

Effects of Five-Factor Personality Traits on Burnout

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Abstract

In parallel with the studies revealing the importance of personality traits in burnout, there has been an increase in the number of studies suggesting that individuals with different personality traits may differ in their attitudes towards work in relation with their stress and burnout levels. The aim of this study was to determine the effect of health professionals' personality traits on burnout levels. The research data were obtained from 553 healthcare professionals working in public/private health institutions via an online survey. At the end of the study, it was determined that there were significant relationships between the sub-dimensions of the Five-Factor Personality traits and the sub-dimensions of burnout, namely, the feeling of low personal accomplishment, depersonalization and emotional exhaustion.

Keywords: Personality; Burnout; Five-Factor Personality Traits; Healthcare Employees.

Beş Faktör Kişilik Özelliklerinin Tükenmişliğe Etkisi

Öz

Tükenmişlik eğilimi göstermede kişilik özelliklerinin önemini vurgulayan çalışmalara paralel olarak, farklı kişilik özelliklerine sahip bireylerin işe karşı takındıkları tutum, stres ve tükenmişlik düzeylerinin de farklılık gösterebildiğini ileri süren çalışmalar her geçen gün artış göstermektedir. Bu çalışmanın amacı sağlık kurumları çalışanlarının kişilik özelliklerinin tükenmişlik üzerindeki etkisini belirlemektir. Araştırma verileri çevrimiçi anket ile özel sektör ve kamu sektörü sağlık kurumlarında görev yapan 553 çalışandan elde edilmiştir. Çalışma sonunda Beş Faktör Kişilik özelliklerinin alt boyutlarının, tükenmişliğin alt boyutları olan düşük kişisel başarı hissi, duyarsızlaşma ve duygusal tükenme arasında anlamlı ilişkilerin varlığı tespit edilmiştir.

Anahtar Kelimeler: Kişilik; Tükenmişlik; Beş Faktör Kişilik Özellikleri; Sağlık Kurumları Çalışanları.


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Introduction

The concept of “burnout” attracts widespread attention in business life due to the increasing workload and time pressure, and research on burnout is being conducted among employees in many professions. Burnout syndrome is an important occupational health problem that may include both physical and emotional burnout. Although its prevalence may vary according to occupation, society, and assessment tool, it is reported to be between 10% and 50% (Brand, & Holsboer-Trachsler 2010, p. 562).

It is known that burnout is more common in occupations in which people are provided services directly/face-to-face and where the human factor has a very important place in the quality of service. Accordingly, studies have shown that healthcare professionals experience burnout intensely (Ergin, 1992; Aslan et al., 1996; Kaya et al., 2010). Furthermore, there are also studies reporting that personality type is related to burnout and suggest that understanding personality type could contribute to the development of programs for stress management, including burnout.

If individuals’ personality traits are known, their response to burnout may be predicted. Differences in individuals’ personality traits may cause them to experience burnout at different levels. In health institutions, which are directly related to human life and where human errors are not tolerated, employees of all levels face too many stress factors. Therefore, it may be easier to find effective solutions to burnout syndrome by determining personality traits. In this study, it was investigated whether personality traits have any role in the formation of burnout response, which is accompanied by various important personal and organizational consequences.

Conceptual Framework

Five-Factor Personality Traits

Researchers who have conducted many studies on understanding, recognizing, and classifying people have also focused on the subject of “personality”. According to the simplest definition, personality is the characteristic integration of psychological behaviors and abilities, individual structures, interests, tendencies, and behavior patterns (Norman, 1963, p. 575). While personality is expressed as all of the distinctive, unchanging, and consistent characteristics of the individual, it is also expressed as a combination of some features that make up the similarities and differences in feelings, thoughts, and behaviors (Özkalp, & Kirel, 2011, p. 72). In other words, personality is considered as permanent and static characteristics that people display under different conditions. Personality is a set of psychological qualities that affect the distinctive behavioral patterns of the individual, enabling the individual to establish a relationship with the environment and to give the same reactions in similar situations (Gerrig, & Zimbardo, 2012, p. 17).

The concept of personality was first studied in detail after personality psychology was first recognized as a separate scientific discipline in the 1930s. Since then, although it has been analyzed from different perspectives, researchers have not agreed on a common definition. While it was defined as individual and permanent characteristics, it was also defined as a combination of genetically innate traits and acquired characters resulting from experiences. In fact, with these studies, over the years, the concept of personality has been defined as the individual's distinctive and unique characteristics and distinctiveness, in short, as the whole of the individual's “unique” traits (Mc Adams, 1997, p. 4; Baymur, 1996, p. 251; Norman, 1963, p. 573; Akiskal et al., 1983, p. 808).

Personality traits are relatively consistent behavior patterns that develop over a period of time (Digman, 1990, p. 419). Personality traits distinguish the person from others and our predictions about the future behaviors of the person are based on such traits (Atkinson et al., 1990, p. 18). West and Grazian (1989, p. 175) stated that our personality traits are permanent and do not change in time and in different conditions. In light of all these explanations, personality traits can be evaluated as consistent behaviors that distinguish the individual from others and also as the persistence of these behaviors.

According to the personality traits theory, traits are the basic components of personality and are universal structures that affect and shape the individual’s behavior (Goldberg, 1993, p. 26; McCrae and Costa, 1997, p. 509). It is seen in the literature that there are more than one model and theory about personality. In this study, it was aimed to examine personality within the scope of the five-factor personality model, on which consensus was reached in identifying and classifying personality traits.

