



NEAR EAST UNIVERSITY
GRADUATE SCHOOL OF SOCIAL SCIENCES
CLINICAL PSYCHOLOGY PROGRAM

**RELATIONSHIP BETWEEN BURNOUT, ACCULTURATION
AND DEPRESSION AMONG CASINO EMPLOYEES**

SİMGE ALTINKÖK

MASTER'S THESIS

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MASTER'S THESIS

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NICOSIA
2019

ACCEPTANCE/APPROVAL

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ABSTRACT

RELATIONSHIP BETWEEN BURNOUT, ACCULTURATION AND DEPRESSION AMONG CASINO EMPLOYEES

The aim of this study is to investigate the relationship between burnout level, acculturation and depression levels in casino personnel living in Turkish Republic of Northern Cyprus. 150 participants were included in that study with purposive sampling method. Socio-demographic form, Maslach Burnout Inventory, Acculturation Scale and Beck Depression Scale were given to participants. According to nationality of casino workers, the personal accomplishment scores of TRNC+TR workers were found to be significantly higher than the scores of TR and Other national employees. According to duration of residence of the casino workers, the depersonalization and duration of residence with 6-10 years in Northern Cyprus and the personal accomplishment scores of those with 11 years and above were higher than the other groups. According to the professional experience of the casino worker, a statistically significant difference was found between the scores obtained from personal achievement and Beck Depression Scale scores. It was found that the scores of personal achievements employees with 11 years and above professional experience were high. On the other hand, the decrease in depression was observed as the professional experience increased. According to their weekly working hours a statistically significant difference was found between the scores of emotional exhaustion and depersonalization, and the scores of assimilation. Emotional exhaustion, depersonalization and assimilation scores are higher for employees working 60 hours or more. According to the income status of the casino employees, a statistically significant difference was found between the scores of the emotional exhaustion and the scores of assimilation. The group with income less than expense had higher scores on emotional exhaustion and assimilation than other groups. According to gender a statistically significant difference was found on marginalization scores. The marginalization scores, were found to be higher in males. According to the age groups of the casino workers, there was a statistically significant difference between separation. Separation scores in the 20-30 age group are higher than the other groups.

Keywords: *Casino Employees, Burnout, Acculturation, Depression*

ÖZ

KUMARHANE ÇALIŞANLARINDA TÜKENMİŞLİK, KÜLTÜRLEŞME VE DEPRESYON ARASINDAKİ İLİŞKİNİN İNCELENMESİ

Bu araştırmanın amacı, Kuzey Kıbrıs Türk Cumhuriyeti'nde yaşayan kumarhane personellerinde tükenmişlik seviyesi, kültürlenme tutumları ve depresyon seviyeleri arasındaki ilişkinin incelenmesidir. Araştırmaya amaçlı örneklem yöntemi ile 150 kişi alınmıştır. Araştırmaya katılan katılımcılara demografik sorulardan oluşan Sosyo-Demografik Bilgi Formu, Maslach Tükenmişlik Ölçeği, Kültürlenme Ölçeği ve Beck Depresyon Ölçeği verilmiştir. Maslach Tükenmişlik ölçeği puanları ve uyruk özellikleri karşılaştırıldığında, KKTC+TC uyruklu çalışanların kişisel başarı puanları, TC ve Diğer uyruklu çalışanların puanlarından istatistiksel olarak anlamlı düzeyde yüksek bulunmuştur. Kumarhane çalışanlarının KKTC'de ikamet süreleri karşılaştırıldığında kişisel başarı ve Beck Depresyon ölçeği puanları arasında istatistiksel olarak anlamlı fark vardır. Kuzey Kıbrıs'ta ikamet süresi 6-10 yıl olanların duyarsızlaşma ve 11 yıl ve üzeri olanların kişisel başarı puanları diğer gruplara göre daha yüksek bulunmuştur. Mesleki kıdemleri karşılaştırıldığında, kişisel başarı ve Beck Depresyon ölçeği puanları arasında istatistiksel olarak anlamlı fark olduğu saptanmıştır. Mesleki kıdem süresi 11 yıl ve üzerinde olanların kişisel başarılarının yüksek olduğu bulunmuştur. Diğer taraftan meslekteki çalışma süresi arttıkça depresyonunda azaldığı görülmüştür. Haftalık çalışma saatleri karşılaştırıldığında, duygusal tükenmişlik ve duyarsızlaşma ve asimilasyon puanları arasında istatistiksel olarak anlamlı fark tespit edilmiştir. Haftalık çalışma saati 60 saat ve üzeri olanların duygusal tükenmişlik, duyarsızlaşma ve asimilasyon puanları yüksektir. Gelir durumu karşılaştırıldığında, duygusal tükenmişlik ve asimilasyon puanları arasında istatistiksel olarak anlamlı fark tespit edilmiştir. Geliri giderden az olan grubun duygusal tükenmişlik ve asimilasyon puanları daha yüksektir. Cinsiyet karşılaştırıldığında, marjinalleşme puanlarında istatistiksel olarak anlamlı fark vardır. Marjinalizasyon puanlarının erkeklerde daha yüksek olduğu tespit edilmiştir. Yaş grupları karşılaştırıldığında, ayrılık puanlarında istatistiksel olarak anlamlı fark tespit edilmiştir. 20-30 yaş grubunda ayrılık puanları diğer gruplara göre daha yüksektir.

Anahtar Kelimeler: *Kumarhane Çalışanları, Tükenmişlik, Kültürlenme, Depresyon*

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ABBREVIATIONS

Emotional Exhaustion..... (EE)

Depersonalization..... (DP)

Personal Accomplishment (PA)

Turkish Republic of Northern Cyprus..... (TRNC)

Turkish Republic..... (TR)

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CHAPTER I

INTRODUCTION

Working is an indispensable way to make a decent and meaningful way of living. Once upon a time, having a job means working eight hours in weekdays and employees took the time for their hobbies, family, and they had time to be relax.

