Beden Egitimi ve Spor Bilimleri Dergisi

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Beden Egitimi ve Spor Bilimleri Dergisi

Beden Eğitimi ve Spor Bilimleri Dergisi açık erişim politikasını benimseyen, beden eğitimi ve spor alanında yapılan özgün makale ve davetli derleme çalışmalarının yayınlandığı, uluslararası hakemli, bilimsel, online bir dergidir. Hareket ve antrenman bilimleri, sporda sosyal alanlar ve sporcu sağlığı olmak üzere üç bölümden oluşan dergi Nisan, Ağustos ve Aralık ayları olmak üzere yılda 3 sayı çıkarılmaktadır.

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INVESTIGATION OF JOB SATISFACTION AND BURNOUT LEVELS OF TURKISH SUPER LEAGUE FOOTBALL REFEREES

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ABSTRACT

The objective of this study is to analyze the job burnout and job satisfaction levels of super league referees actively working in Turkey Football Leagues in terms of some variables. The universe of the study consists of 80 upper division referees and assistant referees of Turkish Football Federation. The personal information form prepared by the researcher, Maslach Burnout Inventory (1981) and Minnesota Satisfaction Questionnaire, which was developed in 1967 to find out job satisfaction level and adapted into Turkish by Gökçora (1985), were used in the study as data collection tools. Kolmogorov-smirnov test, Mann-whitney U test, Kruskal-wallis test and Spearman correlation coefficient were used to analyze and comment on the data.

As a conclusion, football referees were found to have high levels of job satisfaction. Significant difference was found in job satisfaction levels in terms of the variables of marital status, football experience and referee post; however, no significant difference was found in job satisfaction levels in terms of the variables of educational status, occupation, duration of refereeing and age. At the same time, while significant difference was found in burnout levels in terms of the variables of marital status, referee post and duration of refereeing, no significant difference was found in terms of football experience, age, occupation, duration of refereeing and educational status. A negative and significant association was found between job satisfaction dimensions and burnout.

Key Words: Burnout , job satisfaction, referee, football

TÜRKİYE SÜPER LİG FUTBOL HAKEMLERİNİN İŞ DOYUMU VE TÜKENMİŞLİK DÜZEYLERİNİNİNCELENMESİ

ÖZ

Bu çalışmanın amacı, Türkiye Futbol Liglerinde faal olarak görev yapan süper lig futbol hakemlerinin mesleki tükenmişlik ve iş doyum düzeylerinin bazı değişkenler açısından incelemektir.Çalışmanın evrenini Türkiye futbol federasyonuna bağlı 80 Üst klasman hakem ve yardımcı hakem oluşturmaktadır.Araştırmada veri toplama aracı olarak araştırmacı tarafından hazırlanan kişisel bilgi formu, Maslach tükenmişlik envanteri (1981) ve iş doyumu düzeyini belirlemek amacıyla 1967 yılında geliştirilen ve Gökçora(1985) tarafından Türkçeye uyarlanan (Minnesota Satisfaction Questionnaire) minoseta iş doyumu ölçeği uygulanmıştır. Verilerin çözümlenmesi ve yorumlanmasında, kolmogorov-smirnov testi, mann-whitney U testi ve kruskal-wallis testi, spearman korelasyon katsayısı kullanılmıştır.

Sonuç olarak; futbol hakemlerinin iş doyumlarınınyüksek düzeyde olduğu tespit edilmiştir.Medeni durum, futbol deneyimi ve hakemlik görevi değişkenlerine göre iş doyumu düzeylerinde anlamlı farklılığa rastlanmış; fakat eğitim durumu, meslek, hakemlik süresi ve yaş değişkenlerine iş doyumu düzeylerinde anlamlı farklılığa rastlanmamıştır. Aynı zamanda tükenmişlik düzeylerinde medeni durum, hakemlik görevi, hakemlik süresi değişkenlerine göre anlamlı farklılığa rastlanırken; futbol deneyimi, yaş, meslek, hakemlik süresi, eğitim durumuna göre anlamlı farklılığa rastlanmamıştır. İş doyumu boyutları ve tükenmişlik arasında negatif yönde ve anlamlı bir ilişki tespit edilmiştir.

