



## The Impact of Fatalistic Beliefs of Employees in Accommodation Companies Regarding Occupational Accidents on Burnout

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### Abstract

Every year millions of people throughout the world lose their lives due to occupational accidents and occupational diseases. Studies of occupational accidents have found that the majority are human induced. The fatalistic beliefs of employees regarding occupational accidents affect people's attitudes toward occupational accidents. In this regard, the main purpose of the research is to determine the effect of fatalistic beliefs of employees in five-star accommodation businesses regarding occupational accidents on burnout. Quantitative data came from a survey of employees in five-star accommodation businesses. This study focuses on kitchens, housekeeping, restaurants, bars and technical service departments, since the risk of occupational accidents in these four departments is higher than in others. The results of the research reveal that fatalistic beliefs of employees regarding occupational accidents affect their burnout levels; in other words, a fatalistic attitude regarding occupational accidents is a very powerful predictor of burnout. The research on impact of fatalistic beliefs of employees regarding occupational accidents on burnout lacks empirical evidence. This study provides a empirical evidence on impact of fatalistic beliefs of employees regarding occupational accidents on burnout. This research provides an important contribution not only to the safety workplace literature, but also to the field of organizational behaviour and human resource management.

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## **INTRODUCTION**

In the 21st century, labor activities have caused three times more deaths than alcohol and drug consumption and wars (Mitchinson & Lloyd, 2010). According to the ILO (International Labour Organization), a worker every 15 seconds and 6300 people each day lose their lives due to occupational accidents or occupational diseases. In addition, 153 workers each 15 seconds are subject to occupational accidents. As well, approximately 317 million occupational accidents occur each year and a large amount of these accidents result in short term or long term incapacitations. According to the ILO's projections, occupational accidents and occupational diseases will cause 2.3 million people to die each year. Three hundred and fifty thousand of these deaths will be a result of fatal occupational accidents, whereas 2 million of them will be a result of occupational diseases (ILO, 2014). Therefore, occupational accidents are among some of the most important problems faced in business (Song et al., 2011; Chau et al., 2002; Gyekye, 2010).

Occupational accidents cause both huge financial losses and loss of prestige in the international arena for countries where they occur. These accidents not only harm national economies through negatively affecting performances of companies but also they lay a giant burden on social security systems (Türen & Gökmen, 2014). The economic costs of not taking necessary precautions regarding occupational health and safety amounts to 4% of the gross domestic product around the world (ILO, 2014).

The ILO has estimated the annual costs of accidents resulting just from slipping, stumbling and falling are \$10 billion for the USA economy. These numbers show financial losses based on occupational accidents have reached serious levels and put a considerable amount of burden on the economies of countries. In addition, more people lose their lives due to these accidents, financial losses worth billions of dollars occur and because of these situations productivity decreases (Karamık & Şeker, 2015). As can be understood from these numbers, the financial and non-pecuniary losses that occur as a result of occupational accidents and occupational diseases can reach significant levels in terms of a country's economy (Ceylan, 2011). It is therefore important for organizational scientists to accurately identify the underlying causes of these accidents so that effective safety interventions can be designed and implemented (Gyekye, 2010).

In the United States, hotel workers are nearly 40% times more likely to be injured on the job than all other service sector workers. Hotel workers also sustain more severe injuries resulting in more days off work, more job transfers and more medically restricted work compared to other employees in the hospitality industry (Buchanan et al., 2010). In 2010, in Turkey, the number of people having experienced an occupational accident in the tourism sector was 1726. Forty-nine percent of these accidents occurred in the food and beverage sector, 42% occurred in accommodation companies and 9% occurred in other sectors. Occupational accidents in the tourism sector increased 9% in 2011, 20% in 2012 and 80% in 2013. This extraordinary increase in rates of occupational accidents in the tourism sector in 2013 can be explained by the fact that data were recorded in line with EU (European Union) standards starting from 2013 and the number of occupational accidents covered after paying necessary fines was taken as a basis for the statistics. This situation makes it impossible to compare obtained data with those in

previous statistical yearbooks on a yearly basis. In business life, men mostly experience occupational accidents in such sectors as the metal industry, transportation and mining. On the other hand, women experience occupational accidents when working in textile industries, food production, food and beverage services, retail trade, clothing production and accommodation sectors, respectively. In lists based on sectors where women in Turkey experience the most occupational accidents, food and beverage services rank at 3 and accommodation companies rank 6. Between the years 2010-2013, 95 people in total lost their lives due to occupational accidents in the tourism sector. Furthermore, food and beverage services (40%) and accommodation businesses (29%) rank at number 1 among sectors where highest losses are observed. The rate of women who have lost their lives as a result of occupational accidents in this sector is 10% (Çavuş & Akkuş, 2015).

