

**RELATIONSHIP BETWEEN BURNOUT SYNDROME AND TASK
PERFORMANCE DURING COVID 19: A FIELD STUDY**

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ABSTRACT

Stress, intense work tempo and high responsibility in business life cause employees to get burnout syndrome. The experience of burnout syndrome as a result of the demands of managers and organizational culture gives employees a feeling of fatigue, both physically and emotionally. The main purpose of our study is to determine how burnout syndrome, a concept that produces negative results, affects task performance. Our research examined the relationship of burnout syndrome, the creature of the covid-19 pandemic, to employee performance. The study was a field study and the data obtained from the survey we conducted on 408 people were analyzed with statistical package programs. The data were analyzed using the validity of variables, reliability, significance, factor analysis, correlation and regression analysis. The analysis concluded that there was no association between burnout syndrome and task performance.

Keywords: Covid 19, Burnout Syndrome, Task Performance

INTRODUCTION

Although many epidemics have emerged around the world, some have succeeded and others have succumbed to the disease. Outbreaks over the last two decades, when we look like this SARS (Severe Acute Respiratory Syndrome) epidemics such as the deadly effects of potential, MERS (Middle East Respiratory Syndrome – Coronavirus Infection) non-polar illness as well as health care institutions, policy makers, and the awareness of society have increased. The Covid-19 pandemic, which began in Wuhan, China at the end of December 2019 and is effective around the world, has a global spread on a very large scale (Tuncay, E. F. et al. 2020). Studies have shown that these outbreaks cause great trauma in humans and increased levels of anxiety (Yıldız, 2014). In the Covid-19 pandemic, psychiatric symptoms and emotional problems that can be described as “psychological pandemics” are accompanied by fear, anxiety, panic, insecurity, and intense stress. Indirect effects of this disease increase psychiatric symptoms (Erdoğan & Hocaođlu, 2020).

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The Covid-19 pandemic has threatened life all over the world and has brought about significant changes in business and family life. Factors such as family members spending time at home for a long time, distance learning, health problems, monitoring of work from home, being unemployed have led to stress and anxiety in people (Ersoy et al, 2020). The policies implemented during the pandemic period, changes in living conditions and working conditions, and psychological and physiological changes cause burnout. Burnout does not occur suddenly, it progresses slowly and insidiously. Burnout can sometimes begin as a sudden event during the day or sometimes without any reason (Akduman, 2015). The incidence of burnout syndrome has increased rapidly as a result of the covid-19 pandemic as well as stressful working life. In general, intense and ambiguous work and social life, the feeling of burnout, low energy, feeling tired and exhausted, such as the person's problems arise. If left untreated, it causes huge losses in business and social life. Organizational burnout occurs when the number of people experiencing burnout syndrome increases in their workplaces, employee performance decreases and the organization suffers damage (Serinkan & Barutçu, 2020).

The COVID-19 pandemic deeply affected organizations and working life. The interaction between organization and new ways of working has brought new problems. These problems can be considered as problems experienced by human resources. Considering that the most important resource within the organization is human resources, it is a fact that the physical and mental health of the employees is in place so that the organization can continue its existence and increase its productivity. The reasons experienced by individuals due to the pandemic, such as stress, anxiety, fear, worry about getting sick, loss of relatives, affect the performance of the task.

Burnout is important both individually and organizationally, and has been an important research topic. If heavily employed personnel experience organizational burnout, they may be inefficient, under-motivated, and have attitudes and behaviors that are detrimental to the organization. Task performance is closely related to burnout. The efficiency of the business increases as a result of individuals' dedication to work and high performance work in their working life. Employees should have a high perception of burnout through integration with work. The person experiencing burnout syndrome will feel physically and spiritually tired and worn out. The person will not be able to fully maintain duties and responsibilities, distracted by unnecessary work, he will have problems in his relations with his friends and clients.

We will investigate the impact of burnout syndrome on task performance in the Covid-19 pandemic, which has recently been at the center of our lives, and examine the effects that reduce burnout and increase task performance.

1. CONCEPTUAL FRAMEWORK

1.1. Definition of Burnout

The definition of burnout, according to the TDK, is described as “a state of having lost power, not making an effort” (TDK, 2011). Freudenberger (1974) first described the issue of burnout syndrome. According to Freudenberger, it has been described as” a state of failure, attrition, diminishing of energy and power, or depletion of one's own resources as a result of unsatisfactory demands”.