Anahtar Kelimler:Tükenmişlik , iş doyumu, hakem, futboll

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INTRODUCTION

Sport, which is one of the most widespread and effective social institutions of the 21st century modern society, has been developing significantly as a social and cultural sector. Especially football has a very important place in Turkey, too, just like the whole world. Football referees are also one of the most important building stones of this sector. Refereeing is a physical action with psychological and cognitive aspects[11]. A referee is a person chosen by the authorities of sports organizations who referees matches and settles the points taken, wins, losses and penalties.[12] They have very important effects on teams, athletes, trainers and game results with the decisions they make. The fact that they are always on the public agenda and the greatness of the responsibilities they take cause them to get more attention. Thus, the occupational difficulties, stresses, failures, negative conditions that they may come across in this job they do apart from their own occupations, the decrease in their mental and physical energy, their success in their occupations increase the significance of determining the levels of satisfaction and burnout they have as a result of refereeing.

The concept of burnout was first defined by German Herbert J. Freudenberger[19]. In his book "Burnout: The High Cost of High Achievement", Freudenberger defined burnout as an emotional burnout which means a state of not being able to meet the requirements of a job as a result of overworking[32]. Maslach (1981) defined burnout as a syndrome that results in emotional burnout due to extreme stress in people working in jobs related with humans, becoming indifferent to people to whom one serves and a gradually increasing personal failure[27]. Burnout occurs when individuals face situations that exceed their strength and energy capacities. Burnout is defined as feelings of negative thoughts for the job and self and a continuous feeling of mental fatigue[40]. In general, burnout causes physical problems such as headache and stomach ache, intestinal problems, high blood pressure, muscle strain and chronic fatigue. Occupational burnout causes problems such as anxiety and depression[29]. Burnout syndrome occurs as a result of being exposed to long term occupational stress and in general it is seen in people who work in occupations that are in close relationship with people. According to Maslach and Jackson (1981), burnout can be approached in three dimensions (a) emotional exhaustion, which means being emotionally exhausted; (b) personal accomplishment, means a person's tendency to evalaute himself/herself negatively[28],(c) depersonalization is developing negative attitudes and feelings about the job[27].

There are various factors that influence burnout and these factors can be grouped in two as individual and organizational (environmental) factors. Individual factors have characteristics such as having an A type personality, having an external focus of control, being deprived of self-sufficiency, empathy and emotional control and having unrealistic levels of expectation; while organizational (environmental) factors are grouped under work load, control, awards, belonging, justice and values[37].In general, the consequences of burnout are a decrease in job satisfaction, a decrease in organizational committment, an increase in physical and emotional symptoms, collapse of family life[14] the wish to transfer to other occupational areas, deterioration and unconformity in human relations at work and outside work and increases in not coming to work or coming late because of reasons related with health[37]. Exhaustion is a negative experience and it is resulted in mutual interaction between a person and his environment. It is a response to chronic job stress. It can be seen that exhaustion, which occurs in individuals who have human-related jobs, is grouped in

different ways according to the definition of levels, types and states[38].

Job satisfaction is a positive emotional state that results from the assessment of the job related with a person's demands of the job and the attainments from the job[1]. According to another view, job satisfaction is the assessment of job conditions (the job itself, physical environment, the attitudes of the management) or the outcomes of the job (pay, job safety) by the employee[15] and the emotional response of employees to their jobs. The positive response to job is defined as job satisfaction, while negative response is defined as job dissatisfaction[13]. Lam (1995) groups some factors that cause the satisfaction or dissatisfaction of employees under two groups as individual and organizational. Individual factors are values, expectations, gender, personality, education, intelligence, status, age, socio-cultural environment; while organizational factors are pay, stress, quality of the job, coworkers and safety[26]. Attitudes about work can be defined by internal factors (characteristics) or external factors (environmental powers that influence a person). As a conclusion, job satisfaction interacts with a great number of different factors.

When job burnout and satisfaction are examined, although they look different conceptually, it can be seen that they are similar when their reasons and effects are examined. Job satisfaction occurs due to reasons such as a person's feeling sufficient in his job, getting the moral and material rewards of what he produces and having peace at work, while exhaustion occurs due to reasons such as stress, conflict, mobbing, not getting rewards and superior-subordinate relationships. When the explanations of the concepts of exhaustion and job satisfaction are analyzed, it can be seen that there is an inverse correlation between them. Job dissatisfaction is the joint production of the features of the job, job environment and the characteristics of the employee and the interaction between these three variables[25]. As stated by various researchers, as the level of exhaustion increases, job satisfaction decreases and the person who is exhausted can lose mental or physical health as a result of depression or anxiety[19]. When job satisfaction levels of employees decrease, their exhaustion levels are expected to increase, while their exhaustion levels are expected to decrease as their job satisfaction levels increase[21].