It was reported that, to reveal interpersonal differences, the five-factor personality model focuses on behaviors exhibited in relation with the conditions encountered, and also on the fact that individuals have behavioral tendencies that do not change throughout their lives (Çetin et al., 2015, p. 84). Today, many psychologists agree that the five-factor personality model, which is expressed as the hierarchical categorization of personality traits, adequately explains the personality structure (in terms of its validity and reliability based on studies conducted in different cultures, and its objectivity in studies conducted in different ethnic, age, and gender groups) (McCrae, & John, 1992, p. 175; McCrae, & Costa, 2006, p. 227; Mount et al., 2006, p. 595).

The five-factor personality traits approach is considered within the scope of trait theories, which is one of the theories developed to explain what personality is. In line with the traits theory, factor analysis forms the basis of the studies in identifying the traits representing the personality structure (Basım, et al., 2009, p. 22). The five-factor personality traits approach classified numerous personality traits and collected them under five factors, namely, neuroticism, extroversion, conscientiousness, openness to experience and agreeableness. Adjectives related to the five-factor personality traits can be listed as follows (Costa & McCrae, 1995, p. 28): *Neuroticism*: Anxious, hostile, depressed, self-aware, thoughtless, fragile. *Extroversion*: Warm, sociable, self-confident, active, thrill-seeking, positive-emotional. *Openness to Experience*: Fantastic, aesthetic, emotional, active, insightful, valuable. *Agreeableness*: Reliable, honest, altruistic, compliant, humble, mild-tempered. *Conscientiousness*: Self-disciplined, duty-conscious, capable, organized, prudent, has the drive to fight for success. The criteria for the evaluation of the indicators in these personality dimensions are listed in Table 1.

Table 1. *Key Indicators of Five-Factor Personality Dimensions*

<i>Decreasing Qualities in Personality Dimensions</i>	<i>Personality Dimensions</i>	<i>Increasing in Personality Dimensions</i>
Inattentive, undisciplined, ignoring rules, having trouble focusing in displaying any standard behavior	Conscientiousness	Obsessive, compulsive, rigidly disciplined, workaholic
Narrow-minded, low tolerance for different perspectives or lifestyles	Openness to Experience	deviant, impractical, illogical, constantly shifting purpose
Quarrelsome, moody, suspicious, manipulating others, rude, disrespectful to social rules and laws	Agreeableness	Naive, too generous, easily exploited
Asocial, not enjoying life, shy, not showing emotions	Extroversion	Dominating, assertively aggressive, constantly seeking attention
Constantly sad, angry, trying to satisfy their motives (food, sex, etc.), unable to control their thoughts, dependent on others	Neuroticism	No description.

Source: Maclane, & Walmsley, 2010, p. 65.

Since the factors described above are frequently cited in studies conducted by researchers using different methods, these factors are also called the "big five". As a result of the studies, the five-factor personality model is considered useful in predicting the performance of the individual at work, in providing a systematic examination of the relationships between personality traits and behaviors, in facilitating communication between researchers, and in integrating personality structures in a wide framework (Sıgırı et al., 2010, p. 104).

Burnout

The concept of burnout was first introduced by Freudenberger (1975). This concept was defined by the researcher as the physical, emotional, and mental fatigue of the employee, and as a result, a decrease in success, an increase in alienation, and loss of interest in work (Tümkeya, Çam, & Çavuşoğlu, 2009, p. 387). Burnout, which is also defined as the last stage of stress, physically manifests itself primarily as mild symptoms. These symptoms are headache, sleep disturbances, drowsiness, tiredness, and fatigue. If measures are not taken, several issues, such as persistent colds, decrease in resistance to infections, weight loss or obesity, muscle tensions, and heart palpitations may occur. In addition, several psychological symptoms may occur, such as feeling of frustration and irritability, feeling of unease for unknown reasons, impatience, decreased self-confidence, vulnerability to psychological hurt, feelings of hostility towards the environment, powerlessness, hopelessness about work, dissatisfaction, negative attitudes towards life, and depression (Filizöz, & Ay, 2011, p. 235).

Burnout has negative effects on the person in terms of cognitive and affective aspects, such as the feeling of depersonalization (affective) to the environment, which occurs in the situation of working with

long-term intense stress; boredom and low personal achievement (cognitive). Burnout is also defined as a negative experience in the form of people's reaction to work-related stress (Beemsterboer, & Baum, 1984, p. 97; Maslach, 1982, p. 17). The concept of burnout has a reciprocal relationship with job satisfaction in professional life. Individuals who are not happy in their job and do not reach job satisfaction begin to experience low motivation. In addition, the increasing effect of burnout on employee turnover also brings extra costs to the workplace (Izgar, 2001, p. 28).

Maslach and Jackson (1981, p. 99) and Maslach, Schaufeli and Leiter (2001, p. 398) defined burnout as the long-term fatigue and physical exhaustion seen in people who are exposed to intense emotional demands, especially in the work they do and who has to constantly work face-to-face with others. They defined it as a syndrome that occurs when feelings of hopelessness and helplessness are reflected by negative attitudes towards life, work, and others. They also defined burnout syndrome as a psychological state of emotion evaluated in three dimensions: emotional exhaustion, depersonalization, and decreased sense of personal accomplishment. These dimensions are briefly described below.