As a consequence of occupational accidents, many people become sick, are hurt, injured and lose their lives (Khanzode et al., 2012; Dembe, 2001). In almost all occupational accidents there is a human factor involved (Gerek, 2006; Ghosh et al., 2004). Considering the results of studies on occupational accidents, it is understood that 80-90% of these accidents are individual-driven, 18% are environmentally-driven and 2% are due to unexpected incidents. These results reveal that approximately 98% of occupational accidents can be prevented through taking necessary precautions (Camkurt, 2013; Hughes & Ferett, 2012).

In research carried out in Turkey at different times, it was posited that the main reason for occupational accidents was the human factor (Gecer, 2014; Copur et al., 2006; Karakurt et al., 2012; Camkurt, 2007). According to the most contemporary data in Turkey, the number of employees in 2013 who experienced occupational accidents was 191.389 and those having caught an occupational disease were 371. Thirteen thousand and sixty people lost their lives and 1694 people become permanently disabled. These accidents and occupational diseases caused a 2.358.135 day-labor loss (SGK, 2015). Therefore, occupational accidents are an important issue that needs to be seriously examined.

So as to be able to explain the behavior model showing the insensitivity of people to the heavy consequences of their own behaviors, one must focus on the fatalist structure of society, as well. The belief in fatalism which ignores the role of will in people's lives can lead people to avoid taking responsibility for their behaviors and the consequences of those behaviors. The belief in fatalism regarding occupational accidents is based on the notion that occupational accidents cannot be prevented even if all precautions for occupational health and safety are taken and therefore taking precautions is not beneficial. Briefly, the belief in fatalism regarding occupational accidents indicates that preventing these accidents is impossible. An individual having this faith does not associate his/her behavior or the outcomes s/he has faced as a result of this behavior with his/her own will and responsibility.

Burnout studies were originally conducted on people working in human services and education. The topic continues to be of interest in various fields including hospitality academia. As precursors of hospitality job burnout have been reported role ambiguity, role conflict, poor management, poor communication, difficult customers, lack of autonomy, and work overload (Kim, et al. 2007). However, no research has been carried out on the belief in fatalism regarding occupational accidents and its effect on burnout in Turkey. This research analyzes the belief in

fatalism of employees working in kitchen, housekeeping, restaurant and bar and technical service departments of accommodation companies where occupational accident risks are very high and determines the effects of this belief on their burnout levels.

## **LITERATURE REVIEW**

### **Fatalistic Beliefs Regarding Occupational Accidents**

The International Labor Organization (ILO) defines occupational accidents as unexpected and unplanned incidences that cause specific damage or injury (Rahmani et al., 2013; Karakurt et al., 2012). The World Health Organization describes occupational accidents as incidents that are not planned in advance and that mostly result in individual injuries, damages to machines, tools and equipment and that halt production. The most important point in these definitions of accidents is that they are immediate and unexpected (Ceylan, 2011).

Throughout centuries, the belief in fatalism has been one of the most powerful factors influencing individuals' opinions and behaviors. Fatalism, in simplest terms, is the belief that an individual does not have sufficient power to intervene in incidents that happen in the short and long term (Taylor, 1962). A belief in fatalism has been present in all cultures and religions and an influence on people throughout history (Al-Haq, 1969). The belief in fatalism regarding occupational accidents is based on the notion that occupational accidents cannot be prevented even if all precautions for occupational health and safety are taken and therefore taking precautions is not beneficial. Faced with an occupational accident, people with fatalistic beliefs tend to find an external reason that they could not personally control (Kouabenan, 1998). A belief in fatalism influences many aspects of daily life and furthermore manipulates human behaviour, all the more so when it comes to occupational accidents.

According to research carried out by McClure et al. (2001), people who believe that precautions will not reduce the damage caused by natural disasters, resign themselves to fate. This similar perspective can be observed in occupational accidents. Research in Bangladesh has revealed that 95% of workers working in the medical waste sector are subject to occupational accidents at least once and 89% consider these occupational accidents from a fatalistic perspective. Seventy three percent of workers who do not wear safety clothing while working said in reference to occupational accidents, "This is the fate of this job." More critical results from the same study are that managers too consider occupational accidents from a fatalistic perspective. Managers in the research used such statements as: "It is not our business to intervene in destiny" (Patwary et al., 2012). This view hinders the precautions to be taken to prevent accidents. One of the important and ideal managerial behaviors for ensuring occupational safety in a company is low fatalistic belief (Rundmo & Hale, 2003).