But in today's rapidly changing world, global economy, advances in communication technology, competition between companies caused the change of working definition. Spending more time in business can be a source of stress for a variety of reasons such as; not having enough time for the children, a decrease in spending time with their spouses. In other words, people do not have enough time for their life. The biggest impact of these problems is the deterioration of the concentration and motivation of the people. This situation leads to disruptions in work and more time is needed to correct.

1.1 Problem

Although many studies were directed in various industries (e.g., teaching, nursing, the medical profession, social work) to examine work-related stressors and burnout and their associated effects on employees, the stressors specific to other industries may not necessarily appear as stressors in the gaming industry. For example, in calculating and delivering exact payouts, extreme emotions of customers due to their winning and losing in table games and suppressing emotions while showing certain required emotions during work in order to provide better services to customers. These kinds of specific requirements can conduce to job stress (Tate, 2001).

Moreover, many hospitality workers have routine and physically severe jobs with long, antisocial hours. With working shifts and low and irregular salaries they may experience job dissatisfaction and consequently leave their companies. (Bothma & Thomas, 2001).

The major sources of stress noted in human service professions appear to be consistent with those faced by casino employees. Firstly, job responsibilities of dealers are considered as routine (Tate, 2001) and job stress is always present. Second, dealers have little probability for promotion, and there is an equally doubtful relationship with their superiors (Frey & Carns, 1987). Third, dealers have to be repressing emotions while communicating with customers at the gaming tables may lead them to view their customers as objects for releasing their emotional tension (Taormina & Kuok, 2009). Promotion systems, always paying close attention to self-discipline, fingernails and hairstyles, having to obey to very strict company game rules, and behaviors which are closely monitored by the custody system cause stress and pressure (Wan & Chan, 2013).

Furthermore, customer behaviors commonly turn into problematic conduct because gaming outcomes usually favor the casino side rather than the gamblers (Gu, 2007), casino employees are usually expected to tolerate rude and offensive treatment or exposure to physical attack.

In addition to providing attentive service to difficult customers, casino employees also experience various demands from their customers, and managers. Moreover, casino employees in Macau also faced communication difficulties and conflicts due to cultural differences and language problems with foreign supervisors, and poor internal communication (Wan & Chan, 2013).

The 24-hour “go-go” ambiance of casinos needs employees continuously to be “on”, to be exposed to smoke (Chan, Pilkington, & Wan, 2012), and to work under high noise. Working long shifts and boring working hours could also cause tension among casino employees.

Previous researches proved that fatigue level could be different for job positions. For example, employees who worked on shifts showed higher rates of depression compared to those who worked normal hours. Compared with blue-collar employees, white collars tend to have more depression (Gilmour & Patten, 2007).

The study by Shani and Pizam (2009) also exposed that managers in the hotels in Florida had lower depression scores than those of the normal employees. Dealers in casinos are required to control their emotions more than workers in other casino departments. Emotional suppression is negatively associated with job satisfaction, emotional exhaustion (EE), and depersonalization (DP).

Most scientific efforts in the hospitality and tourism industry give little importance to employee's characteristics. Although some researches confirmed the association between various demographic characteristics and burnout level, the findings related to gender and stress have been varying. Male employees described higher EE and DP scores than females. On the other hand, male employees also described lower scores in PA than females (Edwards & Burnard, 2003). However, different findings seemed in the casino context as female dealers recorded higher EE scores than male dealers (Taormina & Kuok, 2009). Other studies have reported that females come across to higher degrees of stress at work than males (Michael, Anastasios, Helen, Catherine, & Christine, 2009).

In addition, working night shifts increases the fatigue risk. For example, employees working on night shifts were more depressed than employees working normally (Gilmour & Patten, 2007). Shift workers stated significantly higher tension and EE than workers on a regular day schedule (Jamal, 2004). Nurses who worked the 12-hour shifts were more stressed compared to 8-hour shifts (Hoffman & Scott, 2003). The total shifts worked in a month are also a significant predictor of EE, DP and Personal Accomplishment (PA) (Ozyurt, Hayran, & Sur, 2006).

Since the location of Northern Cyprus, casinos have many employees with Turkish nationality. Although culture of Cyprus and Turkey seems similar, there are many differences such as; accent, language, traditions...etc. Besides working in casino

affects burnout level, acculturation can influence burnout and depression level of casino employees.

1.2. Aim of the study

Aims and Hypotheses

The aim of the present study is to investigate the relationship between acculturation, burnout and depression among casino employees. The following hypothesis was investigated;

- 1) Is there any significant difference between socio-demographic characteristics and acculturation?
- 2) Is there any significant difference between socio-demographic characteristics and burnout?
- 3) Is there any significant difference between socio-demographic characteristics and depression?
- 4) Is there any correlation between acculturation, burnout and depression?
- 5) How acculturation and depression predicts burnout?

1.3. Importance of the study

Many studies focus on burnout and depression issues on different occupations. Gambling industry is developing day by day and many of the employees come from Turkey. For that reason this study focuses on the casino employees' burnout and depression levels and also considers acculturation as another factor which can be effective on burnout and depression level of the employees.

1.4. Limitations

Despite all efforts, there are some weaknesses of this study. The first weakness is the small sample size of casino employees because of this situation the results cannot be generalized. Secondly, this study is limited with casino employees. Thirdly, that study is limited with two different casinos Because of the sensitivity of the topic, getting permission to distribute questionnaires is not easy. Lastly, this study is limited with casinos in Girne.

1.5. Definitions of terms

Burnout: The exhaustion of energy in the physical sense with the result of the interaction of the individual with the working environment (Budak & Surgevil, 2005).

Emotional Exhaustion (EE): The depletion of emotional resources is expressed as the situation where employees do not give themselves psychologically (Maslach & Jackson, 1981).

Depersonalization (DP): Starting to evaluate people as object rather than individual. Being senseless, and do not take into account the value of people's feelings (Helvacı & Turhan, 2013).

Personal Accomplishment (PA): The tendency of the individual to evaluate him/herself negatively (Cordes & Dougherty, 1993).

Depression: The most common symptoms are being sad, anxious or idle mood, hopelessness, pessimism, which persists almost every day for weeks or months. Depression often brings feelings of guilt, worthless feeling and helplessness (Angst & Dobler-Mikola, 1984).