Stress, fatigue and dissatisfaction, which are under pressure and at a heavy working pace, initiate burnout syndrome. The fact that the people has burnout syndrome does not only result in the negative effects of the damage left to them in the working environment, but also leads to significant problems in them social life. In the case of burnout, people have feelings of emotional, physical and mental fatigue along with stress. When stress is reduced, it can help reduce or eliminate the problem associated with burnout. People who experience burnout do not want to take responsibility in the work environment where they work, so they do not have much chance to rise (Karapınar & Gürbüz, 2015).

According to Potter, burnout is a weakness caused by a sense of motivation. The concept of power is very necessary to influence those around it and to be consistently successful. As a process that is not easy to overcome, burnout is a process in which returning to work, health, entertainment, social relationships, and so on, negatively affects the feeling of self-confidence. Burnout, which has become one of the major problems faced by businesses in the business world, is a phenomenon that occurs at the end of a certain process that does not occur suddenly. Potter (1998) if people asks themselves the following questions and the answer is generally yes, then their has encountered the problem of burnout. “sleep disorder, waking up tired, not being happy at work, sudden anger, forgetfulness, being away from people, falling ill quickly, low performance, alcohol and drug use, getting tired while working, not enjoying going to work explain burnout. Burnout syndrome, which develops over time and insidiously, has symptoms collected under three groups. These are physical symptoms, psychological symptoms and behavioral symptoms.

Physical Symptoms: According to Freudenberger and Richelson, individuals who are confident, active, talented, willing to work, do not hesitate to overwork, and who work hard even in insomnia may experience a sense of burnout over time. Their metabolism does not work systematically, their health condition deteriorates and eventually their energy begins to run out. This shows the problems they have in their bodies. Physical symptoms such as fatigue, headache, lazy, sleep disorder begin at first. If precautions are not taken, chronic flu, cold, weight loss or obesity, shortness of breath, pains, stomach and bowel disorders, hypertension, skin rashes, heart palpitations, such as diseases may occur. Such disorders should be known to be indicative of burnout syndrome, should not be neglected and precautions should be taken (Ardıç & Polatci, 2009).

Psychological Symptoms: Psychological symptoms are less noticeable than other symptoms. Loss of energy, hostility towards the environment, distressed attitudes, lack of self-confidence, impatience, unease, complex thoughts, problems with family members, depression, feeling helplessness and guilt, etc. emotions such as are seen (Perlman & Hartman, 1982). There are also signs of work-related hopelessness in the working environment, thinking about dismissal and coming to work unwillingly (Leiter & Maslach, 1999). After these symptoms appear, the person is psychologically shaken, self-confidence is lost, frustration and guilt feelings occur. Getting psychological support before this point is the smartest move to be done. Organizational burnout can be experienced if individuals who experience burnout at work increase, which can have costly consequences for the business (Göktepe, 2016).

Behavioral Symptoms: Behavioral symptoms are more easily noticed by others than physical and psychological symptoms. Sudden anger, tantrums, crying crises, the desire to be alone, to be offended and not appreciated, work slow down, unhappiness towards work, performance drop, problems with colleagues, late to work, desire to move to another job can be counted as symptoms (Ardıç & Polatçı, 2009). These symptoms will turn into violent behavior if prior attention and precautions are not taken. Symptoms that are mild at first may become increasingly harmful later on. It could even lead to suicide. The more the individual manages to cope with stress, the more resistant it will be to burnout

1.2. Task Performance

Performance comes from the English word and in Turkish it means “skill, success, capacity, talent”. It can also be explained as the level of fulfillment of a job (Çankaya, 2017).

In another definition, it is also expressed as the degree to demonstrate behavior in accordance with the pre-determined standards in the definition of duty and approach to the desired targets (Aksoy, 2001).

Businesses have to improve their performance to be able to compete and survive in market conditions that are changing very rapidly. With different management approaches in the variable nature of working life, employees are more needed to stay afloat. Attention is also given to every issue that concerns human beings. In order for organizations to achieve their objectives, the individual wishes and needs of the staff must be fulfilled. Thus, the goals of employees and the goals of organizations can be integrated. Efforts by groups or organizations to achieve their goals are called “performance”. In other words, the degree to which the given task is performed in the most appropriate manner in accordance with the objectives of groups, individuals or organizations can also be defined (Altındag & Akgün, 2015).