Emotional Exhaustion: Emotional exhaustion is expressed as a state of emotion that occurs when individuals who are exposed to intense stress in the work environment think that individuals they interact with cannot fulfill their expectations. Individuals lose their emotional excitement and feel a constant lack of energy and weariness about their job (Iřıkhan, 2004, p. 51; Leiter, & Maslach, 1988, p. 297). Emotional exhaustion is the beginning and basis of the burnout syndrome. As a result of working too much, individuals force themselves to meet demands, and thus, experience emotional exhaustion in response. This subdimension may also be defined as the depletion of the person's emotional resources and energy (řıklar, & Tunalı, 2012, p. 76; Tetik, 2011, p. 341). It is suggested that the syndrome starts with this dimension and continues as depersonalization, and then a decrease in the sense of personal accomplishment.

Depersonalization: Depersonalization is defined as presenting callous and rigid behaviors as a result of adopting negative attitudes towards work and the people individuals interact with, which is caused by intense emotional exhaustion encountered by individuals working in jobs where face-to-face communication is mandatory (Akten, 2007, p. 8). In the further stages of depersonalization, the person may be humiliating or rude to other people around them or they are unable to provide the necessary assistance by ignoring their wishes and needs. In this dimension, a person may show hostility or disregard for the people they serve by alienating from themselves and their occupation (Karatepe, & Uludağ, 2008, p. 112; Yirik et al., 2014, p. 6226).

Low Personal Accomplishment: Low personal accomplishment occurs when individuals evaluate themselves negatively in terms of their professional performance (Maslach, Schaufeli, & Leiter, 2001, p. 399). Those who experience a decrease in their sense of personal accomplishment judge themselves as "unsuccessful". They think that they cannot advance in their profession or even regress (Izgar, 2001, p. 3). In this subdimension, people feel unhappy about themselves, and they feel dissatisfied with their success at work. People's feeling of inadequacy and inefficiency can negatively affect their work. The decrease in the sense of personal achievement is generally more common in people with a low sense of self-efficacy.

Burnout is a phenomenon that affects organizations as much as individuals. It has very serious consequences for organizations such as negative attitudes and behaviors especially towards people who are served face-to-face, deterioration in interpersonal relationships and avoidance of people, decrease in the quality of the service provided, increase in occupational errors, accidents, and injuries, decreased interest in the organization and work, experiencing a decline in job satisfaction, job performance decrease and reduced professional success, loss of work ideals, and decrease in the level of organizational commitment occur. As a result of all these negative situations, turnover rates and the tendency to change occupation increase (Arı, & Bal, 2008, p. 141).

Among the organizational factors that are effective in the emergence of burnout syndrome, belonging, control, workload, rewards, justice, and values are specifically highlighted. As individual factors, personality traits have a great influence. It has been reported that people who cannot use empathy, whose expectations are difficult to be met, and who lack self-efficacy are more likely to be exposed to burnout syndrome (Cordes, & Dougherty, 1993, p. 624). In this study, the effects of personality traits on burnout syndrome, that is, individual factors will be examined.

Research Method

Purpose, Scope, Model, and Hypotheses of the Research

The main purpose of this descriptive quantitative research was to reveal whether the personality traits of the employees of health institutions, which have a significant impact on the quality of life of the people they serve, have an effect on their burnout levels. For this purpose, the effects of the personality traits of the personnel of health institutions working at all levels on burnout levels were aimed to be investigated with the help of the hypotheses created.

The main body of the research consists of employees from all levels in health institutions in Turkey. Snowball/chain sampling method was used and data were collected via an online survey. A total of 553 individuals participated in the study.

The hypotheses based on the theory and empirical research is presented below. The research model structured in this context is also presented in Figure 1.

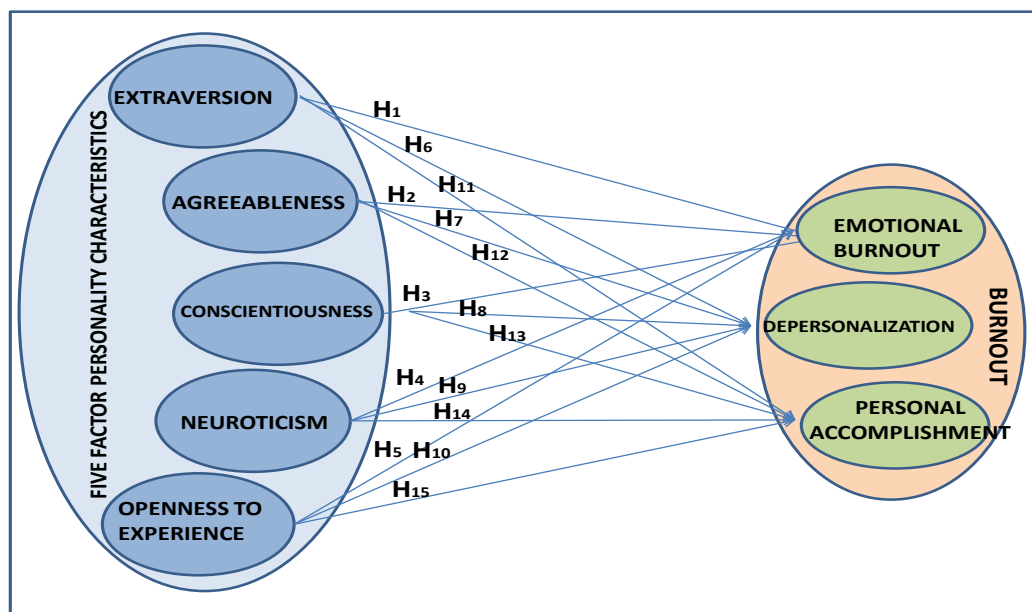


Figure 1. Research Model

The 15 hypotheses of the research are as follows:

