Achievement. Turkish version of MBS was developed by Ergin (1992). and the internal consistency coefficients obtained for the sub-dimensions are respectively: .86, .68, .83'tür. The Emotional Burnout subscale refers to being exhausted and overloaded by one's occupation. In this subscale, there are 8 items related to fatigue, boredom and decreased emotional energy. These are included in items 1, 2, 3, 6, 8, 13, 16 and 20. The depersonalization subscale defines the individual's behavior towards those they care for and serve, devoid of emotion, without considering that individuals are unique beings. The depersonalization subscale, which consists of six items, are included in items 5, 10, 11, 15, 21 and 22. The Decreased Sense of Personal Achievement subscale describes feelings of competence and overcoming successfully in a person working with people. This scale consists of 8 items and are included in items 4, 7, 9, 12, 14, 17, 18 and 19. The dimensions of emotional burnout and depersonalization consist of negative expressions, while the dimension of decrease in the sense of personal achievement consists of positive expressions. For this reason, the score of each sub-dimension was evaluated separately. High scores on the emotional burnout and depersonalization subscales and low scores on the decrease in personal achievement subscale indicate burnout (Çam, 1991).

Analysis of Data

In the analysis of the collected data, frequency and percentage calculations were made for the demographic characteristics of the research group. Independent single sample test (t-test) and one-way analysis of variance (One Way ANOVA) were used to determine whether the burnout levels of the participants differed according to the variables. Significance level was accepted as

p<0.05.

FINDINGS AND COMMENT

The frequency and percentage values of the Burnout items of the Female Personnel Working in the Provincial Directorates of Youth and Sports reached in the research are given in Table 1. Independent single sample test (t-test) and one-way analysis of variance (OneWay ANOVA) are also given in the table (3,4,5,6,7,8,9) to examine whether the burnout levels of the participants differ according to the variables.

Table 1. Demographic Information of Female Personnel Working in Provincial Directorates of Youth and Sports

		N	%
Age group	22-30	21	17.9
	31-40	47	40.2
	41-50	31	26.5
	51 and older	18	15.4
Marital status	Married	83	70.9
	Single	34	29.1
Having Children	Yes	96	82.1
	No	21	17.9
Education status	Middle school and lower	19	16.2
	High school	54	46.2
	Undergraduate degree and higher	44	37.6
Occupation	Trainer	33	28.2
	Officer	49	41.9
	Cleaning staff	14	12.0
	Security guard	21	17.9
Way of Working	Staffed	30	25.6
	Contracted	29	24.8
	Service Provision	29	24.8
	Subcontractor	29	24.8
Employment Years	1- 5 years	16	13.7
	6- 10 years	26	22.2
	11- 15 years	30	38.5
	16 and longer	45	14.2

When Table 1 is examined, it is seen that the majority of the female personnel working in the Provincial Directorates of Youth and Sports in the research group are between the ages of 31-40 (40.2%), married (70.9%) and have children (82.1%), and the percentage of high school graduates is higher (46.2%), and the rate of officers (41.9%), those with staffed employment (25.6%), and those with 11-15 years of employment (38.5%).

Table 2. Maslach Burnout Scale Averages of Female Personnel Working in Provincial Directorates of Youth and Sports

	N=(117)			
	\bar{x}	sd	Min	Max.
Emotional Burnout	20.05	2.30	15	26
Depersonalization	15.80	1.67	13	20
Personal Achievement	19.76	2.21	16	24

= mean, sd= Standard deviation, Min= Minimum value, Max= Maximum value

When we check the Maslach Burnout Scale averages in Table 2, it is seen that female personnel working in the Provincial Directorates of Youth and Sports have the highest average in the emotional exhaustion sub-dimension (20.05±2.30). However, it is seen that close scores were obtained in other sub-dimensions. When the averages are examined in general, it is seen that the burnout level of the female personnel working in the Provincial Directorates of Youth and Sports is moderate.