In this regard, the belief in fatalism regarding occupational accidents reflects an approach based on external control over people. Findings in locus of control studies in which fatalism belief is examined from a different perspective are of the nature of explaining particular wrong behavioral intentions based on safety culture (Koydemir et al., 2014). The concept of locus of control is framed in line with social learning theory and was first regarded by Rotter (1996) as an individual characteristic. The belief of locus of control is related to what reinforcements, so outcomes or prizes they have won or successes or fails they have experienced are referred to.

These references can account for factors such as luck, faith and those in power rather than the consequences of their own behaviors. Locus of control in brief is the belief that incidents people face are controlled by other powers rather than their own behaviors (Basım & Şeşen, 2006).

External locus of control used by Rotter (1996) as a characteristic at first indicates that individuals believe that they cannot prevent incidents that occur around them. It is observed that individuals having this faith tend to associate incidents affecting them with luck, faith or other powerful factors rather than consequences of their own capabilities, features and behaviors. Therefore, whatever effort an individual makes to win prizes or avoid punishment is outside their locus of control (Akbolat et al., 2011).

The belief in fatalism regarding occupational accidents is also closely related to attribution theory. In attribution theory, human behaviors and incidents are associated with particular factors. These are internal (psychological and individual characteristics) or external (business environment characteristics). For instance, employees, managers, experts and occupational accident investigators may explain accidents differently. In the literature, it is seen that employees generally refer to external factors, whereas managers refer to internal ones. References to internal and external factors have different impacts on employee behaviors. Internal factors regarding occupational accidents indicate individual characteristics, such as lack of skills, arrogance, boasting and lack of comprehension. On the other hand, external factors can differ from organizational factors so as include low wage, overwork, insufficient education or other factors such as bad luck and religious beliefs (Seçer, 2012; Gyekye, 2010).

## **HYPOTHESIS DEVELOPMENT**

The causes of burnout has mainly been concerned with external triggers, such as onerous work criteria or organisational or social influences. On the other hand, the question repeatedly posed is why, under the same working conditions, one individual burns out, while another shows no symptoms at all. It seems fair to assume that other causes such as personality may also play a role but such factors as individual reactions and personality have largely been ignored (Bühler & Land, 2004; St.-Yves, 1989). As a result of the literature review it was found that personality traits have a decisive effect on burnout (Kim al et. 2007; Langelaan al et., 2006; Zellars et al., 2000; Souza & Silva, 2002; Bakker et al., 2006; Ghorpade et al., 2007; Kim et al., 2009; Storm & Rothman, 2003; Allen & Mellor, 2002; Miner 2007; Goddard et al., 2004). The researches show that “locus of control” which is considered as a dimension of personality has an effect on burnout. According to the researches, it was determined that people with high external locus of control experience higher levels of burnout (McIntyre, 1984; Nunn & Nunn, 1993; Mazur, 1989; Glogow, 1986; Bühler & Land, 2004; Fuqua & Couture 1986; Akca & Yaman, 2010; Koeske & Kirk, 1995; Schmit et al. 2000). Accordingly, the following hypotheses are proposed in the present study:

**Hypothesis H1.** Fatalistic beliefs regarding occupational accidents are positively related to burnout.

**Hypothesis H1a.** Fatalistic beliefs regarding occupational accidents are positively related to emotional exhaustion.

**Hypothesis H1b.** Fatalistic beliefs regarding occupational accidents are positively related to depersonalization.

**Hypothesis H1c.** Fatalistic beliefs regarding occupational accidents are negatively related to Diminished personal accomplishment.

## **MATERIAL AND METHODS**

### **Subjects and Procedures**

Occupational accidents are one of the most important issues in workplaces in Turkey, as well as around the world. Although many legal and organizational regulations on employee health and occupational safety have been put into force recently in Turkey, statistics regarding all sectors show that desired improvements in occupational safety issues are progressing quite slowly. It is thought that considering accidents simply as resulting from technical problems and not sufficiently taking human factors into consideration help create these circumstances (Yıldız et al. 2015). In research carried out on this matter, it has been determined that the most important cause of occupational accidents is the human factor (Gecer, 2014; Copur et al., 2006; Karakurt et al., 2012; Camkurt, 2007).