The association between burnout and job satisfaction are not separated from each other with definite borders. Unhappiness of employees with their jobs most probably cause job dissatisfaction. While an employee who is dissatisfied with his work does not like his job, an employee who is experiencing burnout may be loving his job but thinking that he is not sufficient for the job. While the negative aspects of the job are on the forefront in job satisfaction, a person's point of view and assessments are also added to these in burnout. If an employee cannot get the satisfaction that he wants in his job, he is said to be experiencing dissatisfaction, and if he is also feeling insufficient, then he is experiencing burnout[34].

The general purpose of this study is to examine burnout and job satisfaction, which are factors that may influence football referees' decisions, in terms of some variables. As a result of the findings obtained from this examination, job burnout and job satisfaction levels of a division and division football referees will be examined in terms of the referees' personal variables and thus the problems of referees will be determined. While there are few studies about football referees, it is known that most of these studies are about physical performances of football referees. Thus, the fact that this study focuses on the psychological characteristics of referees shows the significance of the study.

MATERIAL AND METHOD

This descriptive study was conducted on a total of 80 football referees, who were upper division referees and assistant referees working in 2015-2016 season Turkey Football Federation. As for data collection tools, the short version of Pines and Aronson's (1988) burnout scale which was shortened by Pines- Maslach (2005) and tested for reliability and validity[33] was used to measure burnout level, while Short Form Minnesota Satisfaction Questionaire, which was developed by Dawis, Weis, England and Lofquist[42] and translated into Turkish by Deniz and Güliz Gökçora from Hacettepe University, was used to find out levels of job satisfaction. Later, the translation was remade, its validity was proven and it was tested on workers by Baycan from Boğaziçi University[6]. Kolmogrov-Smirnov test, Mann- Whitney U Test and Kruskal-Wallis H Test were used in the statistical analysis of the study, while Spearman correlation analysis method was used for the analysis of associations. The level of significance was accepted as $p<.05$.

RESULTS

Table 1. Assessment of the Job Satisfaction Levels of the Study Group

Dimensions	n	Min	Max	$\bar{x}$	Sd
Intrinsic Satisfaction	80	31.00	60.00	49.62	6.10
Extrinsic Satisfaction	80	18.00	40.00	32.71	4.85
Total Satisfaction	80	58.00	100	82.16	9.79
Burnout	80	10.00	46.00	24.50	10.51

According to Table 1, referees were found to have high levels of total job satisfaction ($\bar{x}$ =82.16)

Table 2. Demographic Features of the Study Group

Variables		f	%
Marital Status	Married	71	88.8
	Single	9	11.3
Age	25-30years of age	5	6.3
	31-35years of age	20	25.0
	36-41years of age	45	56.3
	42+	10	12.5
Educational status	High school	5	6.3
	Undergraduate	60	75.0
	Post- graduate	15	18.8
Occupation	Teacher	24	30.0
	Police officer	6	7.5
	Civil servant	7	8.8
	Self employed	43	53.8
Duration of refereeing	1-3	1	1.3
	4-6	6	7.5
	7-9	6	7.5
	10+	67	83.8
Football Experience	No	24	30.0
	Yes	56	70
Refereeing post	Chief referee	23	28.8
	Assistant referee	57	71.3
	Total	80	100.0

The football referees in the study group are between 24-47 years of age and their average age is 38.8 years of age and SD is 5.45. It was found that 88.8% of the referees were married, 75% were university graduate, 53.8% were self-employed, 83.3% had been referees for more than 10 years, 70% did not have football experience, 28.8% were chief referees and 71.3% were assistant referees
.

Table 3. Mann Whitney U Test Results of the Study Group ın terms of the Job Satisfaction Levels of the Study Group

Variable		Intrinsic Satisfaction					Extrinsic Satisfaction				
		MR	Sum of Ranks	U	Z	P	MR	Sum of Ranks	U	Z	p
Marital Status	Married	42.75	3035.0	160.0	-2.436	**.015**	41.57	2951.5	243.50	-1.161	.246
	Single	22.78	205.00				32.06	288.5			
Football experience	No	31.98	767.50	467.5	-2.154	**.031**	36.44	874.5	574.500	-1.027	**.**304
	yes	44.15	2472.5				42.24	2365.5			
Refereeing post	Chief referee	30.80	708.50	432.5	-2.378	**.017**	24.63	566.5	290.500	-3.893	**.000**
	Assistant referee	44.41	2531.50				46.90	2673.5			

Significant difference was found between the job satisfaction levels of football referees in the study group in terms of their marital status ($p<0.05$). According to the analysis results, married referees were found to have higher intrinsic satisfaction levels than the single referees. In terms of the variable of football experience before refereeing, significant difference was found in instrinsic satisfaction of job satisfaction dimension ($p<0.05$). Intrinsic satisfaction of referees who had played football before were higher than those of referees who did not have football experience. Significant difference was found between job satisfaction dimensions in the analysis conducted according to refereeing post ($p<0.05$). The results showed that assistant referees had higher intrinsic and extrinsic satisfaction scores when compared with the scores of chief referees.

