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## The Influence of Organization Support Perceived in Enterprises on Burnout Feeling: A Field Research

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### Abstract

While the current business environment provides individuals with conveniences on one hand, it also pushes them into a more stressful life. In business life which is an open system, this kind of stress can be more destructive for working people. This case brings about several physical and psychological problems for them.

The burnout syndrome which we come across within this process is accepted as a notion which is defined to understand the people who have negative business experiences and it is regarded as emotional burnout in business environment, desensitization of working people and a kind of stress which includes low level of personal success towards the managers and those who concern.

It has been an issue on which several studies are carried out that how the effect of organizational support toward burnout feeling will be; it is seen that some arguments are put forward in terms of meeting socio-emotional needs of the working people, rewarding their increasing efforts and taking their happiness into consideration.

The objective of this study is to contribute to the mentioned argument process, to define the organization support on working people in hotel enterprises and to examine the effect of this support on the burnout feeling.

Accordingly, this study takes it as a goal to reveal the effect of organizational support on the working people in hotel enterprises by applying the questionnaire form which has been prepared for the employees of four and five star hotels which operate in Istanbul.

Basing on the findings – especially the data about eliminating the burnout feeling - which are obtained as a result of this research,

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it is tried to propose suggestions about what to do related to organizational support in hotel enterprises. The research is seen important since it underlines that organizational support which is applied by managers towards hotel employees would diminish the burnout feeling. It is expected that this research would contribute to the applications related to the organizational support and to the studies in this field.

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## 1. Introduction

Organizational support which has been worked on since 1960s has been in front of us as the theory of social change, mutual relations, leader-member change and erg. After the burnout feeling was accepted as a social problem, it has been mentioned as a study subject by the researchers since 1970s (Budak and Sürvegil, 2005).

When it is decided that the socio-emotional needs of the employees be met and the increased efforts be rewarded in a work place; it is seen that the approaches, in which happiness is taken into consideration and the efforts are appreciated, are set forth (Rhoades, Eisenberger, Armeli, 2001). Such approaches are considered as organizational support and at the same time this organizational support is also related to the situations where the organization is under stress (Rhoades, Eisenberger, 2002).

The perceived organizational support sets forth an expectation of the workplace employees that spending more effort for reaching the organizational goals would be rewarded. Additionally, the organizational support which would be provided by the managers for the enterprise employees will have a positive influence on the burnout feeling of the employees.

## 2. Perceived Organizational Support

The organizational support states the issue that the corporate values should have a happiness booster influence for the employees. Organizational support is accepted as a perception method related to appreciating the employee by the enterprise and managers and taking their happiness into consideration (Eisenberger, Huntington, Hutchison, Sowa, 1986). And the perceived organizational support comes into sight with the belief achieved as a result of the voluntary work by the organization. The organizational rewards and the convenience of the working conditions make great contributions to the perceived organizational support (Rhoades, Eisenberger, 2002).

The perceived organizational support is regarded as a psychological agreement that the employee makes with the enterprise (Aselage, Eisenberger, 2003). The researches made find out that the perception of organizational support will emerge when the performance-reward expectations are mutual between manager and employee (Eisenberger, Aselage, Sucharski, Jones, 2004). When the perceived support and the needs of compliment and recognition are met, the employees will have an emotional bond with the enterprise and therefore they will increase the efforts for reaching the organizational goals by presenting more participations and success.

### 2.1. Determinants of Organizational Support

We can list organizational justice, support of manager, organizational rewards and working conditions and individual characteristics as the determinants of organizational support (Rhoades, Eisenberger, 2002).

The organizational justice is accepted as the factor which influences the organizational support the most. Organizational justice is based on the justice perception of the employees. As long as the employees believe that they confront with fair behaviors, they present positive attitudes (Beugre, 2002). In this case, the employees will develop relationships basing on trust and which are in harmony with their managers and colleagues (Folger, Knovsky, 1989).

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