In terms of occupational health and safety, workplaces in Turkey are categorized according to classifications of hazards, taking into consideration work characteristics, substances used or emerging in each phase of work, equipment, production methods and techniques, working environment and conditions. Classification of occupational hazards include “less hazardous, hazardous and very hazardous. In line with these categories, accommodation businesses included in this research are in the “less hazardous” class. However, the risk of high occupational accidents in kitchens, housekeeping, restaurants and bars and technical service departments (Tiwari, 2015; Kokane & Tiwari, 2011; Teo et al., 2009; Suzman et al., 2001) is the main reason why this research has been conducted in these departments. Factors like temperature, humidity, vibration, noise and the environment can physically harm people (burning, skinning, and cutting themselves or freezing), especially in food and drink departments, kitchen, floor services or laundry in the hotel enterprises. The employees working in food and beverage departments and in kitchens utilize machines which are electrically driven and extremely sharp knives to chop or slice hard fruit and vegetables or cut meat. Moreover, housekeeping is one of the departments where the risks stemming from chemical factors are extremely high in the hotel enterprises (Kılıç & Selvi, 2009). The risks include solid, liquid or gas chemicals which are flammable, explosive and harmful.

### **Respondents and Data Collection**

This research was conducted with the participation of employees working in kitchen, housekeeping, restaurant and bar and technical service departments of five-star accommodation companies in Alanya. In total, 73 five-star accommodation companies (with operation licenses issued by the Ministry of Tourism) exist in Alanya (ALTSO, 2016). Thirty five accommodation companies were selected for the research through random sampling method. Within this framework, human resource managers of hotels were selected via random sampling to provide information for the purpose and content of the research. Human resource managers of 35 hotels were reached and informed of the project through phone calls. Human resource managers of 16 hotels agreed that the research could

be carried out in their hotels. Human resource managers of other hotels indicated that it was the peak time of season and did not participate in the research. Following the phone calls, appointments with human resource managers of the 16 hotels were arranged and detailed information about the research was provided during face-to-face meetings. As a result of the contacts, 1500 questionnaire forms in total, were delivered to each accommodation company enclosed in envelopes. The envelopes contained statements explaining the purpose and scope of the research and questionnaire forms. Questionnaires were delivered by human resource managers to their employees who were asked to hand them back enclosed in the envelopes within one week to the human resources offices. One thousand twenty six questionnaire forms in total were collected. Questionnaire forms were received enclosed in the envelopes. Of the questionnaires, 173 forms were not filled in and 18 forms were filled in incompletely.

The survey instrument was a self-administered questionnaire with sections on demographic characteristics, fatalism inventory and burnout inventory. *Personal Characteristic Form* contained questions determine the respondents' demographic characteristics. *Fatalism Scale* developed by Rundmo & Hale (2003) is composed of 7 questions. It evaluates employees' fatalism beliefs regarding occupational accidents. *Maslach Burnout Scale* developed by Maslach & Jackson (1986) and composed of 22 items evaluates burnout experienced by employees under three sub-dimensions.

### **Data Analysis**

While interpreting data on demographical variables pertaining to respondents, frequency and percentage analyses were utilized. In the research model, burnout was accepted as the independent variable and belief in fatalism regarding occupational accidents was taken as the dependent variable. At first, reliability tests (Cronbach's alpha) were conducted for internal consistency for all scales. As a result of the reliability analysis of the fatalism scale concerning occupational accidents, it was observed the correlation coefficient of one item was below 0.25 and negative. This item was removed from the scale and the reliability test was re-applied. As a result of the re-applied reliability test, it was determined that the item-total correlations were high values ranging between 0,7897 and 0,9521. The general reliability value (Cronbach's alpha) of the scale was found to be  $\alpha=.969$ . As a result of the reliability test applied to the burnout scale, item-total correlations were found to be between 0,5822 and 0,9163 and Cronbach's alpha of the scale was calculated as  $\alpha=.905$ . In light of the reliability test results, it was determined that the scales were reliable and bore internal consistency. So as to determine the validities of the scales, explanatory factor analysis (EFA) was carried out. After factor analysis, reliability coefficients of each factor were also calculated. The effect of fatalism belief regarding occupational accidents on burnout was tested via structural equation modeling (SEM).