Table 3. Comparison of Maslach Burnout Scale Scores of Female Personnel Working in Provincial Directorates of Youth and Sports by Age

	Age group	N	\bar{x}	sd	F
Emotional Burnout	22-30	21	19.33	1.62	2.182
	31-40	47	20.42	2.38	

Depersonalization	41-50	31	19.58	2.32	,907
	51 and older	18	20.78	2.53	
	22-30	21	15.57	1.83	
	31-40	47	15.94	1.81	
Personal Achievement	41-50	31	15.52	1.46	,086
	51 and older	18	16.22	1.48	
	22-30	21	19.62	1.99	
	31-40	47	19.70	2.28	
	41-50	31	19.90	2.23	
	51 and older	18	19.83	2.46	

N= Number of participants, = Mean, sd= Standard deviation

Emotional burnout of female personnel working in Provincial Directorates of Youth and Sports by age groups ($F(3,113)=2.182$; $p=0.094$), depersonalization ($F(3,113)=.907$; $p=0.440$) and personal achievement ($F(3,113)=.086$; $p=0.967$) there was no statistically significant difference between sub-dimensions (Table 3).

Table 4. Comparison of Maslach Burnout Scale Scores of Female Personnel Working in Provincial Directorates of Youth and Sports by Age

	Marital status	N	\bar{x}	sd	sd	T
Emotional Burnout	Married	83	19.94	2.21	115	-.879
	Single	34	20.35	2.53		
Depersonalization	Married	83	15.94	1.73	115	1.379
	Single	34	15.47	1.50		
Personal Achievement	Married	83	19.59	2.20	115	-1.301
	Single	34	20.18	2.25		

N= Number of participants, = Mean, sd= Standard deviation, sd= ? T = T value

According to the marital status of female personnel working in Provincial Directorates of Youth and Sports, there was no statistically significant difference between sub-dimensions marital status and emotional burnout ($T(115)= -.879$; $p=0.381$), depersonalization ($T(115)= 1,379$; $p=0.171$) and personal achievement ($T(115)= -1.301$; $p=0.196$) (Table 4).

Table 5. Comparison of Maslach Burnout Scale Scores of Female Personnel Working in Provincial Directorates of Youth and Sports by Age

	Having Children	N	\bar{x}	sd	Sd	t
Emotional Burnout	Yes	96	20.05	2.37	115	-.077
	No	21	20.10	2.05		
Depersonalization	Yes	96	15.83	1.66	115	,411
	No	21	15.67	1.77		
Personal Achievement	Yes	96	19.72	2.22	115	-.435
	No	21	19.95	2.25		

N= Number of participants, = Mean, sd= Standard deviation, sd= ? T = T value

According to the results of the t test conducted to test the burnout scale sub-dimension scores of female personnel working in Provincial Directorates of Youth and Sports according to their status of having children, There is no statistically significant difference between sub-dimensions having a child and emotional burnout ($T(115)= -.077$; $p=0.938$), depersonalization ($T(115)= .411$; $p= 0.682$), and personal accomplishment ($T(115)= -.435$; $p=0,664$) (Table 5).

Table 6. Comparison of Maslach Burnout Scale Scores of Female Personnel Working in Youth and Sports Provincial Directorates by Educational Status

	Education level	N	\bar{x}	sd	F
Emotional Burnout	Secondary school and below	19	19.63	2.73	,399
	High school	54	20.11	2.32	

Depersonalization	Undergraduate and above	44	20.18	2.12	1.880
	Secondary school and below	19	15.16	1.21	
	High school	54	16.02	1.75	
Personal Achievement	Undergraduate and above	44	15.82	1.72	1.468
	Secondary school and below	19	19.05	2.20	
	High school	54	19.74	1.96	
	Undergraduate and above	44	20.09	2.49	

N= Number of participants, = Mean, sd= Standard deviation, F= F value

According to the results of ANOVA conducted to test the burnout scale sub-dimension scores of female personnel working in Provincial Directorates of Youth and Sports according to their educational status, there is no statistically significant difference between educational status and emotional burnout ($F(2.114)=.399$; $p=0.672$), depersonalization ($F(2.114)=1.880$; $p=0.157$) and personal achievement ($F(2.114)= 1.468$; $p=0.235$) (Table 6).