Acculturation: It is a terminology when the individual changes according to his/her own society and its transition to another society (Skuza, 2007).

Integration: Subscale of acculturation which implies immigrants both want to protect their own culture and also adapt to new culture (Berry & Sam, 1997).

Assimilation: Subscale of acculturation which implies immigrants adopt a new culture rather than keeping their own culture (Berry & Sam, 1997).

Marginalization: Subscale of acculturation which implies migrants neither adopt their own culture nor new culture (Berry & Sam, 1997).

Separation: Subscale of acculturation which implies migrants remain faithful to their own culture (Berry & Sam, 1997).

CHAPTER II

REVIEW OF RELATED LITERATURE

2.1. Definition of Burnout

Feelings of inadequate control over one's work, frustrated hopes and expectations and the feeling of losing of life's meaning, seem to be independent causes of burnout, a term that describes a condition of professional exhaustion. It is not synonymous with 'job stresses', 'fatigue', 'alienation' or 'depression'. Burnout is more common than generally believed and may affect every aspect of the individual's functioning, have a deleterious effect on interpersonal and family relationships and lead to a negative attitude towards life in general. Empirical research suggests that burnout and depression are separate entities, although they may share several 'qualitative' characteristics, especially in the more severe forms of burnout, and in vulnerable individuals, low levels of satisfaction derived from their everyday work (Iacovides, Fountoulakis, & Kaprinis, 2003).

The burnout phenomenon, which was first described in the 1970's, is a social problem. In simplest form, burnout can be defined as the exhaustion of energy in the physical sense with the result of the interaction of the individual with the working environment (Budak & Surgevil ,2005).

One of the first clinical definitions of burnout was made in 1974 by Freudenberger as a "vocational danger". Freudenberger was defined burnout "being failure, wear, loss of energy and power, or an exhaustion of internal resources with the result of unfulfilled wishes (Freudenberger, 1974).

The most widely accepted definition of burnout today belongs to Christina Maslach, who is known as the most important name among the researchers working on the issue and who developed the Maslach Burnout Inventory. According to Maslach, burnout categorized into three dimensions; emotional exhaustion, depersonalization,

and personal accomplishment. In other words, according to Maslach, emotional exhaustion, depersonalization, and low sense of personal accomplishment are seen in those who have an intense relationship with people due to their job (Maslach, Schaufeli, & Leiter, 2001).

2.1.1. Emotional Exhaustion

Emotional exhaustion; the depletion of emotional resources is expressed as the situation where employees do not give themselves psychologically (Maslach & Jackson, 1981). Maslach states that the emotional exhaustion causes the person to overestimate him/herself emotionally, to feel him/herself routed by the emotional demands of the people, and to be unable to continue his path with the feeling of weariness and exhaustion. One feels that they are insufficient to meet the wishes of other people and try to cope with their emotional exhaustion by reducing their professional efforts and keeping the communication with other persons at a minimum level to ensure that things are running (Helvacı & Turhan, 2013).

2.1.2. Depersonalization

In the early stages of depersonalization, employees tend to do everything in accordance with working rules that is expected to reduce his/her emotional tensions. This tendency in time to replace the senseless, people and their needs and do not take into account the value of their feelings. Starting to evaluate them not an individual as object cause enlarge of depersonalization. With the deepening of the depersonalization, person will tend to evaluate him/herself as cold and an unrelated person who refrains from responding to the wishes of others (Helvacı & Turhan, 2013). It is possible for the person to adopt this attitude towards his colleagues and the organization he works with, as well as the people he serves at this level of insensitivity. The use of insulting expressions against the people s/he serves, the never ending conversations with colleagues, the lengthening of breaks, the unnecessary use of professional jargon is accepted as the symptoms of the desensitization dimension. The person's self-evaluation in this way will bring to question the level of personal success (Cordes & Dougherty, 1993).

2.1.3. Personal Accomplishment

It can be defined as the tendency of the individual to evaluate him/herself negatively. Professional success is questioned as they feel themselves worthless, their contributions and their roles are insignificant. The result of this, depression occurs by decreasing self-esteem and trust (Cordes & Dougherty, 1993).

To sum up, emotional exhaustion; it states the individual stress dimension of burnout and decreases the emotional and physical resources of the individual. Depersonalization; It represents the interpersonal dimension of burnout and indicates negative, rigid attitudes and unresponsiveness to clients. Low sense of personal accomplishment; person tends to evaluate themselves negatively (Maslach, et al., 2001).

2.2. Environmental Factors Affecting Burnout

Nowadays, in order to better understand the problem in analyzing burnout, it is necessary to look at work life stresses, social and situational sources of the work. In this direction; workload, control, rewards, community, fairness and values were determined by Maslach and Leiter (1997) as environmental factors considered being effective on burnout (Maslach, et al., 2001).

The workload can be defined as the amount of work to be done at a given time, at a certain quality. Control; is the ability of the person to choose, make decisions, solve problems and fulfill his responsibilities. The reward is; expresses both material and social appreciation for the contribution of the individual to the organization. The community (sense of belonging / unity) refers to a characteristic of the social environment of the organization. Accordingly, individuals; they enter into groups where they provide positive gains such as social support and cooperation. The concept of justice; it means that the organization has consistent and equal rules for all. The value is; it is the belief in what is good and what is bad (Leiter & Maslach 1999).

The inconsistency between the individual and working environment creates an effect of decreasing the energy, belonging and personal feelings of the individual, and the sense of belonging. If there is harmony in working environment and individual, it

increases the loyalty of the work. The sources of burnout are situational rather than personal (Maslach & Leiter, 2008). Considering that the employee who feels that he is exhausted has some serious mental and physical illnesses, it will not be wrong to say that these people will show negative behaviors towards the people they serve and person will serve below the standards (Helvacı & Turhan, 2013). Burnout is a severe syndrome caused by persistent stress in the workplace (Maslach, 2003). The main cause of chronic tension caused by stress is the incompatibility between the worker and the work (Helvacı & Turhan, 2013).