A number of activities expected from employees in organisations cover performance. Managers determine performance goals and guide employees in a way they can follow. Progress is observed in other employees when their requests for specialization are revealed through this guidance. These members both perform highly for the business and achieve the goals they thought for their careers (Özkan, 2017).

Assessing the performance of employees is a very important issue for businesses. The “measurement process” between two people doing the same job according to the criteria determined by the institutions is performance evaluation. Some researchers have stated that performance evaluation is very complex and difficult, and that it is impossible to make everyone happy (Yelboğa, 2006). Performance valuation is crucial in giving employees feedback on their work, improving the performance of the business, and ensuring consensus for the purposes (Bükülmez, 2013).

It should be ensured that the person whose performance is evaluated explains the outcome of the evaluation and learns the employee's shortcomings and strengths. It would be useful for the organization to keep the information open in order to increase the motivation of the working individuals (Yelboğa,2006). Individuals who are rewarded for their achievements will develop themselves further. When performance evaluations of employees are done fairly and rewarded, the business will continue with qualified employees and will be outstripped by competitors in a competitive environment (Yalçın, 2017).

1.3. Studies on Burnout and Task Performance

There have been few previous studies of burnout and task performance in the literature. Given this situation, we think that this study will contribute to the literature. Burnout is one of the topics of interest in recent periods. Especially during the recent Covid-19 pandemic, which we have experienced globally, material and spiritual collapse has occurred and is happening on behalf of all humanity. Psychologically and physically, people have started to exhibit negative behaviors. Burnout syndrome, which we are dealing with, is an important problem that needs to be considered and solutions to, especially in business life. Some of the studies investigating the relationship between burnout and task performance include:

Özyurt et al.(2006).to investigate the relationship between burnout, declining job performance and low career satisfaction, they conducted a survey study with 598 doctors in different health institutions in Istanbul. As a result of the research, it was determined that job performance was inversely proportional to burnout and desensitization and directly proportional to personal success.

Liu et al. a study of 23 hospitals in China's Guangdong Province concluded that nurses' job satisfaction and performance were negatively affected when they were in burnout syndrome (Liu, et al. 2019).

Valdez et al. (2019), a survey of 142 faculty members in the Faculty of Health Sciences to measure burnout and job satisfaction levels found that there was an inverse strong correlation between burnout and job satisfaction in nursing faculty members (Valdez et al. 2019).

Fukui et al (2019), found that there were positive effects in direct research with 195 clinical employees in the study that job performance would be improved by supervising reduction of emotional burnout a key component of burnout (Fukui et al. 2019).

Demeroutia, et al (2019) their study of burnout and job performance on pilots found that a large majority of pilots, 40%, experienced high burnout, were unhappy with their lives due to burnout. It concluded that their performance in business lives had fallen, that they were more exhausted and less willing to do business (Demeroutia et al. 2019).

Prentic and Thaichon (2019) supported hypotheses in the study, which was conducted in the United States by sampling those working in the hospitality industry, and confirmed that job performance was negatively associated with burnout (Prentic & Thaichon, 2019).

Üngüren et al. (2010), the study examined the relationship between burnout and job satisfaction in hotel employees and found that there was a negative and strong relationship between job satisfaction and burnout (Üngüren et al. 2010).

Tüfekçi (2019), a survey of 92 nurses at the Health Research and Practice Center examined the relationship between burnout levels and job performance in nursing and found a statistically negative difference between lower dimensions of burnout and job performance (Tüfekçi, 2019).

2. METHOD

2.1. Purpose of Research

A pandemic that occurs anywhere in the world is spreading in a short time and is affecting the world. The covid -19 pandemic, which we have experienced since the beginning of 2020, has also affected all people physiologically, sociologically and economically. Work from home due to isolation, flexible working hours, paid and unpaid leave, short-term or complete dismissal from work, closure of work places, etc. the incidents have deeply affected employees. In addition, they or their relatives become ill, the risk of transmission of the disease, and the death of their relatives caused burnout syndrome to occur in the employees and this affected their work performance. In this study, the effect of burnout emotions on task performance was investigated based on changes in lifestyles. It was intended to reveal the effects of burnout levels on individuals' perceptions of task performance.