- H₁:** Individuals' extraversion levels significantly affect their emotional burnout.
- H₂:** Individuals' agreeableness levels significantly affect their emotional burnout.
- H₃:** Individuals' conscientiousness levels significantly affect their emotional burnout.
- H₄:** Individuals' neuroticism levels significantly affect their emotional burnout.
- H₅:** Individuals' levels of openness to experience significantly affect their emotional burnout.
- H₆:** Individuals' extraversion levels significantly affect their depersonalization levels.
- H₇:** Individuals' agreeableness levels significantly affect their depersonalization levels.
- H₈:** Individuals' conscientiousness levels significantly affect their depersonalization levels.
- H₉:** Individuals' neuroticism levels significantly affect their depersonalization levels.
- H₁₀:** Individuals' levels of openness to experience significantly affect their depersonalization levels.
- H₁₁:** Individuals' levels of extraversion significantly affect their sense of personal accomplishment.
- H₁₂:** Individuals' agreeableness levels significantly affect their sense of personal accomplishment.

H13: Individuals' conscientiousness levels significantly affect their sense of personal accomplishment.

H14: Individuals' neuroticism levels significantly affect their sense of personal accomplishment.

H15: Individuals' levels of openness to experience significantly affect their sense of personal accomplishment.

Scales Used in the Research

The study aimed to determine the effect of extraversion, agreeableness, conscientiousness, neuroticism, and openness to experience, which are the sub-dimensions of the five-factor personality traits, on the sub-dimensions of burnout syndrome, namely, emotional burnout, depersonalization, and personal achievement and the scales used in the present study are presented below:

Big Five Inventory (BFI): The Big Five Inventory, developed by John, Donahue, and Kentle (1991), was used to determine the personality traits of healthcare professionals. The Turkish version study of the inventory was performed by Evinç (2004) and its validity and reliability were established in Turkish. The inventory has 5-scale Likert type items: (1) Never, (2) Rarely (3) Sometimes, (4) Often, and (5) Always. As a result of the reliability analysis, Cronbach alpha reliability coefficients of the total and five sub-dimensions of the BFI were 0.80 (Total), 0.83 (Extraversion), 0.72 (Agreeableness), 0.80 (Conscientiousness), 0.83 (Neuroticism), and 0.84 (Openness to Experience).

Maslach Burnout Inventory (MBI): The Maslach Burnout Inventory, which was developed by Maslach and Jackson (1981), was used to determine the perceived burnout levels of healthcare professionals. The MBI was adapted into Turkish and its validity and reliability study was carried out by Ergin (1992). The scale includes 22 items, and the items are 5-point Likert types: (1) Never - (5) Always. Cronbach alpha reliability coefficients of the scale and its subdimensions were found to be 0.85 (Total), 0.92 (Emotional Exhaustion), 0.74 (Depersonalization), and 0.84 (Personal Achievement).

Data Analysis

The present study aimed to assess the effects of five-factor personality traits (Openness to Experience, Agreeableness, Conscientiousness, Extraversion, and Neuroticism) on individuals' burnout levels (Emotional Burnout, Depersonalization, and Personal Accomplishment). First, information about the study sample and the scales used is presented. Then, analyses were made regarding the model created using the data obtained from the sample. In this context, first of all, correlations between variables were identified. Later, hypotheses were tested with regression analyses. The analyses of the research were made using the SPSS and AMOS programs. The findings obtained as a result of all these analyses were compared with the existing literature and suggestions were made to administrators and researchers.

Results

In terms of the demographic characteristics of the 553 healthcare workers who constituted the sample of the study were examined, it was observed that 191 (34.5%) were male and 362 (65.5%) were female; 345 were married (62.4%) and 208 were single (37.6%), and 38 (6.9%) were high school graduates, 79 (14.3%) had an associate degree, 258 (46.6%) had a college degree, and 178 (32.2%) had a graduate degree. It was found that 34.7% were physicians (n=192), 25.7% (n=142) were nurses, 4.7% (n=26) were midwives, 9.4% were technicians (n=52), 3.4% (n=19) were administrators, and 22% (n=122) were in the "other" category. It was also found that 85% (n=470) of the employees were healthcare personnel, 15% (n=83) were administrative personnel, 59.1% were permanent staff (n=327), 22.1% (n=122) were contracted staff, and 18.8% were (n=104) in the "other" category. Of the sample, 70.5% (n=390) were employed at public institutions and 29.5% (n=163) were employed in the private sector. Detailed information on the demographic characteristics of the participants is given in Table 2.