## **RESULTS**

### **Descriptive Statistics**

Respondents in the research worked in the housekeeping, kitchen, food and beverage and technical service departments of five-star accommodation companies. Thirty nine percent of respondents with the highest rates were composed of those working in food and beverage department, 26% were composed of those working in kitchen,

27% were composed of those working in housekeeping services and 6% were composed of those working in the technical service departments. The fact that most of the employees working in other departments rather than housekeeping were male was reflected in the research results. Within this scope, the vast majority of respondents (66%) were composed of male employees. Gender distributions of respondents in the research differed depending on the department they worked in. According to the results of crosstab analysis, 87% of female respondents worked in housekeeping services, 21% worked in food and beverage services and 8% worked in the kitchen departments. No woman employees worked in the technical service departments. Having examined the respondents as to age, it was seen that young and middle-aged groups were predominant. Respondents aged 50 and over comprised of 5,6% of total respondents. According to this finding, it can be stated that the respondents were young and dynamic.

**Table 1.** Profile of the Respondents

<b>Gender</b>	<b>n</b>	<b>%</b>
Female	270	33,9
Male	527	66,1
Total	797	100,0
<b>Age</b>	<b>n</b>	<b>%</b>
18-25 Age	149	18,7
26-33 Age	289	36,3
34-41 Age	170	21,3
42-49 Age	139	17,4
50 age and over	45	5,6
Missing	5	,6
<b>Education</b>	<b>n</b>	<b>%</b>
Primary school	306	38,4
High school	332	41,7
Associate degree graduates	94	11,8
Bachelor degree	65	8,1
<b>Department</b>	<b>n</b>	<b>%</b>
Food and Beverage	313	39,3
Kitchen	227	28,5
Housekeeping	214	26,9
Technical Service	43	5,4
<b>Tenure in this organization</b>	<b>n</b>	<b>%</b>
Less than a year	171	21,5
1-3 year(s)	286	35,9
4-6 years	190	23,8
7-9 years	47	5,9
10-years	23	2,9
13 years and over	38	4,8
Missing	42	5,3

High school graduates comprised 42% of respondents with the highest rate, primary school graduates comprised 38,4%, associate degree graduates comprised 12% and Bachelor degree graduates comprised 8% with the lowest rate. In general, 80% of respondents were primary and high school graduates, 20% had associate degrees and Bachelor degrees. Twenty two percent of respondents had been working in the same company for less than one year, 60% had been working for 1-6 years and 14% had been working for 7 years and over. Five percent of respondents did not indicate how long they had been working for their companies.



**Exploratory Factor Analysis Findings**

In order to ensure reliability of scales used in the research, their internal consistency coefficients (Cronbach's alpha) were determined. Furthermore, explanatory factor analysis was carried out for validity. Whether or not factor analysis was appropriate was decided through KMO (Kaiser-Meyer-Olkin) and Bartlett Test (Bartlett Test of Sphericity) results. In order for structural validity, factorial structure of scales was examined via principal components method and Varimax rotation, and Cronbach's alpha value of each factor was calculated. They benefited from eigen-values in determining factors.

**Table 2.** Exploratory Factor Analysis for Burnout Scale

Construct and items		Factor Loadings	Eigenvalues	The Ratio of Variance (%)	Cronbach's alpha
Emotional Exhaustion	EE 1	,793	5,88	26,732	,90
	EE 2	,781			
	EE 3	,769			
	EE 4	,767			
	EE 5	,761			
	EE 6	,734			
	EE 7	,722			
	EE 8	,693			
	EE 9	,670			
Personal Accomplishment	PA 1	,901	5,43	24,700	,93
	PA 2	,890			
	PA 3	,877			
	PA 4	,866			
	PA 5	,858			
	PA 6	,832			
	PA 7	,822			
	PA 8	,757			
Depersonalization	D 1	,859	2,92	13,285	,86
	D 2	,823			
	D 3	,820			
	D 4	,789			
	D 5	,693			
Kaiser-Meyer-Olkin Value			,874		
Bartlett's Test of Sphericity			12992,959 (df: 231),p=0,000		
The Ratio of Total Variance (%)			% 64,718		
Overall Cronbach's Alpha			,848		

As a result of factor analysis applied to burnout scale, three factor eigen values 1 and over were found. Factor loadings of items included under each factor were over 0,50 (Hattie, 1985). KMO (Kaiser-Meyer- Olkin Measure of Sampling Adequacy) value of the scale was satisfactorily found at around 0,874 (Kaiser, 1974). Therefore, it can be pointed out that the obtained data set were quite appropriate for factor analysis (Hair et al., 1998; Tabachnick & Fidel 2001). Bartlett's Test of Sphericity, which shows significant factors for variables can be obtained from research data, was calculated as  $X^2_{(231)} = 12992,959$ ;  $p = 0,000$  and it was observed obtained value was statistically significant. The findings obtained as a result of these two tests show that sample size was sufficient and data were appropriate for factor analysis. As shown in Table 2, these three factors explained 64.718% of the total variance.