2.2. Universe and Sampling

June May 5, 2020 and June 30, 2020, a total of 408 people working in various sectors have been reached through face-to-face surveys for our research. The data collected were analyzed with social science statistical package programs.

2.3. Scales of Research

The research scale consists of three parts, the first part is demographic findings, the second part is "Maslach Burnout Scale (MBS)" developed by Maslach and Jackson (1981) and adapted to Turkish by Ergin (1992). Maslach and Jackson (1981) developed a scale of six (1-less than one per year and 6-every day) according to the frequency of life of substances and seven (1-less than and 7-very strong) according to the power of affect of substances is a likert type scale. However, the scale adapted to Turkish by Ergin (1992) is of the likert type of quintet (1-never and 5-always) according to the frequency of experiencing substances.

This scale consists of 22 items and measures the three sub-dimensions of burnout (emotional exhaustion, desensitization, and reduction in the sense of personal achievement). Emotional exhaustion, from 9 Articles (1, 2, 3, 6, 8, 13, 14, 16, 20) composed. Desensitization from Article 5(5, 10, 11, 15, 22) composed. Feeling of personal achievement from 8 items (4, 7, 9, 12, 17, 18, 19, 21) composed (Ergin, 1992). The substances that measure the “feeling of personal success” in MBS are substances that have positive meaning and have been inversely calculated and interpreted as “decrease in feeling of personal success”. He stated that high scores would indicate an increase in burnout when the personal achievement dimension is reversed, so that the scores of the three subscales would be collected to achieve the total burnout score, and that the subscale scores would also be standardized and compared to each other. Maslach and Jackson (1981) describe burnout as a process and say that the dimensions that make up Burnout follow one another.

In the third section, the task performance scale, consisting of 9 items developed by Goodman and Svyantek themselves, is used to measure the task and contextual performance they use in their work (1999). Task performance (task-based job performance) consists of 9 items called Scale 5 Li Likert type (1-completely disagree, 5-completely agree) is answered. The work performance scale, which measures task performance, was developed by Goodman and Svyantek (1999). The first 16 expressions of the scale, which contains 25 expressions of the 5-type Likert, are intended for contextual performance, while the last 9 expressions are intended for task performance. The last 9 expressions were used in this study.

2.4. Research Model and Hypotheses

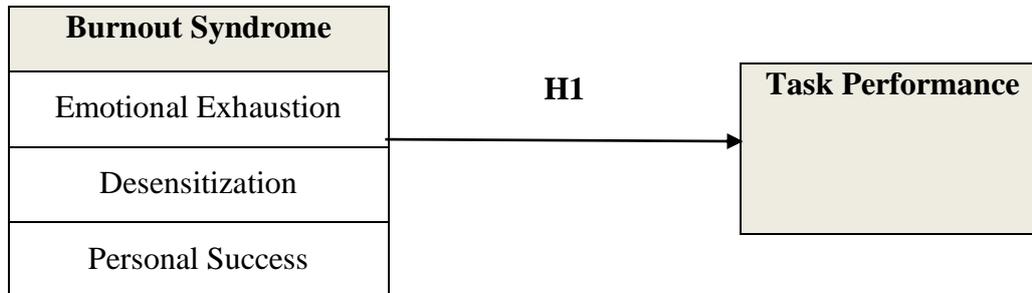


Figure 1: Research Model

H1: Burnout syndrome affects task performance significantly and positively.

H1a: Emotional exhaustion affects task performance significantly and positively.

H1b: Desensitization affects task performance significantly and positively.

H1c: Feeling of personal success affects task performance in a meaningful and positive way.