Table 7. Comparison of Maslach Burnout Scale Scores of Female Personnel Working in Provincial Directorates of Youth and Sports by Occupation

	Occupation	N	\bar{x}	Ss	F
Emotional Burnout	Trainer	33	20.27	2.23	.332
	Officer	49	20.14	2.51	
	Cleaning staff	14	19.79	2.52	
	Security guard	21	19.71	1.85	
Depersonalization	Trainer	33	15.94	1.54	.674
	Officer	49	15.88	1.91	
	Cleaning staff	14	15.93	1.49	
	Security guard	21	15.33	1.43	
Personal Achievement	Trainer	33	20.30	2.23	2.124
	Officer	49	19.92	2.29	
	Cleaning staff	14	19.21	1.81	
	Security guard	21	18.90	2.10	

N= Number of participants, = Mean, sd= Standard deviation, F= F value

According to the burnout scale sub-dimension scores of female personnel working in Youth and Sports Provincial Directorates, there is no statistically significant difference between occupation and emotional exhaustion ($F(3.13)=.332$; $p= 0.802$), depersonalization ($F(3.13)=.674$; $p=0.570$), and personal accomplishment ($F(3.13)= 2.124$; $p=0.101$) sub-dimensions (Table 7).

Table 8. Comparison of Maslach Burnout Scale Scores of Female Personnel Working in Youth and Sports Provincial Directorates by Way of Working

	Way of Working	N	\bar{x}	sd	F
Emotional Burnout	Staffed	30	20.40	2.47	.357
	Contracted	29	19.97	2.35	
	Service Provision	29	19.79	2.34	
	Subcontractor	29	20.07	2.12	
Depersonalization	Staffed	30	15.80	1.73	.243
	Contracted	29	15.79	1.70	
	Service Provision	29	15.62	1.63	
	Subcontractor	29	16.00	1.71	
Personal Achievement	Staffed	30	19.97	2.09	.132
	Contracted	29	19.62	2.27	

Service Provision	29	19.69	2.22
Subcontractor	29	19.76	2.39

N= Number of participants, = Mean, sd= Standard deviation, F= F value

According to the burnout scale sub-dimension scores of female personnel working in Youth and Sports Provincial Directorates, there is no statistically significant difference between the sub-dimensions of emotional burnout ($F(3,13)=.357$; $p=0.784$), depersonalization ($F(3,13)=.243$; $p=0.866$] and personal accomplishment ($F(3,13)=.132$; $p=0.941$) (Table 8).

Table 9. Comparison of Maslach Burnout Scale Scores of Female Personnel Working in Youth and Sports Provincial Directorates by Years of Employment

	Employment Years	N	\bar{x}	sd	F
Emotional Burnout	1- 5 years	16	19.13	1.26	2.683
	6- 10 years	26	20.96	2.63	
	11- 15 years	30	19.63	1.90	
	16 years and longer	45	20.16	2.50	
Depersonalization	1- 5 years	16	15.88	1.78	1.136
	6- 10 years	26	15.50	1.94	
	11- 15 years	30	15.53	1.46	
	16 years and longer	45	16.13	1.60	
Personal Achievement	1- 5 years	16	19.19	1.83	.726
	6- 10 years	26	19.54	2.10	
	11- 15 years	30	19.80	2.43	
	16 years and longer	45	20.07	2.28	

N= Number of participants, = Mean, sd= Standard deviation, F= F value

According to the burnout scale sub-dimension scores of female personnel working in Youth and Sports Provincial Directorates, there is no statistically significant difference between sub-scales of years of employment and emotional exhaustion ($F(3,13)=2.683$; $p=0.060$), depersonalization ($F(3,13)=1.136$; $p=0.338$) and personal accomplishment ($F(3,13)=.726$; $p=0.539$) (Table 9).

DISCUSSION AND CONCLUSION

This study was carried out in order to reveal the burnout levels of female personnel working in Ankara Youth and Sports Provincial Directorates and to examine whether they differ according to some variables. In this section, the results obtained for this purpose are presented.

When the results of the research are examined, it is seen that the majority of the female personnel working in the Provincial Directorates of Youth and Sports in the research group are between the ages of 31-40 (40.2%), married (70.9%) and have children (82.1%), and the proportion of those who have graduated from high school (46.2%), and it is seen that the rate of civil servants (41.9%), staffed employees (25.6%) and working years between 11-15 years (38.5%) is higher compared to others.