Table 4.Mann Whitney U Test Results of the Study Group in terms of the Burnout Levels of the Study Group

Variable		MR	Sum of Ranks	U	Z	P
Marital Status	Married	38.51	2734.5	178.500	-2.151	**.031**
	Single	56.17	505.50			
Footbal experience	No	33.69	808.5	508.50	-1.720	.085
	Yes	43.42	2431.5			
Refereeing post	Chief referee	65.07	1496.5	90.50	-6.019	**.000**
	Assistant referee	30.59	1743.5			

When the burnout level was analyzed in terms of marital status, statistically significant difference was found (p<0.05). Single referees were found to have higher burnout scores than married referees. No significant difference was found in burnout levels in terms of the variable of football experience (p>0.05). At the same time, there are significant differences in burnout levels in terms of the area of refereeing (p<0.05). Burnout level scores of chief referees were higher than those of assistant referees.

Table 5.Kruskall Wallis Test Results of the Job Satisfaction and Burnout Levels of the Study Group in terms of Demographic Variables

	Intrinsic Satisfaction (IS)				Extrinsic Satisfaction (ES)				Burnout			
Education	**MR**	**df**	**X^2**	**p**	**MR**	**df**	**X^2**	**p**	**MR**	**df**	**X^2**	**p**
High School	27.30				34.00				50.40			
Undergraduate	42.68	2	2.681	.262	42.89	2	2.564	.277	39.28	2	1.145	.564
Post-graduate	36.17				33.10				42.07			
Occupation												
Teacher	44.42				47.75				34.25			
Police officer	37.83	3	1.203	.752	38.92	3	4.428	.219	41.25	3	2.656	.448
Civil servant	35.21				28.93				46.21			
Other	39.55				40.00				42.95			
Duration of refereeing												
1-3years	78.00				76.00				20.00			
4-6 years	42.42	3	3.113	.373	49.17	3	4.438	.218	44.25	3	10.431	**.015**
7-9 years	34.17				30.00				68.42			
10+ years	40.34				40.13				37.97			
Age												
25-30	33.50				49.90				46.00			
31-35	41.43				40.73				45.08			
36-41	40.76	3	.499	.919	42.13	3	3.961	.266	39.70	3	2.402	.493
40+	41.00				28.00				32.20			

* $p< 0.05$. ** $p < 0.01$IntrinsicSatisfaction (IS) and Extrinsic Satisfaction (ES)

No significant difference was found between the educational status, occupation, duration of refereeing, age and job satisfaction dimensions (p>0.05). While no significant difference was found between burnout level and the variables of educational status and occupation, significant difference was found between burnout level and duration of refereeing (p<0.05). When the averages were analyzed, the burnout levels of referees who had been referees for 7-9 years were quite high.

Table 6. Pearson's Correlation Analysis Results of Variables

Dimensions		**IS**	**ES**	**Burnout**
Intrinsic Satisfaction	r	1	.536**	-.318**
Extrinsic Satisfaction	r	.536**	1	-.283*
Burnout	r	-.318**	-.283*	1

Note: Intrinsic Satisfaction (IS) and Extrinsic Satisfaction (ES)

As can be seen from Table 6, a negative significant correlation was found between the job satisfaction levels (intrinsic satisfaction, extrinsic satisfaction) of football referees and occupational burnout. As intrinsic satisfaction increased (r= -.318 p<0.01), burnout level decreased negatively. As extrinsic satisfaction increased (r= -.283 p<0.01), burnout level decreased negatively. At

the same time, positive significant association was found between job satisfaction dimensions. As intrinsic satisfaction increased (r= .536 p<0.01), extrinsic motivation increased positively.

DISCUSSION AND CONCLUSION

According to the results of the study, the referees' job satisfaction levels were found to be high. We can say that this highness results from the opportunities provided to Super League referees, prestige, fulfillment caused by working conditions, good relations between coworkers and the fact that referees can give their own decisions while practicing their profession.

A significant difference was found between football referees' job satisfaction and burnout levels in terms of the variable of marital status (p<0.05). While the intrinsic satisfaction levels of married referees were higher, burnout levels of single referees were found to be higher than those of married referees. In their studies, Yıldız et al., (2001), Canbaz (2005), Sünter (2006) and Ataoğlu et al.,(2000) stated that since marriage provided a more regular life for individuals, job satisfaction levels increased based on the marital status[43,10,35,2]. In their study, Alkan et al., (2011) found significant difference between marital status and burnout level[3]. Besides these results, there are also studies which have concluded that the burnout levels of employees did not differ significantly in terms of marital status[22 36]. According to the results of the study, no significant difference was found between football referees' job satisfaction and burnout levels in terms of the variable of age. No statistically significant difference was found between age and job satisfaction and burnout in Kargün's (2012) study which was conducted on football referees and Ilkım's (2016) study which was conducted on wrestling referees[24,22].

