

## ABSTRACT

### THE BURNOUT SYNDROME OF FOOD AND BEVERAGE DEPARTMENT EMPLOYEES IN HOTEL: THE CASE OF KUSADASI

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Burnout syndrome has been defined as a state of emotional exhaustion, depersonalisation, and a decreased sense of personal accomplishment caused by long term involvement in situations that are emotionally demanding.

The aim of this study is to determine burnout level of food and beverage personnel in the 5 stars hotels. The study performed in 5 stars food and beverage personnel who work in Kusadasi-Aydin in 2013 between July and August.

The Maslach Burnout Inventory and the Personnel Information Form was used to assess burnout and job satisfaction respectively. All data obtained from surveys were analyzed by using SPSS 15.0. Reliability analysis, independent sample t- tests and one- way ANOVA tests were performed to analyze and evaluate data obtained from the questioners.

The findings of the study indicated that food and beverage personnels' level of emotional exhaustion was medium, depersonalization was high and personal accomplishment was high. In this respect it could be considered that hotel employees' general level of burnout was medium. Beside this, a statistically meaningful variation was observed between food and beverage personnels' average scores of burnout sub-dimensions according to demographic and variety of features; were differed statistically in the variables such as gender, marital status, educational level, the position in the business, time of position in the business, the number of working days per week, daily working hours, time of working in the business and the request for the changing job.

**Keywords:** Burnout Syndrome, Five Star Hotel, Food and Beverage Personnel.