Besides, reliability coefficients (Cronbach's alpha) of both burnout scale ( $\alpha=.848$ ) and factors were calculated. In light of the results in Table 2, the fact that reliability coefficient values were high ( $\alpha>0,60$ ) indicates scale was reliable (Hair et al., 1998).

**Table 3.** Exploratory Factor Analysis for Fatalistic Belief Concerning Occupational Accidents

	Factor Loadings	Eigenvalues	The Ratio of Variance (%)	Cronbach's Alpha
F1	,921			
F2	,902			
F3	,896	3,824	76,490	,92
F4	,835			
F5	,815			
Kaiser-Meyer-Olkin Value		,878		
Bartlett's test of sphericity		3047,539 (df: 10), $p=0,000$		
The Ratio of Total Variance (%)		76,490		
Overall Cronbach's Alpha		,921		

The first factor, emotional exhaustion, was composed of nine items. Cronbach's alpha of emotional exhaustion factor was calculated  $\alpha=.901$  and rate of total variance explained was found to be 26,732%. The second factor, personal accomplishment, was composed of eight items and explained 24,700% of total variance. Cronbach's alpha of personal accomplishment factor was calculated as  $\alpha=.936$ . The third and last factor, depersonalization, was composed of five items and explained 13,285% of total variance. Cronbach's alpha of depersonalization factor was calculated as  $\alpha=.866$ . All these findings prove all factors were reliable.

As a result of factor analysis applied to the occupational accident-based fatalism belief scale used in the research and composed of seven items, it was found the scale was single factorial. Two items was removed from the analysis due to its factor loadings being under .50. The fatalism belief scale is composed of one factor and explained 76,490% of the total variance. KMO (Kaiser-Meyer- Olkin Measure of Sampling Adequacy) value of the scale was found to be .878 and Bartlett's Test of Sphericity was calculated as  $X^2_{(10)}=3047,539$ ;  $p=0,000$ . Obtained findings show that sample size was sufficient and data were appropriate for factor analysis.

**Confirmatory Factor Analysis Findings**

Confirmatory factor analysis (CFA) using the maximum likelihood estimation method was conducted to assess the structure of each measurement model. The confirmatory measurement models demonstrate the soundness of measurement properties. According to the results, each measurement model showed an acceptable fit to the data (see Table 4).

**Table 4.** CFA Results of Each Measurement Model

Scales	Number of Factor	GFI	CFI	NFI	IFI	RMSEA	$\chi^2$ (df)	p
Burnout	3	.932	.960	.925	.960	.060	170,988 (83)	.000
Fatalism	1	.979	.986	.978	.986	.077	19,394 (7)	.000

The convergent validity of a measurement was evaluated by calculating the standardized factor loading, composite reliability and average variance extracted (AVE). All standardized factor loadings exceeded .70, and t values were higher than 1,96 (significant at the .05 level), the composite reliabilities of the constructs ranged from

.77 to .87, which is higher than the acceptable .70 level and the AVE ranged from .64 to .74, which is higher than the acceptable level of .50 (Hair et al., 1998). Each measurement model met the criteria for convergent validity (see Table 5).

**Table 5.** Composite Reliability, Squared Correlations Between Factors and AVEs of Factors

	CR	(1)	(2)	(3)	(4)	AVE
(1) Fatalism	.92	1				.72
(2) Emotional Exhaustion	.90	.067	1			.65
(3) Depersonalization	.93	.054	.211	1		.74
(4) Personal Accomplishment	.87	.173	.599	.121	1	.64

The discriminant validity was compared with the AVE values and squared correlation coefficients for corresponding inter-constructs. The AVE for each construct must be higher than the squared correlation between the construct (Fornell & Larcker, 1981). As shown in Table 6, the AVE values are higher than the squared correlations. The convergent and discriminant validity showed an acceptable construct validity.