3. FINDINGS

Table 1: Demographic Findings

| Demographic Findings | | | | | |
|---|------------|------------|---|------------|------------|
| Business | Frequency | Percentage | Covid -19 Due To Change In Way It Works | Frequency | Percentage |
| International | 150 | 36,8 | Yes | 301 | 65,7 |
| National | 258 | 63,2 | No | 107 | 34,7 |
| TOTAL | 408 | 100 | TOTAL | 408 | 100 |
| Sector | Frequency | Percentage | Marital Status | Frequency | Percentage |
| Health | 148 | 36,3 | Married | 258 | 63,2 |
| Education | 69 | 16,9 | Single | 150 | 36,8 |
| Finance | 47 | 11,5 | TOTAL | 408 | 100 |
| Textile | 67 | 16,4 | Gender | Frequency | Percentage |
| Other | 77 | 18,9 | Famale | 286 | 70,1 |
| TOTAL | 408 | 100 | Male | 122 | 29,9 |
| | | | TOTAL | 408 | 100 |
| Reduction in Economic Income Due To COVID -19 | Frequency | Percentage | Did You Or Anyone Close To You Get Sick Because Of COVID -19? | Frequency | Percentage |
| Yes | 158 | 38,7 | Yes | 130 | 31,9 |
| No | 250 | 61,3 | No | 278 | 68,1 |
| TOTAL | 408 | 100 | TOTAL | 408 | 100 |
| Education | Frequency | Percentage | Age | Frequency | Percentage |
| Primary School | 51 | 12,5 | 20-30 | 47 | 11,5 |
| High School | 55 | 13,5 | 31-40 | 139 | 34,1 |
| Associate Degree | 86 | 21,0 | 41-50 | 148 | 36,3 |
| Licence | 140 | 34,3 | 51-60 | 67 | 16,4 |
| Post Graduate | 61 | 15,0 | 61 and over | 7 | 1,7 |
| Doktorate | 15 | 3,7 | TOTAL | 408 | 100 |
| TOTAL | 408 | 100 | | | |

According to Table.1, 63,2% of those who fill out the questionnaire work in national companies and 36,8% in an international company. It was provided from the health sector with a maximum of 36.3% and the finance sector with at least 11.5%. During the Covid -19 pandemic, 65.7% people worked in the workplace and 34.3% worked from home. The educational status of the participants is 34.3%, bachelor's degree, Most of the Women 70.1% and 63.2% are married

3.1. Reliability Analysis

In our research, reliability analysis was performed to make the scales scientific. We can tell that a scale is reliable with Cronbachs Alpha value. The Cronbachs Alpha value must be greater than 0.7 to be valid and reliable. When we look at the table both burnout syndrome Cronbachs Alpha ,920 and mission performance Cronbachs Alpha ,912 scale reliability are very high. Cronbachs indicate that the scales are perfect when Alpha is >0.9. An overall total reliability analysis involving all questions of the scales was conducted and found Cronbachs Alpha ,897. The reliability values of all factors are greater than 0.80 when the values are examined. Accordingly, it was revealed that the internal consistency of the factors is high (Özdamar, 2004).

Table 2: Reliability Analysis

| Name of Variable | Cronbachs Alpha | Number of Questions |
|------------------|-----------------|---------------------|
| Burnout Syndrome | ,920 | 22 |
| Task Performance | ,912 | 9 |
| TOTAL | ,897 | 31 |

In order to do factor analysis, we need to check the suitability of our data with Kaiser-Meyer-Olkin (KMO). As shown in the table below, the KMO values of burnout syndrome were ,924 and Bartlett's Sphericity test was 465, sig ,000. The KMO values for mission performance are ,937 and Bartlett's Sphericity test is 231, sig ,000. The significance of Bartlett's test and the fact that KMO values are more than 0.6 indicates that our data is well suited for factor analysis (Tabarnick & Fidell, 2007).

Table 3: KMO and Bartlett's Sphericity Test

| Name of Variable | Kaiser-Meyer-Olkin | Approximately ki Square | Bartlett's Sphericity test df | Sigma |
|------------------|--------------------|-------------------------|-------------------------------|-------|
| Burnout Syndrome | ,924 | 9989,438 | 465 | ,000 |
| Task Performance | ,937 | 7445,648 | 231 | ,000 |
| TOTAL | ,906 | 2481,198 | 36 | ,000 |

Factor analysis was performed for variables that are suitable for validity and reliability analysis.