According to Maslach, there is a positive correlation between workload and emotional load. If the workload increases, emotional load also increases. Long working hours, role conflict and role ambiguities lead to increased job dissatisfaction. Moreover, lack of empowerment practices for employees to decrease job satisfaction, feeling themselves worthless towards working environment, not being appreciated, not having positive feedback, limited holiday times and limited rest breaks, communication problems lead to burnout (Unger, 1980).

On the other hand, when personal resources of burnout is analyzed lack of certain of limits, the person does not give enough importance to his/her own needs, employees isolate themselves as physical and psychological from the outside environment, weakness, lack of professional identity is expressed as elements. Beside these elements, demographic factors such as age, marital status, working hour and gender are related to burnout (Çavuş & Demir, 2010).

2.3. Disadvantages of Burnout Syndrome

Burnout causes psychological and physiological disturbances for employees. The first signs of burnout syndrome are; energy loss, decrease in performance, failures in performing the tasks successfully (Jenkins & Maslach, 1994). Physiological symptoms of burnout are headache, elevation of cholesterol, drowsiness, sleep disturbances, a feeling of physical burnout and consequently the use of alcohol and drugs. Psychological symptoms are expressed as irritability, uneasiness, restlessness, negative attitude towards life, decreasing feelings of friendship and benevolence, paranoid thoughts and depression.

In this case, individual is affected to both physiological and psychological negatively. He / she will not be able to perform the work expected from him / her efficiently, there will be a poor performance, and the work outcomes will not satisfy him / her (Maslach & Jackson, 1981).

Burnout for companies will result in increased customer dissatisfaction and complaints, employees cannot fully meet the needs of their customers, and enter into rude and hurtful behaviors against customers. In addition, employees do not come to work or at time in the workplace, workforce turnover rate increase, and they cannot give themselves to the work and then the performance of the low for organizations will cause costs (Helvacı & Turhan, 2013).

In order to prevent the negativity of burnout syndrome, it is necessary to believe that human life is meaningful and that the work is beneficial and important. Therefore, solutions to burnout should often be sought in the social environment of work (Maslach & Leiter, 2008).

Based on the wide research available, the burnout syndrome is common in social workers such as; medical professionals (Raftopoulos, Charalambous, & Talias, 2012), television programmers (Nart, 2015), casino employees (Chan, Wan, Kuok, 2015), bank employees (Ceyhan & Siliğ, 2005).

2.4. Definition of Acculturation

While many people are not aware of it, they look at the world with cultural eyes and evaluate them within the framework of cultural thought patterns and develops attitudes and behaviors according to what they recognize, see, hear, feel, smell, in other words, perceive through five senses. Even in the perceptions that the person thinks to be objective, s/he actually uses the culture that he grew up in. In other words, even if the same thing is the same, what is seen is different. Culture is not instinctive and hereditary, but the habits, behavior and reaction tendencies that each

individual has gained in his life after birth. Culture is something that is learned and gained through education (Berry & Sam, 1997).

An interaction of different cultures, individuals, groups and communities are influenced by each other's cultures. In many cases, where acculturation takes place, attitudes and behaviors of people in many situations such as dressing, greetings, food choices and daily activities are changing (Saygın & Hasta, 2018).

People, groups or communities of different cultures on the earth are on the move for different reasons (education, migration, disaster, better living conditions etc.). The concept of acculturation is a process of cultural or psychological change or changes that people from a particular culture live in contact with people from another culture (Angst & Dobler-Mikola, 1984). Mostly, immigrants, refugees, international students and workers experience acculturation. Being exposed to discrimination according to culture, class, race, and language cause acculturation stress which causes burnout symptoms (Skuzza, 2007). It is observed that the two groups expressed in the definition of acculturation are affected equally by each other, but in fact one of the groups is affected more by the other (Tanaka et al., 1994).

As acculturation involves more than one culture, it has two different meanings. Firstly, acculturation is the result of interaction between two or more cultures. Secondly, at least two cultures interact and concluded psychological changes (Berry, 1998).

While examined acculturation process, firstly the characteristics of the individual's society and where their homeland was should be observed. Because individuals are shaped by the societal value, culture and by the situational factors in which societies are located. If the settled society and the cultural characteristics of the individual's origin society do not match, the cultural distance increases and adversely affects the individual in the process of acculturation (Rich & Jacobs, 1973).

Acculturation strategies are used to better understand acculturation (Zafer, 2016). According to Berry (1997), acculturation is the process of cultural and psychological change resulting from the interaction of people in different cultures. Berry divided

acculturation as four dimensions integration, assimilation, marginalization, separation respectively. These four concepts are related with whether or not immigrants want to protect their identity and whether they want to be involved in the new culture. Firstly, integration implies that immigrants both want to protect their own culture and also adapt to new culture. Secondly, assimilation implies that immigrants adopt a new culture rather than keeping their own culture. Thirdly, marginalization implies that migrants neither adopt their own culture nor new culture. Finally, in the concept of separation, migrants remain faithful to their own culture. According to Berry and Sam, (1997), if the mentioned acculturation strategies are evaluated in terms of the individual, sometimes high adaptation (assimilation and integration) is observed, and sometimes it cannot be encountered such a high harmony (separation and marginalization).

2.5. Definition of Depression

Depression directly affecting a large part of the society is a mood disorder that includes negative feelings such as a state of reluctance for weeks or months, lack of enjoyment of life, decreased self-confidence and intense hopelessness. Although the symptoms of depression vary widely, the most common symptoms are sad, anxious or idle mood, hopelessness, pessimism, which persists almost every day for weeks or months. Depression often brings feelings of guilt, worthless feeling and helplessness (Angst & Dobler-Mikola, 1984).

People who are depressed normally do not enjoy the activities they like, and they say that they cannot find power to satisfy their daily and compulsory needs such as dressing and eating. Mostly family and relatives realize this change in person, but they don't know how to help. In our daily lives, our moods deteriorate, or when we face a situation that annoys us immediately person thinks as "I am depressed". However, symptoms of depression are highly complex mood disorders that can vary from person to person, consisting of psychological, biological and social factors (Toker & Biron, 2012).