**Correlation Analysis Findings**

In order to discover whether there exists any relationship between fatalism belief regarding occupational accidents, burnout and particular demographical variables (gender, age, education), correlation analysis was carried out. According to the analysis results, it was observed that there is a statistically significant relationship between fatalism belief regarding occupational accidents, burnout and particular demographical variables.

**Table 6.** Correlation Analysis

	(1)	(2)	(3)	(4)	(5)	(6)	(7)
(1) Fatalism	1						
(2) Emotional Exhaustion	,259**	1					
(3) Depersonalization	,233**	,459**	1				
(4) Personal Accomplishment	-,416**	-,774**	-,348**	1			
(5) Gender	,094**	-,193**	-,074*	,112**	1		
(6) Age	,268**	,266**	,218**	-,245**	-,134**	1	
(7) Education	-,283**	-,285**	-,262**	,267**	,102**	-,490**	1

It was also found that there is a positive and weak relationship between fatalism belief and emotional exhaustion ( $r= 0,259$ ;  $p<0,01$ ) and depersonalization ( $r= 0,259$ ;  $p<0,01$ ). On the other hand, the relationship between fatalism belief and the personal accomplishment dimension ( $r= -0,416$ ;  $p<0,01$ ) is negative and moderate. With the increase in fatalism beliefs of respondents as to occupational accidents, emotional exhaustion and depersonalization dimensions slightly increase, but faith in personal accomplishment decreases. It was observed there is a positive and very weak relationship between fatalism belief and gender ( $r= 0,094$ ;  $p<0,01$ ). On the other hand, the same relationship is positive and weak in terms of the variable 'age' ( $r= 0,268$ ;  $p<0,01$ ). As well, it was found there is a negative and weak relationship between fatalism belief and the variable 'education' ( $r= -0,283$ ;  $p<0,01$ ). In light of these findings, fatalism belief regarding occupational accidents increases very slightly from female respondents to male respondents. At the same time, as average age increases, fatalism belief increases in a negative direction. However, as education levels increase, fatalism belief decreases.

**Structural Equation Modeling**

To determine the effect of fatalism belief regarding occupational accidents on burnout, YEM was carried out. Results of fit indices ( $\chi^2 = 74,182$ ,  $df=19$ ,  $\chi^2/df=3.90$ ,  $p=0.000$ ,  $RMSEA=0.06$ ,  $GFI=0.980$ ,  $CFI=0.979$ ,  $IFI=0.979$ ,  $NFI=0.972$ ,  $IFI=0.947$ ) in Table 7 show the model complies with the data. Findings as to relationships among variables (Table 7) indicate they are statistically significant in terms of standardized path coefficient values and t values.

**Table 7.** Structural Parameter Estimates

Independent Variables (Paths)	Dependent Variables	$\beta$	t-Value	Results
Fatalism →	Emotional Exhaustion	0.50	7,581	Supported
Fatalism →	Depersonalization	0,25	6,762	Supported
Fatalism →	Personal Accomplishment	-0,61	-12,918	Supported
Goodness-of-fit statistics	$\chi^2$	74,182	GFI	0.980
	df	19	CFI	0.979
	$\chi^2/df$	3.90	NFI	0.972
	p	0.000	IFI	0.947
	RMSEA	0.06		

Findings regarding SEM in Table 8 show fatalism beliefs of respondents have an effect on burnout dimensions. They also reveal fatalism beliefs of employees regarding occupational accidents have a powerful impact on personal accomplishment perception ( $\beta= -0.61$   $t=-12,918$ ). In line with this result, it can be pointed out the more fatalism belief increases, the more individuals' self-confidence and faith in self-competencies decrease and they become demoralized as they face an obstacle. Similarly, fatalism belief regarding occupational accidents has a strong effect on emotional exhaustion ( $\beta= 0.50$ ,  $t= 7,581$ ). The fact that fatalism belief regarding occupational accidents is high plays an important role on individuals' feeling exhausted and weary and broken in emotional terms. In addition, it was found fatalism belief also has an impact on depersonalization, which is the third dimension of burnout ( $\beta= 0.25$ ,  $t=6,762$ ).