Table 4: Total Varyans Analysis

| Compe nents | Initial eigenvalues | | | Extraction Totals Of Square Loads | | | a Extraction Totals Of Square Loads |
|----------------|---------------------|-----------|-------------|-----------------------------------|-----------|---------------|---|
| | Total | Varyans % | Kümülatif % | Total | Varyans % | Kümülatif % | Total |
| 1 | 10,008 | 32,283 | 32,283 | 10,008 | 32,283 | 32,283 | 9,912 |
| 2 | 5,545 | 17,887 | 50,170 | 5,545 | 17,887 | 50,170 | 5,539 |
| 3 | 3,332 | 10,750 | 60,920 | 3,332 | 10,750 | 60,920 | 3,695 |
| 4 | 1,387 | 4,475 | 65,394 | 1,387 | 4,475 | 65,394 | 1,852 |
| 5 | ,958 | 3,091 | 68,486 | | | | |
| 6 | ,894 | 2,885 | 71,370 | | | | |
| 7 | ,763 | 2,460 | 73,830 | | | | |
| 8 | ,722 | 2,327 | 76,158 | | | | |
| 9 | ,697 | 2,247 | 78,404 | | | | |
| 10 | ,640 | 2,063 | 80,467 | | | | |
| 11 | ,578 | 1,865 | 82,333 | | | | |
| 12 | ,532 | 1,715 | 84,048 | | | | |
| 13 | ,525 | 1,694 | 85,742 | | | | |
| 14 | ,465 | 1,501 | 87,243 | | | | |
| 15 | ,397 | 1,280 | 88,523 | | | | |
| 16 | ,380 | 1,225 | 89,748 | | | | |
| 17 | ,364 | 1,173 | 90,921 | | | | |
| 18 | ,333 | 1,073 | 91,994 | | | | |
| 19 | ,310 | 1,000 | 92,994 | | | | |
| 20 | ,304 | ,979 | 93,973 | | | | |
| 21 | ,282 | ,911 | 94,884 | | | | |
| 22 | ,244 | ,787 | 95,670 | | | | |
| 23 | ,227 | ,732 | 96,402 | | | | |
| 24 | ,209 | ,674 | 97,077 | | | | |
| 25 | ,184 | ,593 | 97,670 | | | | |
| 26 | ,174 | ,560 | 98,231 | | | | |
| 27 | ,157 | ,507 | 98,738 | | | | |
| 28 | ,120 | ,386 | 99,124 | | | | |
| 29 | ,107 | ,347 | 99,470 | | | | |
| 30 | ,094 | ,305 | 99,775 | | | | |
| 31 | ,070 | ,225 | 100,000 | | | | |

Extraction Method: Principal Component Analysis.

a. When components are correlated, sums of squared loadings cannot be added to obtain a total variance.

As shown in Table 4, the independent variables of the study were burnout syndrome, emotional exhaustion, desensitization and personal success in three subheadings, and the dependent variable task performance in one heading. The description rate of the scales is 65,394%.

Table 5: Exploratory Factor Analysis Loads

| Rotated Component Matrix | Burnout Syndrome | | | Task Performance |
|---|----------------------|------------------|-----------------|------------------|
| | Emotional Exhaustion | Personal Success | Desensitization | |
| When I wake up in the morning, I feel like I can't handle it for another day. | ,895 | | | |
| Return to work I feel soul-depleted | ,888 | | | |
| I feel like I'm cooling off from my job. | ,884 | | | |
| It's too exhausting for me to deal with people all day. | ,866 | | | |
| I realize that I treat some of the people I meet in my job as if they're not human. | ,860 | | | |
| I've been hard on people since I started working on this. | ,850 | | | |
| Working directly with people puts a lot of stress on me. | ,843 | | | |
| I think my job limits me. | ,838 | | | |
| I'm afraid this is going to solidify me. | ,817 | | | |
| I feel frustrated with what I do | ,804 | | | |
| I feel like I'm working too hard at my job | ,794 | | | |
| I feel like the people I meet in my job are acting like you created some of their problems. | ,779 | | | |
| I don't care what happens to the people I meet because of my job. | ,759 | | | |
| I feel like I'm at the end of the road | ,701 | | | |
| After working closely with people, I feel uplifted. | | ,828 | | |
| It's my job to create a comfortable atmosphere between the people I meet. | | ,818 | | |
| I've had many notable successes in this business. | | ,808 | | |
| I approach emotional problems in my work with coolness | | ,653 | | |
| I have the power to do so many things. | | ,611 | | |
| It's my job to know how people feel when I meet them. | | | ,654 | |
| I believe I contribute to people's lives through the work I do. | | | ,614 | |
| In my job, I find the most appropriate solution to the problems of the people I meet. | | | ,602 | |
| I perform the given tasks as desired and perform well throughout the work. | | | | ,887 |
| I make planning and organization to achieve the goals related to the work and to finalize them on the determined date | | | | ,867 |
| I do all the tasks my job requires. | | | | ,866 |
| I'm skilled in all areas of the business. I deal with all tasks expertly | | | | ,804 |