Although, depression symptoms may vary among individuals, the most common characteristics are: feelings of hopelessness, worthlessness and helplessness,

inability to control emotions, reduced interest in daily activities, significant increase / decrease in appetite, significant increase / decrease in weight, Significant changes in sleep patterns, significant anger and restlessness, significant energy loss, self-hate, severe guilt, increase in careless behavior, focus on the problem, unspecified physical pain (Angst & Dobler-Mikola, 1984).

Some people in the depression describe the situation as a deep sense of emptiness, while others may be disconnected from life and express an empty state of lack of emotion. Symptoms of depression, especially in men, may be in the form of severe tantrums and uneasiness. On the other hand in women, intense numbness can be faced in the form of inability to enjoy life (Brenninkmeyer, Yperen, & Buunk, 2001).

In details, the symptoms of depression in women are usually; increase in weight and appetite; especially towards carbohydrate feeding, increased sleep need, intense guilt feelings, and season related depression. Conversely, depression in men may manifest itself with more outward symptoms such as; working long hours, away from family and friends, substance use, increased tendency to violence, tantrums, and increased risk behaviors such as infidelity (Kendler & Prescott, 1999).

Depression in young people is categorized as restlessness, anger and agitation. Young people with depression may also have physical pain, such as headache or abdominal pain. Moreover, depression seen in elderly people is manifested by physical symptoms such as pain and memory loss, which are not known due to emotional symptoms. Depression symptoms, such as disabling personal care and using medication that should not be used, can also be seen (Brown, Meadows, & Elder, 2007). According to DSM-V (2013), depression has some criteria. For example, individual must have five or more symptoms during two weeks period and at least one of them should be either depressed mood or loss of interest. Individual can feel depressed most of the day, lose interest in almost all activities most of the day, even when not making diet loss or gain weight significantly, reduction of physical activities, feeling worthless nearly every day, decreased ability to concentrate, having thoughts of death or suicide.

2.6. Relationship between Burnout and Depression

Relationship between job burnout and depression, many researchers claimed that the both of them influence each other as a vicious circle. While burnout increases depression also increases. (Huibers, Leone, Amelsvoort, Kant, & Knottnerus, 2007).

People feel burned out when they perceive a loss of irreplaceable permanent energetic coping resources. This energetic loss can cause physiological symptoms such as disturbance of sleep patterns and immune functions (Melamed, Shirom, Toker, Berliner, & Shapira, 2006). Working long hours can cause the decline of these resources and reduction of these sources can activate depressive symptoms (Armon, Shirom, Shapira, & Melamed, 2008). Since depression includes symptoms such as decrease of interest and ability to concentrate, this can affect employees' performance. As a result of this, working overtime can trigger an increase depressive symptom, and this can leads burnout (Barling & Macintyre, 1993).

Burnout conceptualizing includes feeling fatigue or low levels of physical energy. These symptoms also used in order to diagnose depression (Aggen, Neale, & Kendler, 2004). Although two concepts have similarities, burnout and depression are conceptually different. Burnout is dependent on the quality of the social environment at work and, tends to be specific situation rather than pervasive. On the other hand, depression is a global state that generalizes across situations and pervades virtually every sphere of a person's life (Schaufeli & Peeters, 2000).

2.7. Relationship between Acculturation and Depression

Changes in the cultural context can decrease the individual's capacity to cope with problems and cause serious psychological disorders, such as depression, and anxiety (Rich & Jagobs, 1973).

When acculturation problems arise, but have been coped with successfully, stress will be low similarly and the effects person positively. However, when problems are not completely overcome, stress will be higher and effects person negatively, with personal crises, and commonly depression (Berry, 1997).

The acculturation process is consisted of inconsistency, because individuals resolve cultural differences with the new environment. This conflict is defined as “acculturation stress”, which is often associated with depression (Zamanian, Thackrey, Starrett, Brown, Lassman, & Blanchard, 1992).

2.8. Relationship between Acculturation and Burnout

Acculturation is important the stressor for migrating employees. Acculturation affects efficacy of coping strategies with adapting the new culture, communication, finding a job, and friends. Acculturation may increase both subjective feelings of employability and self-worth, as well as the prospects of a migrant employee to keep a job, or find a new one. (Vîrgă & Iliescu, 2016)

Moreover, in large society, marginalization, which is subscale of acculturation, causes acculturative stress, which basically relates with burnout. However, integration, which is subscale of acculturation, causes low amount of stress, which is associated positively with feelings of well-being (Peeters, & Oerlemans, 2009).

2.9. Related Researches

There are many researches about relationship with burnout and different working areas. For example, the factors associated with the burnout syndrome and fatigue in Cypriot nurses was researched by Raftopoulos, Charalambous, and Talias, (2012). This research was administered in Nursing Department of the Cyprus University of Technology. One thousand four hundred and eighty two nurses participated in that study. The results of this study show that burnout and fatigue can be related to the stressful medical surroundings. With two thirds of the nurses experiencing fatigue very often and with twenty one point five percent of the nurses were in the high emotional exhaustion (EE), depersonalization (DP), and lack of personal accomplishment (PA). 30.7% scored high in the PA and 33% scored high in the DP. Those rates showed that burnout affects a big proportion of the nurse population in Cyprus. High burnout scores are related with some variables such as: depression, age and job-related stress (Raftopoulos, et al., 2012).

In addition, Pavlakis, Raftopoulos, and Theodorou (2010) researched burnout syndrome among physiotherapists in Cyprus. The Cyprus Association of Physiotherapists supported that study and assisted for the distribution of the questionnaires its members. One hundred and seventy two physiotherapists took part in that study. The results indicated that one-fifth of the participants affected burnout. 8% of participants reported high levels of EE, 17.4% of participants reported high levels depersonalization and 23% of the participants reported high levels of personal accomplishment. In the current study, burnout is related with low salary, employment sector, age group and job-related stress. (Pavlakis, et al., 2010).

