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Self-efficacy in counseling: The role of organizational psychological capital, job satisfaction, and burnout

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Abstract

In this study, the factor affecting the level of self-efficacy in psychological consultation was investigated. Variables of gender, age, and vocational seniority, the type of institution they are working in, and the departments from which psychological counselors graduated working in the province of Gaziantep are taken into consideration and the role of organizational psychological capital, job satisfaction, burnout and self-efficacy level regarding psychological consultation are aimed to be shown. The data obtained show that there are significant differences among the test points in terms of their gender, age, vocational seniority and graduated departments but there are not significant statistical results in terms of the type of school they are working in.

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1. Introduction

The school psychological counselors have stated that their feeling themselves to be effective in their profession has utmost importance in terms of the people they serve and their success in his profession affects those people as well. It is very important for psychological counselors who are a crucial part of modern counseling and guidance services to view themselves as professionally effective. In other words; the higher a psychological counselor's self-efficacy is, the more effective counseling and guidance he carries out (Asarlı, 2012).

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Not only do the successful and unsuccessful experiences affect self-efficacy, but also self-efficacy affects successful and unsuccessful experiences. While having successful experiences affects self-efficacy, a high self-efficacy enables a successful performance to appear. People's ability to start a behavior and show perseverance to continue that behavior successfully and insistence to overcome the obstacles he faces in his way are all related to how influential the person perceives himself to be about that subject (Ridgway & Sharpley, 1993).

According to Ozguven (2001), subjects such as psychological counselors' level of readiness for professional life, the tasks expected to be realized by them, skills and efficacies, the tasks which they believe that they can succeed in have the potential to help the area of psychological counseling to improve.

Ozyurek (2007) makes parallel statements with Ozguven in his work. According to Ozyurek, there are not enough studies about school psychological counselors' perception of their efficacy level who account for the greater scope of psychological counseling.

High level self-efficacy shows a proactive effect on challenges and difficulties and help to develop a successful orientation period in various stressful circumstances (Skaalvik & Skaalvik, 2007).

Psychological capital has sub-components. Basically, there are four components (self-efficacy, hope, optimism and psychological endurance/strength/perseverance) and it is possible to increase them. Pleasure, self-declaration, being extrovert, conscience, pleasantness, neutrality openness, self-respect, self-conscience, trust, determination, discipline and belongingness are included in positive psychological capital (Luthans & Avolio, Avey, Norman, 2007; Luthans, 2002; Luthans et al., 2006; Luthans & Youssef, 2004).

Another component of psychological capital, psychological endurance, is seen as a psychological capacity to get over any kind of negativity, obscurity or change when experienced by a person (Luthans et al, 2006). As a result of the researches in the area of positive psychology and positive organization school, the reflection of positive psychology in the area of organization, and especially in positive organizational behaviour researches; the term psychological capital came into being (Luthans et al, 2006). "Psychological capital" is a term having come into being as a combination of skills such as self-efficacy, hope, optimism, endurance that are open to improve and it means more than the combination of the skills mentioned herein above.

The qualities forming the structure of psychological capital are explained with the factors of self-efficacy, optimism, hope and psychological endurance. Self-efficacy is a person's struggle to reach his/her target in the light of his/her belief in his/her skills (Bandura, 1995). Optimism is a person's positive references for present time and future with the expectation of success (Schneider, 2001). Hope means the motivation to find the ways to achieve targets and the ability to use these ways (Lopez et al, 2000). Psychological endurance means a person's ability to get over the problems to succeed after facing many troubles, problems or negative situations (Luthans, et al, 2006).

According to Pines (1993; 1996), burnout is only seen among idealist or highly motivated people with high motivation. When these people's expectation level of professional life is high, and emotional pressure is intense and long lasting, their feelings such as stress, alienation, anxiety and depression are also high. Therefore, it is highly important to define and measure the term burnout, which is an important phenomenon of modern life and is encountered frequently by people in professional life.

Emotional burnout indicated the dimension of individual stress of burnout and means "a decrease in the emotional and physical resources" (Maslach et al., 2001; Wright & Douglas, 1997).

On the other hand, working conditions of modern age creates fast change and an atmosphere of obscurity and this situation causes stress in organizational staff and reactions produced against this stress. From this point of view, burnout is a kind of reactions that develops against stress, related to one's profession. In other words, it a result of badly managed stress (Sesen et al, 2013).

In terms of an organization using initiative, being proactive, having responsibility, working with high performance as well as environmental factors such as familial and social demands and technological improvements cause the working people to experience more stress. People who live both organizational and environmental long term and intense stress are affected negatively in terms of mental and physical health and, after a period of time, a feeling of burnout emerges. Forming burnout is a consequence of working people's living a physical or psychological feeling of vanity and their not being able to put up with this feeling (Maslach & Goldberg, 1998).

Self-efficacy affects many variables such as the quality of services that are provided, a person's motivation, one's performance, venturing a new work, and continuity in a work s/he began, feeling of fatigue when she makes a mistake, his/her giving up or keeping on and job satisfaction (Bandura, 1993).

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