| | | | | |
|--|--|--|--|------|
| I perform all work-related tasks with the expertise required by my profession | | | | ,797 |
| I meet the performance criteria of my supervisor in charge of my department | | | | ,789 |
| I can take more responsibility for the task given | | | | ,745 |
| I can take more responsibility for the task given | | | | ,617 |
| I'm looking forward to a higher position. | | | | ,606 |
| Extraction Method: Principal Component Analysis. Rotation Method: Oblimin with Kaiser Normalization. a. Rotation converged in 5 iterations. | | | | |

In Table 5, The Oblimline rotation method was used and factor loads were determined. There was no conflict between the questions and the analyses were continued on the basis of this factor table.

Table 6: Correlation Analysis

| COMPENENTS | | Emotional Exhaustion | Desensitization | Personal Success | Task Performance |
|----------------------|---------------------|----------------------|-----------------|------------------|------------------|
| Emotional Exhaustion | Pearson Correlation | 1 | | | |
| | Sig. (2-tailed) | | | | |
| | N | 408 | | | |
| Desensitization | Pearson Correlation | ,839** | 1 | | |
| | Sig. (2-tailed) | ,000 | | | |
| | N | 408 | 408 | | |
| Personal Success | Pearson Correlation | ,068 | ,164** | 1 | |
| | Sig. (2-tailed) | ,171 | ,001 | | |
| | N | 408 | 408 | 408 | |
| Task Performance | Pearson Correlation | -,004 | -,007 | -,085 | 1 |
| | Sig. (2-tailed) | ,944 | ,892 | ,085 | |
| | N | 407 | 407 | 407 | 407 |

** . Correlation is significant at the 0.01 level (2-tailed).

When we look at the correlation table, it is observed that task performance, which is the dependent variable of the research, does not correlate with the three sub-dimensions of burnout syndrome, which is the independent variable (three sigma value > 0.05).

Table 7: Regression Analysis (Task Performance)

| Model 1 | Squares Total | Df | Squared Averages | F | Sig. |
|----------------------|-------------------|----------------|--------------------|--------------------------|-------------------|
| Regresyon | 63,925 | 2 | 31,963 | 117,509 | ,000 ^b |
| Individual | 176,529 | 649 | ,272 | | |
| Total | 240,455 | 651 | | | |
| | R | R Square | Adjusted R Squared | Estimated Standard Error | |
| | ,086 ^a | ,007 | ,000 | 1,13172 | |
| Variables | B | Standard Error | Beta standardize | T | Sig. |
| Inveriable | 6,230 | ,193 | | 32,260 | ,000 |
| Emotional Exhaustion | -,008 | ,056 | -,014 | -,147 | ,883 |
| Desensitization | ,011 | ,054 | ,019 | ,203 | ,839 |
| Personal Success | -,050 | ,029 | -,088 | -1,726 | ,085 |

a. Dependent Variable: (Task Performance)

b. Independent Variables: Burnout Syndrome (Emotional Exhaustion, Desensitization, Personal Success)

The correlation table does not show a cause-and-effect relationship alone, so regression analysis was performed for the illity link. Regression analysis showed no correlation between the lower stables of burnout syndrome and task performance. Determinate number, 7% model description rate is very low.

Table 8: Hypothesis Results

| NO | Hypothesis | Explanation | Results |
|-------------|--|-------------|-----------|
| H1: | Burnout syndrome effects task performance significantly and positively. | No Effect | Rejection |
| H1a: | Emotional exhaustion effects task performance significantly and positively | No Effect | Rejection |
| H1b: | Desensitization effects task performance in a meaningful and positive way. | No Effect | Rejection |
| H1c: | Personal success effects task performance significantly and positively | No Effect | Rejection |

CONCLUSION

“Technology” and “human” are the main factors that businesses should give importance to in order to gain the upper hand in competition. It is thought that the only subject not imitated in an environment where everything is imitated is human. Today, employees’ success is seen as business success, so employee performance is one of the factors affecting organizations. Employees’ commitment to the business, motivation, job satisfaction and performance, organizational climate and burnout syndrome are vital factors for the business. Burnout occurs as a result of a certain accumulation that does not suddenly develop in individuals. It is the condition that needs to be treated and if it is not treated it leads to individual and organizational harm. Burnout syndrome is thought to cause major problems in personal, family, social and business life, and has been a topic that has attracted the attention of researchers.