Moreover, Nart (2015) investigated relationship between television programmers and burnout symptoms. Players Union, Association of Cinema Workers and Scriptwriters Association supported that study and delivered questionnaires its members. Five hundred ten television programmers participated that study. The results showed that 56% of participants reported high levels of EE, 17% of participants reported high levels DP and 27% of the participants reported high levels of PA. In conclusion, a majority of television programmers affected burnout syndrome due to night works, lack of sleep, and vacations (Nart, 2015).

Furthermore, Ceyhan and Siliğ (2005), have researched burnout among bank employees in Eskişehir. Two hundred fifty seven bank employees participated that study. The results showed that 29% of participants reported of EE, 3% of participants reported DP and 7% of the participants reported of PA. In the current study, hiding emotional feelings towards customer, excessive job stress, and increased workload causes burnout symptoms.

In addition, Chan, Wan, and Kuok, (2015) investigated relationships between burnout and demographic and work characteristics, burnout and turnover intention, and burnout and job satisfaction among casino employees in Macau. Three hundred ninety one employees from six casinos participated that study. Results revealed that casino employees were exhausted. Demographical information such as; gender, age, marital status, and work experiences, shift work, and job position are associated with burnout. Emotional exhaustion, depersonalization, and job satisfaction are

associated with intention of leaving work. Burnout leads to the intention of leaving work significantly, and it affects negatively job satisfaction.

Moreover, Zamanian et al. (1992) investigated the relationship between acculturation and depression among elderly people Mexican American. A hundred fifty nine Mexican-American people ages 60 years and over participated that study. Results revealed that clear inverse relationship between acculturation and depression.

According to a research conducted by Bektaş in order to examine the acculturation strategies of Turkish students in the USA in 2004, it was stated that the most preferred acculturation strategy was a separation strategy and a positive significant relationship was found between separation strategies and depression.

Additionally, Tatar and Horenczyk (2003) conducted a research about relationship between acculturation and burnout. They found that migrated teachers who preferred assimilation, experienced more burnout symptoms compared with teachers who internalized a multicultural perspective. In particular, they found that integration relates positively to well-being at work, whereas marginalization relates negatively to well-being at work. Also according to Peeters, and Oerlemans (2009), the ethnic majority groups often take into dominant position within organizations. The relationship between acculturation and work-related well-being was significantly stronger for ethnic minority employees compared with ethnic majority employees.

On the other hand, Jian (2012) claimed that acculturation is positively related to job satisfaction and burnout. He demanded that employees in the separation mode of acculturation are more likely to experience career adjustment problems than those in the assimilation or integration modes of acculturation.

CHAPTER III

METHOD AND PROCEDURE

3.1. Universe and Sample

The research was conducted with employees who are working in the casino established in TRNC. Reaching all participants in the research universe as it was difficult in terms of time, cost and control, 150 personnel was interviewed among three different casinos by using purposive sampling method.

3.2. Instruments

3.2.1. Demographic Information Form

Demographic information form prepared by the researcher and consisted of questions about gender, age, nationality, education, marital and income status, family type, job experience as year, weekly working hours, whether participants have psychological disorder or not and whether they received psychological support or not.

3.2.2. Maslach Burnout Scale

Maslach Burnout Scale was used to determine the burnout perceived by the nurses. That scale was developed by Maslach and Jackson in 1981 and adapted to Turkish by Ergin (1992). The Turkish adaptation of the Maslach burnout scale is a 5-point likert-type scale consisting of 22 items. There are three subscales in the scale: emotional exhaustion, depersonalization and a decrease in personal accomplishment. In the original form of scale seven-grade answer options included. However, Ergin (1992) translated into Turkish by going to some changes. The scale

is decided to be arranged in five degrees, “0 never” and “5 always”. Also, in educational form this five-graded is used. The high level of burnout reflects the high score on emotional exhaustion and depersonalization subscales and low score on personal accomplishment subscale. While moderate burnout reflects mid-level scores for all three subscales, low level reflects low scores on emotional exhaustion and depersonalization subscales and high scores on the personal accomplishment subscale. While scoring the scale, three different burnout scores are calculated for each person. Emotional exhaustion subscale refers to being consumed and loaded by a person's work. This subscale contains eight items related to fatigue, frustration and decreased emotional energy. These are the 1st, 2nd, 3rd, 6th, 8th, 13th, 16th and 20th items. The depersonalization subscale defines the behaviors of the individual, regardless of the fact that they are a peculiar entity. This subscale contains six items; these are 5th, 10th, 11th, 15th, 21st, and 22nd items. The decrease in sense of personal accomplishment subscale describes the feelings of self-sufficiency and success in a person working with people. This scale consists of 8 items; these are 4th, 7th, 9th, 12th, 14th, 17th, 18th and 19th items.

3.2.3. Beck Depression Scale

The scale used to determine the depression status of the participants was developed by Beck, Ward, Mendelson, Mock, and Erbaugh (1961). Turkish adaptation study of the scale was performed by Hisli (1989). The items in the scale are scored from 0 to 3 and the high score from the scale indicates that the high level of depression. In the adaptation study of Hisli (1989), the Cronbach's alpha coefficient for the reliability of the scale was found to be 0.80.

3.2.4. Acculturation Scale

The scale developed by Ataca and Berry (2002) and reveals four different culturing behaviors and consists of 36 items. The 36 questions of the scale consisted of nine attitudes, namely; Friendship Relationships, Social Activity, Food, Celebrations, Language Use, Decoration, Newspaper Reading, Lifestyle and Culture. The rate of adoption and acceptance of nine attitudes is evaluated over the total score of the answers given in the 5-point likert type. The Turkish validity and reliability study of the scale was conducted by Bektaş (2004). The internal consistency coefficient was 0.83

for the assimilation attitude, 0.89 for the separation attitude, 0.75 for the marginalization and 0.76 for the integration attitude (Bektaş, 2004). The suitability of the acculturation scale to the TRNC culture was made by the researcher and the findings were given in the findings section.

3.3. Procedure

After obtaining permission from casino managers, surveys were distributed to the participants. All participants marked informed consent form which included their agreement to the participant in that study voluntarily. After verbal debriefing about scales each participant completed scales respectively. Participants had an option to withdraw from the study at any time. The administration took approximately 20-30 minutes.