Table 2. Participants' Demographic Information

<i>Sex</i>	<i>N</i>	<i>Percentage (%)</i>	<i>Marital Status</i>	<i>N</i>	<i>Percentage (%)</i>
Male	191	34.5	Married	345	62.4
Female	362	65.5	Single	208	37.6
Total	553	100	Total	553	100
<i>Age</i>			<i>Educational Status</i>		
25 years or younger	68	12.3			
26-30 years	114	20.6	High school	38	6.9
31-35 years	61	11.0	Associate Degree	79	14.3
36-40 years	67	12.1	College Degree	258	46.6
41-50 years	131	23.7	Graduate Degree	178	32.2
51 years or over	112	20.3	Total	553	100
Total	553	100			
<i>Tenure at the Current Institution</i>			<i>Tenure at the Profession</i>		
1 year or less	51	9.2	1 year or less	29	5.2
2-5 years	201	36.3	2-5 years	123	22.2
6-10 years	75	13.6	6-10 years	84	15.2
11-15 years	65	11.8	11-15 years	65	11.8
16-20 years	49	8.8	16-20 years	66	11.9
21 years or over	112	20.3	21 years or over	186	33.6
Total	553	100	Total	553	100
<i>Title</i>			<i>Status</i>		
Physician	192	34.8			
Nurse/Midwife	168	30.6	Permanent	327	59.1
Non-physician health personnel *	52	9.3	On contract	122	22.1
Administrator	19	3.4	Other	104	18.8
Personnel Working with Service Procurement Method **	122	22.0	Total	553	100
Total	553	100			
<i>Position</i>			<i>Public/Private</i>		
Healthcare Personnel	470	85.0	Public	390	70.5
Administrative Personnel	83	15.0	Private	163	29.5
Total	553	100	Total	553	100

* Non-physician health personnel include: medical secretary, health officer, radiology technician, laboratory technician, emergency medicine technician, x-ray technician, and pharmacist.

** Personnel working with outsourcing service procurement method: help desk, data entry, security, cleaning, etc.

Analyses were made using the SPSS and AMOS programs with the data obtained from the research. In this context, the means and standard deviations of the data obtained regarding the subdimensions of the five-factor personality traits (openness to experience, neuroticism, extraversion, conscientiousness, and agreeableness) and the subdimensions of burnout (low personal achievement, depersonalization and emotional exhaustion), which are thought to be affected by these variables, were calculated. Correlations between them were examined in the first stage. Then, in the second stage, regression analyses were made to see the interaction between these variables. Means, standard deviations, and correlation values obtained as a result of the analyses are given in Table 3. **Table 3. Means, Standard Deviations, and Correlation Values for the Data**

	<i>Mean</i>	<i>S.D.</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>
1. Extraversion	3.51	.78	(.83)							
2. Agreeableness	4.06	.53	.48**	(.72)						
3. Conscientiousness	3.80	.64	.50**	.53**	(.80)					
4. Neuroticism	2.76	.82	.52**	.52**	.51**	(.83)				
5. Openness to Experience	3.65	.71	.49**	.39**	.40**	.28**	(.84)			
6. Emotional Exhaustion	3.17	.99	-.33**	-.24**	-.27**	-.51**	-.10*	(.92)		
7. Depersonalization	2.62	.96	-.30**	-.39**	-.34**	-.50**	-.13**	.72**	(.74)	
8. Personal Accomplishment	3.87	.65	.53**	.43**	.48**	.37**	.42**	-.19**	-.19**	(.84)

*p< .05, ** p< .01

Not: Cronbach's alpha reliability coefficients are given in parentheses.

As seen in Table 3, there are significant relationships between all dependent and independent variables in the study. Therefore, significant effects can be predicted between the variables.

Regression analyses were performed to reveal the explanatory power of the independent variables on the dependent variables. In the regression analysis and Personal Achievement, Depersonalization, and Emotional Exhaustion which are the sub-dimensions of burnout, were considered as dependent variables. The sub-dimensions of five-factor personality traits, Openness to Experience, Neuroticism, Extraversion, Conscientiousness, and Agreeableness were taken as independent variables, and their effects on dependent variables were examined.

In the first stage of the regression analysis, the effects of openness to experience, neuroticism, extraversion, conscientiousness and agreeableness on the dependent variable emotional exhaustion were examined. As seen in Table 4, emotional stability, agreeableness, extraversion and conscientiousness had a significant and negative effect on the dependent variable emotional exhaustion. In this context, Hypotheses 1, 2, 3, 4, and 5 were supported. **Table 4. Simple Regression Analysis**

<i>Emotional Exhaustion</i>				
<i>Variables</i>	<i>R²</i>	<i>Adj. R²</i>	<i>F</i>	<i>β</i>
Extraversion	.111	.110	69.10**	-.33**
Agreeableness	.059	.057	34.61**	-.24**
Conscientiousness	.070	.068	41.33**	-.26**
Neuroticism	.264	.262	197.3**	-.51**
Openness to Experience	.009	.007	4.98*	-.10*

***p* ≤ .01

In the second stage of the regression analysis, the effects of agreeableness, extraversion, conscientiousness, openness to experience and neuroticism on the dependent variable depersonalization were examined. It was seen that the effects of openness to experience, conscientiousness extraversion, neuroticism, and agreeableness had a significant and negative effect on the dependent variable depersonalization as seen in Table 5. *In this context, Hypotheses 6, 7, 8, 9, and 10 were supported.*

Table 5. Simple Regression Analysis

<i>Depersonalization</i>				
<i>Variables</i>	<i>R²</i>	<i>Adj. R²</i>	<i>F</i>	<i>β</i>
Extraversion	.089	.087	53.88**	-.30**
Agreeableness	.150	.148	97.01**	-.39**
Conscientiousness	.111	.110	68.97**	-.34**
Neuroticism	.243	.242	177.2**	-.50**
Openness to Experience	.016	.015	9.18**	-.13**

p* < .05, *p* ≤ .01

In the third and final stage of the regression analysis, the effects of extraversion, agreeableness, conscientiousness, neuroticism, and openness to experience on the dependent variable personal accomplishment were examined. It was seen that extraversion, agreeableness, conscientiousness, emotional stability, and openness to experience had a significant and positive effect on the dependent variable personal accomplishment, as seen in Table 6. In this context, Hypotheses 11, 12, 13, 14 and 15 were supported. Table 7 shows the results of the hypothesis tests.