Similarly, Can (2010), Ulucan (2011), Yerlisu (2006), Karlıoğlu (2000) and Yerlisu (2008) stated in their studies that there was no significant difference between the variable of age and job satisfaction levels[8,41,44,23,45]. In the studies of Organ and Lingl (1995); Drakou et al., (2006), Göktaş (2007), Arabacı et al., (2003), which were conducted to find out job satisfaction levels, significant differences were found between the job satisfaction levels of trainers in terms of trainers' ages and these differences were not in parallel with the results of our study[30,17,20,5]. In a study conducted on taekwondo referees, no significant difference was found between the burnout levels of referees in terms of the varaible of age[39]. In another study conducted on football trainers, no significant difference was found between occupational burnout levels in terms of age[4].

A significant difference was found between job satisfaction dimensions in the analysis of refereeing post (p<0.05). According to the results, intrinsic and extrinsic satisfaction scores of assistant referees were found to be higher when compared with those of chief referees. At the same time, significant differences were found in burnout levels in terms of refereeing post (p<0.05). Burnout level scores of chief referees were found to be higher than those of assistant referees. It can be said that assistant referees had higher satisfaction levels than chief referees because of the feeling of achievement, because their decisions are approved by the chief referees, because of the feeling of being successful in an occupation other than their own and because they have less authority and responsibility than chief referees. It was concluded that chief referees had higher burnout levels than assistant referees. Casajus and Castagna (2007) showed that the chief referees were under as much pressure as midfielders[9]. Chief referees' high burnout levels can be

thought to result from psychological pressure.

In the study, no difference was found between the job satisfaction and occupational burnout levels of referees in terms of their actual occupation (p>0,05). It should be considered normal for any occupation group to have an influence on job satisfaction and occupational burnout since referees love this job and choose to be a referee. This result of the study is in parallel with the results of Kargün et al., (2012) study.

Significant difference was found between referees who had experience in football and those who did not have experience in football in terms of the dimension of intrinsic satisfaction, while no difference was found between extrinsic motivation and burnout levels (p>0.05). Referees who played football previously were found to have higher intrinsic satisfaction levels. That is, having experience in football enables them to know about refereeing. In addition to these factors, being independent about the decisions given and the methods used in the field, being free in giving decisions, practicing their jobs with contentment can positively affect referees' job satisfaction. The results of our study are in parallel with the results of Kargün et al's (2012) study on the job satisfaction and occupational burnout levels of football referees[24].

No significant difference was found between the job satisfaction and burnout levels of football referees in terms of their educational level (p>0.05). In their studies, Doğan et al., Özmutlu (2013), Yerlisu (2006) and Yerlisu (2008) did not find association between the dimensions of job satisfaction and educational status[16,31,44,45]. At the same time, Tekin (2009), Can (2010) and Biber (2010) stated that educational level did not have an influence on the burnout levels of trainers[39,8,7]. No significant difference was found between referees' duration of refereeing and the dimensions of job satisfaction (p>0.05). However, significant difference was found between duration of refereeing and burnout. According to the results, burnout levels of referees who had been referees for 7-9 years were higher than those who had been referees for shorter periods of time. We can conclude that burnout levels increased as the duration of refereeing increased.

Significant and negative association was found between the correlation results of the subdimensions of job satisfaction and burnout scales. This is an indicator that as job satisfaction level increases, burnout levels decrease. In their study on wrestling referees, Ilkım (2016) found negative significant association between job satisfaction and burnout[22]. This result is in parallel with the results of our study.

According to these results, it can be said that referees have high job satisfaction levels because of being appreciated for their job, getting on well with each other, being free to use their own methods while practicing their occupation, doing something by using their skills, feeling of accomplishment and having the chance to be a respectable person in society. Football referees can be made to practice their duties and responsibilities more effectively by keeping them away from unnecessary sources of stress since they have to meet mental and psychological requirements and apply the rules of the game wisely. Thus, senior referees and managers should support less experienced referees in terms of job satisfaction. At the same time, it is thought that this study will increase referees' awareness and contribute to their development since the results of this study has determined the psychological factors that may be effective in the decisions of football referees. The study will cause job satisfaction levels to increase by removing the factors that cause the feeling of burnout.

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