3.4. Statistical Analysis

Statistically analyzing the research data Statistical Package for Social Sciences (SPSS) 25.0 data analysis program was used.

Before proceeding to the analysis of data, Cronbach's Alpha test was applied in order to determine the reliability of casino employees' scores among Maslach Burnout Scale, Beck Depression Scale and Acculturation Scales. As a result of the test, Cronbach's alpha scores were found 0,825 for Maslach Burnout, 0,815 for Acculturation Scale and 0,894 for Beck Depression Scale.

In determining the distribution of casino employees according to demographic characteristics, descriptive statistics were given in order to determine the frequency analysis, Maslach Burnout, Acculturation and Beck Depression scores.

In order to determine the tests used in the study, the normal distribution of the points obtained from Maslach Burnout, Acculturation and Beck Depression Scale was determined by Kolmogorov-Smirnov test and it was determined that it did not show normal distribution. Therefore, nonparametric hypothesis tests were used in that research. According to the demographic characteristics of the participants, Maslach Burnout, Acculturation and Beck Depression scores were compared; Mann-Whitney U test if the independent variable consists of two categories, and Kruskal-Wallis test

was applied if independent variable consisted of more than two categories. The correlations between the scores obtained from the Maslach Burnout, Acculturation and Beck Depression Scale were determined by Spearman correlation analysis. Regression analysis was used to determine the scores of the Maslach Burnout and Acculturation Scale scores of the casino workers on the Beck Depression Scale.

CHAPTER IV

RESULTS

Table 1.

Distribution of casino employees by demographic characteristics (n=150)

	Number(n)	Percentage (%)
Gender		
Women	54	36.00
Men	96	64.00
Age Group		
20-25 years	32	21.33
26-30 years	49	32.67
31-35 years	32	21.33
36 years and older	37	24.67
Nationality		
TR	109	72.67
TRNC+TR	33	22.00
Others	8	5.33
Duration of Residence		
5 years or less	56	37.33
6-10 years	45	30.00
11 years or more	49	32.67
Educational Status		
Primary	15	10.00
High school	69	46.00
Undergraduate/Graduated	66	44.00
Marital Status		
Single	88	58.67
Married	62	41.33
Income Status		
Income less than expense	52	34.67
Income equals expense	69	46.00
Income more than expense	29	19.33
Family Type		
Nuclear Family	95	63.33
Extended Family	36	24.00
Fragmented Family	19	12.67
Professional Experience		
5 year or less	68	45.33
6-10 years	48	32.00
11 years or more	34	22.67
Weekly Working Hours		
48 hours or less	26	17.33
49-59 hours	74	49.33
60 hours or more	50	33.33
Psychological Disorder		
Yes	26	17.33
No	124	82.67
Psychological Support		
Received	26	17.33
Not received	124	82.67

Table 1 shows the distribution of demographic features of casino employees.

When Table 1 is examined, 36 % of the casino employees were women and 64 % of them were men. 21.33 % of the employees of the casino were between 20 and 25 years of age, 32.67% of them between the ages of 26 and 30, 21.33 % of them between the ages of 31-35 and 24.67 % of them the age of 36 years and older. Moreover, it was found that 72.67 % were Turkish, 22.22 % of them were TRNC and TR, and 5.33 % of them were citizens of other countries. Furthermore, when the duration of residence of participants in the TRNC is examined, 34.67 % of them were living 5 years or less, 30.0 % of them were living 6-10 years, 32.67 % of them were living in TRNC for 11 years or more. In terms of education, 10 % were graduated from primary school, 46 % were graduated from high school and 44 % were under graduated and graduated. In addition, when marital status is examined; 58.67 % of them were single and 41.33 % of them were married. Besides, when the income levels of casino employees is examined, 34.67 % of income is less than the expense, 46 % of income is equal to the expense and 19.33 % of earn more than their expenses has been founded. As well, when family type of employees is examined; 63.33 % of employees had nuclear family, 24 % of them had extended family and 12.67 % of them had fragmented family. More than that, when the professional experience is considered, 45.33 % of casino workers had professional experience 5 years and below, 32 % of them had 6-10 years, and 22.672 % of them had 11 years and above professional experience. Not only that, when the weekly working hours of casino personnel are investigated, 17.33 % of were working 48 hours or less a week, 49.33 % of were working 49-59 hours and 33.33 % of them were working 60 hours or more is detected. Finally, when the psychological conditions of the casino employees were examined, 17.33 % of them had a psychological disorder and 82.67 % of them had not any psychological disorder also 17.33 % of them received psychological support and 82.67 % of them did not receive psychological support.

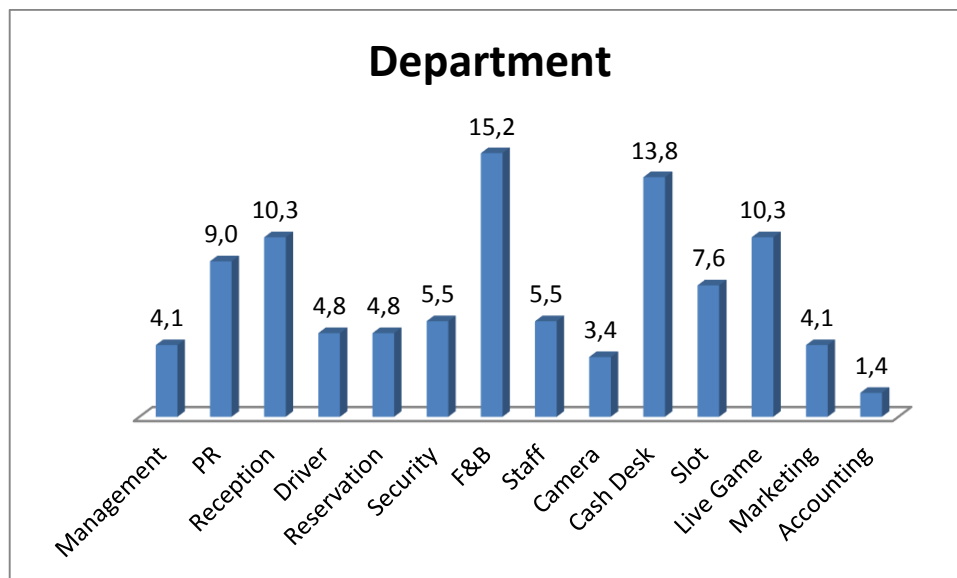


Figure 1: Distribution of casino employees according to their departments

When Figure 1 is analyzed, it is seen that the distribution of the casino employees according to the departments they work in is given as a bar graph.