Table 6. Simple Regression Analzyzes

<i>Personal Accomplishment</i>				
<i>Variables</i>	<i>R²</i>	<i>Adj. R²</i>	<i>F</i>	<i>β</i>
Extraversion	.279	.278	213.6**	.53**
Agreeableness	.180	.178	120.8**	.43**
Conscientiousness	.229	.227	163.2**	.48**
Neuroticism	.133	.131	84.18**	.37**
Openness to Experience	.175	.173	116.7**	.42**

p* < .05, *p* ≤ .01

Table 7. *Hypothesis Test Results*

<i>Hypotheses</i>	<i>Result</i>
H₁: Individuals' extraversion levels significantly affect their emotional burnout.	Supported
H₂: Individuals' agreeableness levels significantly affect their emotional burnout.	Supported
H₃: Individuals' conscientiousness levels significantly affect their emotional burnout.	Supported
H₄: Individuals' neuroticism levels significantly affect their emotional burnout.	Supported
H₅: Individuals' levels of openness to experience significantly affect their emotional burnout.	Supported
H₆: Individuals' extraversion levels significantly affect their depersonalization levels.	Supported
H₇: Individuals' agreeableness levels significantly affect their depersonalization levels.	Supported
H₈: Individuals' conscientiousness levels significantly affect their depersonalization levels.	Supported
H₉: Individuals' neuroticism levels significantly affect their depersonalization levels.	Supported
H₁₀: Individuals' levels of openness to experience significantly affect their depersonalization levels.	Supported
H₁₁: Individuals' levels of extraversion significantly affect their sense of personal accomplishment.	Supported
H₁₂: Individuals' agreeableness levels significantly affect their sense of personal accomplishment.	Supported
H₁₃: Individuals' conscientiousness levels significantly affect their sense of personal accomplishment.	Supported
H₁₄: Individuals' neuroticism levels significantly affect their sense of personal accomplishment.	Supported
H₁₅: Individuals' levels of openness to experience significantly affect their sense of personal accomplishment.	Supported

Conclusion and Recommendations

When the burnout levels of healthcare workers were examined in the study, the following results were obtained:

- The independent variables of extraversion, agreeableness, conscientiousness and emotional stability had a significant and negative effect on the dependent variable “emotional exhaustion”.
- The independent variables extraversion, agreeableness, conscientiousness, emotional stability, and openness to experience had a significant and negative effect on the dependent variable "depersonalization",
- The independent variables of extraversion, agreeableness, conscientiousness, emotional stability, and openness to experience had a significant and positive effect on the dependent variable “personal accomplishment”.

It is seen in the literature that there are contradicting relationships between the five dimensions of personality traits and burnout. For example, a positive relationship was reported between neuroticism and burnout; a negative relationship was reported between agreeableness and burnout; both positive and negative relationships have been reported between openness to experience and burnout; a negative relationship was reported between extraversion and burnout; and, a negative relationship was reported between conscientiousness and burnout (Anvari, Kalali, & Gholipour, 2011; Kim, Shin, & Umbreit, 2007). The present results agree with the results of some dimensions in studies both in the health sector (Cebrià, J. et al. 2001; Knežević, Krapić, & Kardum, 2007; Basım, & Şeşen 2006; Çalışkan, & Pekkan, 2019; Düz, 2015) and in other sectors (Bencomo, Paz, & Liebster, 2004; Miner, 2007; Kim, Shin, & Umbreit 2007; Süren, 2015).

These studies, which reveal that personality type is related to burnout, could contribute to understanding the personality type and creating programs for issues such as stress management, burnout, and turnover intention, which can be undesirable and costly for organizations because burnout syndrome does not only cause problems for the employees in health institutions but also reduces the quality of treatment and can lead to negativities for the patient.

A more positive environment can be created in the workplace by accelerating the socialization process of individuals by performing social activities in order to reduce the effects of emotional exhaustion and depersonalization. In addition, training and seminars can be given at regular intervals in

order to carry out the work in a more programmed and comprehensive manner, and work-related arrangements such as job rotation, job simplification, and job enrichment can be made.

By determining which personality traits are associated with the sense of burnout, it is thought that can provide important data both to organizations on issues such as human resources planning and personnel selection and development and to institutions that provide training in this field.

Ethical Declaration

In the writing process of the study titled “*Effects Of Five-Factor Personality Traits On Burnout*”, there were followed the scientific, ethical, and the citation rules; was not made any falsification of the collected data; ethics committee approval was obtained and this study was not sent to any other academic media for evaluation. Ethics committee decision: Toros Üniversitesi Bilimsel Arařtırma ve Yayın Etięi Kurulu, Date: 18/05/2021, No: 5.