**DISCUSSION AND CONCLUSION**

Occupational accidents occur as a result of unsafe behavior on the part of employees and unsafe physical conditions reaching a specific risk value. According to findings of the ILO, all but 2% of occupational accidents are preventable and 98% of them can be prevented in a general sense. According to Health and Safety Executive (HSE), 90% of occupational accidents result from individual-driven mistakes. In addition, it is indicated that 70% of accidents can be prevented via particular precautions taken in advance (Hughes and Ferrett, 2012). The fact that occupational accidents mostly result from unsafe behaviors of employees draws attention to the necessity to focus on the human factor in terms of preventing accidents (Ghosh et al., 2004; Camkurt, 2007; Yıldız et al., 2015).

Occupational accidents directly affect the production process and lives and health conditions of the working population an important component of society. They create a serious impact primarily on employees and their families and employers, social security institutions and government structures. These accidents bring serious sociological and economic costs to employees, employers, society and countries (Copur et al., 2006).

In the research carried out to determine effects of fatalism beliefs of employees in accommodation companies regarding occupational accidents on burnout, important conclusions were reached. Research findings revealed fatalism beliefs of employees regarding occupational accidents affect their burnout levels. It was found that individuals who believe that occupational accidents cannot be prevented, despite all precautions taken in terms of occupational health and safety and individual efforts, and who associate all kinds of incidents with luck and external factors have high burnout levels. Within the framework of research findings, it can be claimed that as long as employees adopt a fatalist approach regarding occupational accidents, they will feel less successful, find themselves incapable of dealing with problems, become less motivated and also tend to feel unable to cope, exhausted, nervous and anxious in emotional terms.

Moreover, it was found that fatalism belief regarding occupational accidents have a strong influence on the emotional exhaustion dimension, which represents individual aspects of burnout and is also considered to be a starting point and the most distinct indicator of burnout (Polatçı et al., 2014) and the personal accomplishment dimension, which refers to an individual's tendency to evaluate themselves in a negative manner. Therefore, these findings shows that fatalism belief regarding occupational accidents is quite a powerful predictor of burnout.

Koeske & Kirk (1995) found a negative relationship between internal control and emotional exhaustion among mental health professionals. Tümkaya (2001) found that teachers with external locus of control experienced more burnout. Kalantarkousheh et al. (2013), an article on locus of control and Burnout among university students, stated that external locus of control was predictive of students' academic burnout. Schmit et al. (2000) found that, nurses who believe that they have little control over events in their life can be expected to be more vulnerable to stress and burnout when compared with nurses believing in personal control. Akca & Yaman, (2010) revealed that a more external orientation, teachers felt more emotionally exhausted and became more depersonalised toward their students. Bühler & Land (2004) an empirical study on burnout and personality found that external locus of control correlated positively with the burnout variables emotional exhaustion and depersonalisation. In the study by Wilski et al. (2015) showed an important relationship between work locus of control, coping strategies and burnout symptoms. Studies have shown that individuals with internal locus of control are more resistant and have better capabilities in coping with vocational pressures and stresses compared to those who have external locus of control (Kalantarkousheh et al. 2013).

The findings of this study offer implications for hospitality and tourism practice and research. Staff who are burned out may be less productive and will not give quality services. Burnout is considered as a syndrome which must be avoided because of the fact that it causes serious personal and organizational problems. Thus, such as locus of control can be used to improve employee psychological health. For example, social skills training has been shown to improve people's interpersonal problem-solving and practical skills, thus giving them more control over their lives. Therefore, it could be introduced into employee's basic training to improve their internal locus of control (Schmitz et al. 2000).

Fatalistic beliefs regarding occupational accidents are based on the opinion that occupational accidents cannot be prevented even if all precautions for occupational health and safety are taken; therefore, taking precautions is not useful. Briefly, fatalistic beliefs regarding occupational accidents indicate that prevention of these accidents is impossible. An individual having this faith does not associate his/her behavior or the outcomes s/he has faced as a result of this behavior with his/her own will and responsibility. In this regard, fatalistic beliefs regarding occupational accidents reflect an approach based on external control. Locus of control is addressed as a dimension of personality. Results of the research indicate that locus of control which can be considered as a distinctive type of fatalism and a dimension of personality has an effect on burnout. In this context, research findings support the use of personality scales in recruitment processes.

It is understood from the results of research that approximately 95% of occupational accidents result from individual-driven mistakes. In this context, it would be advisable for human resources managers to pay close attention to candidates' thoughts and attitudes regarding occupational accidents in selecting and recruiting processes to choose the right candidate. Considering that a significant number of occupational accidents are caused by human factor, such approaches in recruiting would promote a healthy and safe working environment for both businesses and employees.

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