Considering the Maslach Burnout Scale averages, it is seen that female personnel working in the Provincial Directorates of Youth and Sports have the highest average in the emotional exhaustion sub-dimension (20.05 ± 2.30). However, it is seen that close scores were obtained in other sub-dimensions. When the averages are examined in general, it is seen that the burnout level of the female personnel working in the Provincial Directorates of Youth and Sports is moderate.

As the most important finding of this research, it was determined that there is no statistically significant difference in the burnout scale sub-dimension scores (emotional burnout, depersonalization, and personal accomplishment) of female personnel working in Provincial Directorates of Youth and Sports, according to age groups, marital status and having children, according to different variables such as education level, occupation, working type and employment years.

Although there are studies in the current literature that support our research findings, there are studies that obtained contrary results (Tatlıcı and Kırmızıoğlu 2008, Kılıçarslan and Küçüksüleymanoğlu 2019). In a study conducted with accounting professionals, who are similar to our study according to the working style, which is the variable of our research, it was determined that the working style did not show a statistically significant difference in terms of the sub-dimensions of the burnout levels (Kılıçarslan and Küçüksüleymanoğlu 2019). In addition, in a different study in which athletic trainers participated, the

emotional burnout, depersonalization and personal achievement scores of male and female trainers were similar to each other according to the gender variable, which is one of our research variables (Tatlıcı and Kırmızıoğlu 2008).

Among the studies supporting our research in the literature, Eroğlu (2014) and Ceylan (2015) found that there was no significant difference between the burnout scale scores and the age variable. In another study conducted on teachers, no significant difference was found between burnout total scale scores and emotional burnout states and age levels (Yoldaş, 2019). The results of these studies show parallelism with the studies we have conducted.

In the study conducted with individuals working in the accounting profession group, it was determined that individuals experience high levels of burnout and that gender, age, education level, marital status and working time cause differentiation on the level of burnout. It is thought that the reason for this is that the accounting profession is constantly related to numerical data, the completion time of the works is limited and the work under an intense tempo affects the burnout levels at this level (Kılıçarslan and Küçüksüleymanoğlu 2019). Similarly, in a different study conducted on athletic trainers, it was determined that there were differences in emotional burnout, personal achievement and depersonalization levels in terms of marital status, gender, age, employment year, place of employment, economic status (Tatlıcı and Kırmızıoğlu 2008).

The following can be said about the study; The burnout levels of female personnel working in Provincial Directorates of Youth and Sports are moderate and the highest score belongs to the emotional burnout sub-dimension, burnout levels do not vary whether they belong to 22-30, 31-40, 41-50 and 51 and over age groups, whether they are married or single, whether they have children, whether their education level is secondary school or below, high school or undergraduate and above, their occupations are trainers, officers, or a security guard, whether the working style is staffed, contracted, service procurement or subcontractor, and whether the employment years are 1-5, 6-10, 11-15 or 16 years or more. Moreover, it is thought that another reason why the effects of these variables were not observed in our study may be due to the fact that the workload in the Provincial Directorates of Youth and Sports is calmer than the specified occupational groups, it is under state control and the management style is different, and also because women are resistant and resilient against all the difficulties of life conditions.

As a result; Burnout is known as a phenomenon that occurs due to successive work anxiety and causes individuals to be affected emotionally, their behavior towards other individuals to change negatively, and accordingly, to feel that their work performance is reduced both individually and institutionally. In our study, it was observed that the sub-dimensions of emotional burnout, sense of personal achievement and depersonalization were not affected by variables such as age, gender, marital status, employment year, working style, and educational status.

At the individual level, the person should learn about the difficulties and risks of his job and be aware of its symptoms in order to prevent burnout as early as possible. Participating in vocational training courses, demanding job responsibilities information or changes in working conditions are good for coping with stress. Another important point is to maintain work-life balance. A person who also spends his/her personal time on work-related matters will gradually increase his/her burnout. At the managerial level; It can be suggested not to make working hours long, not to pay person low, to make clear and agreeable job descriptions and to ensure that they are followed, to increase the communication within the team, to increase the training and rewards, and to respect the people.

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