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TÜRKÇE GENİŞ ÖZET

Tükenmişlik kavramı, artan iş yükü ve zaman baskısı gibi faktörlerin giderek artış göstermesiyle iş yaşantısında giderek daha çok ilgi görmekte ve hemen hemen her çalışma alanında tükenmişlik sendromu ile ilgili incelemeler yapılmaktadır. Tükenmişlik sendromu daha çok, insanlarla doğrudan etkileşimde bulunularak hizmet edilen, alınan hizmetin kalitesi üzerinde insan faktörünün öneminin ve ağırlığının yüksek olduğu mesleklerde ve çalışma alanlarında daha sıklıkla görüldüğü anlaşılmaktadır. Yapılan çalışmalar, sağlık sektöründe çalışan bireylerin tükenmişlik sendromunu yoğun olarak deneyimlediklerini göstermektedir (Ergin, 1992; Aslan vd., 1996; Kaya vd., 2010; Alexander vd., 1998). Diğer taraftan kişilik türünün tükenmişlikle ilişkili olduğunu bulgulayan ve kişilik türünü anlamının tükenmişliği de içeren stres yönetimine yönelik programlar oluşturmada katkılar sağlayacağını ileri süren çalışmalara da rastlanmaktadır.

Günümüze kadar insanı anlamaya, tanımaya ve sınıflandırmaya yönelik birçok çalışma yapan arařtırmacılar, “kişilik” konusu üzerinde de yoğun olarak durmuşlardır. Kişilik kavramı, kişilik psikolojisinin ayrı bir bilimsel disiplin olarak -1930’lu yıllarda- tanınmaya başlamasıyla detaylı incelenmeye başlanmış; o tarihten günümüze dek deęişik bakış açılarıyla analiz edilmesine rağmen arařtırmacılar ortak bir tanım etrafında toplanamamışlardır. Bir taraftan, bireye özgü ve kalıcı özellikler olarak tanımlanırken dięer taraftan da genetik olarak doğuştan huy ve yaşanmışlıklarla edinilmiş karakterin birleşiminden oluşmaktadır denmiştir. Aslında yapılan bu çalışmalarla, yıllar içinde kişilik kavramı, bireyin belirgin ve özgün özelliklerinin ve kendine has bir farklılığının olması, kısacası bireyin "kendine özgü" hallerinin bütünü şeklinde tarif edilmeye çalışılmıştır (Mc Adams, 1997, s. 4; Baymur, 1996, s. 251; Norman, 1963, s. 573; Akiskal vd., 1983, s. 808).

Kişilik özellikleri konusunda ileri sürülen teoriye göre, kişideki özellikler onun davranışlarını etkileyen, şekillendiren temel bileşenlerini oluşturan evrensel yapılardır (Goldberg, 1993, s. 26; McCrae ve Costa, 1997, s. 509). Alan yazında kişilik konusunda yapılan çalışmalara baktığımızda çok sayıda kuram ve modelin olduğu göze çarpmaktadır. Bu çalışma ile kişilik özelliklerini belirleme ve sınıflandırmada üzerinde en çok fikir birliği sağlanan beş faktör kişilik modeli kapsamında kişilik konusu incelenmeye çalışılmıştır. Bu faktörler; “dışadönüklük, uyumluluk, nevroitiklik, açıklık ve sorumluluk” şeklinde sayılabilir. Bu sıfatları kısaca açıklayacak olursak (Costa ve McCrae, 1995, s. 28): *Nevrotiklik-Duygusal Dengesizlik*: Depresif, endişeli, düşüncesiz, düşmanca duygulara sahip, kırılğan, kendinin farkında. *Dışadönüklük*: Sıcak, girişken, kendine güvenen, aktif, heyecan arayan, pozitif duygulu. *Açıklık*: Duygusal, aktif, değer sahibi, fantastik, estetik, fikir sahibi. *Uyumluluk*: Güvenilir, dürüst, dięergam, uyumlu, alçakgönüllü, yumuşak huylu. *Sorumluluk*: Özdisiplinli, kabiliyetli, başarı için mücadele güdüsüne sahip, düzenli, görev bilincine sahip, ihtiyatlı.

Tükenmişlik kavramı, çalışanın duygusal, mental ve fiziksel açıdan yorgun düşmesi ve bunun nihayetinde işe olan ilginin kaybedilmesi, işe yabancılaşma, başarıda meydana gelen azalma olarak açıklanmıştır (Tümkaya, Çam ve Çavuşođlu, 2009, s. 387). Maslach ve Jackson, (1981, s. 99) ile Maslach, Schaufeli ve Leiter, (2001, s. 398), özellikle yaptığı iş nedeniyle çevreden gelen yoğun beklenti taleplere karşılık vermek durumunda olan, daimi olarak başkalarıyla yüz yüze ve etkileşim halinde çalışan bireylerde rastlanan geçici olmayan, süresi çođu kez uzun olabilen yorgunluk, çaresiz hissetme, fiziksel bitkinlik ve umutsuzluđun; hayata, yaptıkları işe ve çevresindeki kişilere yönelik olarak negatif tutum yansıması şeklinde tanımlamışlar ve tükenmişliđi *kişisel başarı hissinde azalma, duyarsızlaşma ve duygusal tükenme şeklinde* üç boyutta deđerlendirilen duygusal hal olarak nitelendirmişlerdir.