A pandemic that occurs anywhere in the world can affect the whole world in a short time. Covid-19 is an infectious virus that affects the world and causes many people to be affected. Many measures have been taken worldwide to prevent the pandemic, new policies have been created and regulations have been introduced to prevent the spread of the virus. This has been a devastation in some sectors. The economy weakened, production decreased and consumption increased. Especially in personal protective equipment, the crisis has occurred and access to materials has become difficult.

During this period, businesses, especially outside the health sector, were very affected. Health care workers have increased anxiety and stress as they are on the front line in the battle against the virus. They have taken precautions not to infect their families and loved ones. The long working hours, the difficulties of using personal protective equipment, the danger of contamination, working in a shift procedure, the inconveniences of those who work in the medical team, the loss of their lives, the paramedics were very worn out and took them up to burnout. Workers in the other sector were affected at least as much as health workers. Especially those who have their own jobs have had to close their businesses. In addition, the service sector employees were given permits, there were job cuts, and the employees had burnout syndrome.

Our research examined the relationship of burnout syndrome, the creature of the covid-19 pandemic, to employee performance. The study was a field study and the relationship between burnout syndrome and task performance 408 people were surveyed face to face and our data were tested with statistical package programs. Validity and reliability analysis, factor analysis, correlation and regression analysis were performed.

First of all in cronbachs alpha reliability and validity analysis, our burnout syndrome result was ,920 and our task performance result was 912. According to this result, the reliability of our data is quite high. When we tested the suitability of factor analysis with KMO, it was observed that the value of burnout syndrome was 924 and the performance of the task was 937. The explanation rate of variances of the scales is 65,394%.

The correlation results showed that task performance, which is the dependent variable, did not have any association with the three sub-dimensions of burnout syndrome, which is the independent variable (three sigma value > 0.05). As a result of regression analysis, there was no correlation between the lower dimensions of burnout syndrome and task performance as the determinant number, 7% model description rate was very low. Based on the data we obtained, it was observed that there was no correlation in the performance of the task of individuals experiencing burnout syndrome. Burnout level does not affect task performance in a negative or positive way. Even if the Covid-19 pandemic badly affected individuals, it did not have any effect on their mission and performance.

Based on the data we obtained from the surveys, it was found that individuals with burnout syndrome had poor task performance and that burnout syndrome, which had negative effects on individuals and institutions, significantly threatened the work life. With the sense of burnout, individual and institutional measures must be taken together to minimise the damage of burnout caused by excessive consumption of energy and resources and the loss of idealism. The most effective way to combat burnout is to try to prevent the symptoms from appearing. Some measures can be taken as an institution; to appreciate achievements with a fair reward system, to maintain the balance of authority and responsibility, to ensure the participation of employees in decisions taken, to share the workload equally, to encourage working as a team, to allow time for rest during work hours, to provide a career opportunity in a just manner, to provide an effective communication environment in the institution, to give positive feedback,

Individuals should also make efforts to deal with this problem, as going solution-focused on burnout cannot be solely with improvements within the organization. Some methods may be used to overcome this problem. People have some knowledge about burnout and self-recognition, personal development and consulting for groups to be involved, learn relaxation methods and breathing techniques for relaxation, listening to music, doing sports, to reduce the monotony acquire hobbies, holidays, work, and rest with fine adjustments, the developer attend seminars, counseling has not deterred from taking the help of some of the methods can be counted as.

People who experience dissatisfaction, reluctance and frustration in their working life have the same effects in their private life. In this case, the relationship of the individual with them family, friends and surroundings also negatively affects physiological and mental health deteriorates. If a person is satisfied with his work, he is happy with his personal life. Therefore, by taking into account the factors affecting his own life, he has to apply the methods of self-treatment by taking the necessary measures to be satisfied with more life and to experience less exhaustion.

This study examined the relationship of burnout syndrome and its lower dimensions with task performance and found that there was no effect between them. Although individuals experienced burnout, they never carried it into their work and were successful in combating Covid-19 and its effects.

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