Betimsel nicel arařtırma yöntemi kullanılarak yapılan bu arařtırmanın temel amacı; hizmet sundukları bireylerin hayat kaliteleri üzerinde yüksek önemi olan sađlık kurumları çalışanlarının sahip oldukları kişilik özelliklerinin tükenmişlik sendromu üzerinde etkisi olup olmadığını ortaya koymaktır. Bu amaçla her kademedeki çalışan sađlık kurumları personelinin kişilik özelliklerinin tükenmişlik düzeylerine etkisi, oluşturulan hipotezler yardımıyla arařtırılmaya çalışılmıştır. Arařtırmanın ana kütlesini Türkiye’deki sađlık kurumlarında her düzeyden çalışanlar oluşturmaktadır. Veri toplamada kartopu/zincir örneklemeden yararlanılarak çevrimiçi anket yöntemi kullanılmış ve 553 katılım sağlanmıştır. Sađlık kurumu çalışanlarının kişilik özelliklerini belirlemek amacıyla John, Donahue ve Kentle’in (1991) geliştirdiđi, ülkemizde ise Evinç’in (2004) Türkçe’ye çevirerek geçerlilik ve güvenilirlik çalışmalarını yaptığı Beş Büyük Kişilik Ölçeđi ve çalışanların algılanan tükenmişlik seviyelerini belirlemek üzere de Maslach ve Jackson’ın (1981) geliştirdiđi, Türkçe’ye uyarlama ile geçerlilik ve güvenilirlik çalışmasını Ergin’in (1992) yaptığı Maslach Tükenmişlik Ölçeđi kullanılmıştır.

Anket yöntemi kullanılarak sağlanan arařtırma verilerine AMOS ve SPSS programı aracılığıyla analizler yapılmıştır. Öncelikle yapılan işlem, katılımcıların sahip oldukları beş faktör kişilik özelliklerinin alt boyutları olan duygusal denge, dışadönüklük, sorumluluk, uyumluluk, ve deneyime açıklık ile bu deęişkenlerin etkisinin olduğu düşünölen tükenmişlik ve alt boyutları olan düşük kişisel başarı hissi, duyarsızlaşma ve duygusal açıdan tükenme durumlarına ilişkin sağlanan verilerin ortalamaları ve standart sapmaları ile aralarında korelasyon olup olmadığında bakılmıştır. Ardından, yapılan analizin sonraki aşamasında ise bu deęişkenler arasındaki etkileşim olup olmadığını anlamak için regresyon testleri yapılmıştır. Regresyon analizlerinde, Tükenmişliđin alt boyutlarını oluşturan Duyarsızlaşma (DYR), Duygusal Tükenme (DT) ve Düşük Kişisel Başarı (KBA) bağımlı deęişken olarak ele alınmış, Beş Faktör Kişilik Özelliklerinin (BFKÖ) alt boyutları olan, Deneyime Açıklık (DAÇ), Duygusal Denge (DDG),

Dışadönüklük (DŞD), Uyumluluk (UYM) ve Sorumluluk (SRM) bağımsız değişken olarak ele alınarak bağımlı değişkenler üzerindeki etkileri incelenmiştir.

Araştırmada sağlık kurumları çalışanlarının tükenmişlik düzeylerinin; dışadönüklük, uyumluluk, sorumluluk ve duygusal dengenin bağımlı değişken “duygusal tükenme” üzerinde anlamlı ve negatif bir etki gösterdiği; duygusal denge, sorumluluk, dışadönüklük, uyumluluk ve deneyime açıklığın bağımlı değişken “duyarsızlaşma” üzerinde negatif ve anlamlı bir etkide bulunduğu ve son olarak sorumluluk, duygusal denge dışadönüklük, deneyime açıklık ve uyumluluğun bağımlı değişken “kişisel başarı hissi” üzerinde pozitif ve anlamlı türde bir etkiye sahip olduğu bulgusuna ulaşılmıştır. Alan yazında yapılan çalışmalar da incelendiğinde görülmektedir ki, kişilik özelliklerinin beş farklı alt boyutu ile tükenmişlik hissi arasında değişik türde ilişkiler mevcuttur. Kişilik türünün tükenmişlikle ilişkili olduğunu ortaya koyan bu çalışmalar, kişilik türünü anlamada, stres yönetimi, tükenmişlik ve işten ayrılma niyeti gibi -örgütler açısından istenmeyen ve maliyet unsuru olabilen- konulara yönelik programlar oluşturmada katkılar sağlayabilmelidir. Çünkü tükenmişlik sendromu sağlık kurumlarında yalnızca çalışan bireyler açısından sorunlar içermekle kalmamakta; aynı zamanda -sağlık gibi çok önemli bir konuda- tedavi kalitesini de düşürerek hasta açısından da negatif durumlara sebebiyet verebilmektedir.

Duygusal tükenmişlik ve duyarsızlaşma boyutlarını ve etkisini azaltmak için sosyal aktiviteler yapılarak bireylerin sosyalleşme süreci hızlandırılarak iş yerinde daha pozitif bir ortam oluşturulabilir. Ayrıca işlerin daha programlı ve kapsamlı yürütülmesi için belirli aralıklarla eğitimler ve seminerler verilebilir, işe dönük düzenlemeler -iş rotasyonu, iş basitleştirme, iş zenginleştirme gibi- yapılabilir.

Hangi kişilik özelliklerinin tükenmişlik duygusuyla ilişkili olduğunun tespit edilmesi, hem insan kaynakları planlaması, personel seçimi ve geliştirilmesi vb. konularda örgütlere; hem de bu alanda eğitim yapan kurumlara önemli veriler sunabileceği düşünülmektedir.