According to Figure 1, 4.1 % of casino employees were Management, 9 % of them were working in Public Relations, 10.3 % of them were working in Reception, 4.8 % of them were working as Driver, 4.8 % of them were working in Reservation, 5.5 % of them were working as Security, 15.2 % of them were working in Food and Beverage (F&B), 5.5 % of them were Staff workers, 3.4 % of them were working in Camera, 13.82 % of them were working in Cash Desk, 7.6 % of them were working in Slot, 10.3 % of them were working in Live Game 4.1 % of them were working in Marketing and 1.4 % of them were working in Accounting departments.

Table 2.*Maslach Burnout, Acculturation and Beck Depression Scale scores of casino employees (n=150)*

	n	\bar{x}	s	Min	Max
Emotional Exhaustion	150	21.65	7.25	8	40
Depersonalization	150	16.21	4.16	8	27
Personal Accomplishment	150	26.58	4.83	11	39
Assimilation	150	27.85	7.04	9	45
Separation	150	21.70	6.14	9	45
Marginalization	150	26.00	6.05	10	43
Integration	150	29.38	7.05	9	45
Beck Depression Scale	150	15.19	10.45	0	57

Table 2 shows the Maslach Burnout, Acculturation and Beck Depression Scale scores of casino employees.

When Table 2 is examined, it was found that the casino employees who participated in the study received the mean 21.65 ± 7.25 from emotional exhaustion, the mean score is 16.21 ± 4.16 from depersonalization, and the mean score is 26.58 ± 4.83 from personal accomplishment, which are subscales of Maslach Burnout Scale. Moreover, participants received the mean score 27.85 ± 7.04 from assimilation, 21.75 ± 6.14 from separation, 26 ± 6.05 from marginalization and 29.38 ± 7.05 points from integration, which are subscales of Acculturation Scale. The mean score of Beck Depression Scale was 15.19 ± 10.45 , and the minimum score was 0 and the maximum score was 57.

Table 3.

Comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores according to gender of casino employees (n=150)

	Gender	n	\bar{x}	s	M	SO	Z	p
Emotional Exhaustion	Women	54	22.20	7.26	22.00	78.21	-0.574	0.566
	Men	96	21.34	7.26	22.00	73.97		
Depersonalization	Women	54	15.96	3.75	16.00	73.44	-0.436	0.663
	Men	96	16.34	4.39	17.00	76.66		
Personal Accomplishment	Women	54	26.24	4.35	26.50	72.68	-0.599	0.549
	Men	96	26.77	5.09	26.50	77.09		
Assimilation	Women	54	28.83	6.97	27.50	79.90	-0.931	0.352
	Men	96	27.30	7.05	29.00	73.03		
Separation	Women	54	21.48	6.28	21.00	74.96	-0.114	0.909
	Men	96	21.82	6.09	21.50	75.80		
Marginalization	Women	54	24.69	5.75	24.00	65.72	-2.070	0.038*
	Men	96	26.74	6.12	26.00	81.00		
Integration	Women	54	29.94	7.02	30.00	77.62	-0.449	0.653
	Men	96	29.06	7.09	30.00	74.31		
Beck Depression Scale	Women	54	18.22	10.86	16.00	87.75	-2.593	0.010*
	Men	96	13.48	9.87	11.00	68.61		

* $p < 0.05$

In Table 3, Maslach Burnout, Acculturation and Beck Depression Scale scores were compared with Mann Whitney U test according to the gender of the casino employees and the results were given.

When Table 3 is analyzed, in terms of gender variable, it is founded that there was no statistically significant difference between the points that obtained from emotional exhaustion, depersonalization and personal accomplishment which are the subscales of Maslach Burnout Scale. Regardless of the gender, the scores were received from the subscale of Maslach Burnout Scale were similar.

On the other hand, when acculturation is analyzed there was a statistically significant difference between the marginalization scores of employees according to their

gender ($p < 0.05$). The marginalization scores of the male participants were statistically higher than the scores of the female participants. Also, there was no statistically significant difference between the assimilation, separation and integration scores which are subscales of the Acculturation Scale ($p > 0.05$). Female and male participants had similar scores of assimilation, separation and integration.

On the other side, there was a statistically significant difference between Beck Depression Scale scores according to gender of the participants ($p < 0.05$). The Beck Depression Scale scores of the female participants were higher than the scores of the male participants. As a result, the difference between the genders was statistically significant.

Table 4.

Comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores according to age group of casino employees (n=150)

	Age Group	n	\bar{x}	s	M	SO	X ²	p	Difference
Emotional Exhaustion	20-25 years	32	23.16	7.12	25.00	83.19	1.551	0.670	
	26-30 years	49	21.69	7.39	22.00	75.78			
	31-35 years	32	21.13	6.54	23.00	72.64			
	36 years or older	37	20.76	7.81	20.00	70.96			
Depersonalization	20-25 years	32	17.78	4.12	18.00	90.84	6.818	0.078	
	26-30 years	49	16.33	4.14	16.00	77.14			
	31-35 years	32	15.59	3.55	15.00	69.81			
	36 years or older	37	15.22	4.45	15.00	64.97			
Personal Accomplishment	20-25 years	32	25.47	4.10	25.00	63.91	3.715	0.294	
	26-30 years	49	26.35	4.56	27.00	74.68			
	31-35 years	32	27.22	5.35	27.00	79.69			
	36 years or older	37	27.30	5.24	27.00	82.99			
Assimilation	20-25 years	32	28.19	6.08	28.00	76.92	0.531	0.912	
	26-30 years	49	27.47	6.69	28.00	72.29			
	31-35 years	32	27.47	7.01	29.00	75.09			
	36 years or older	37	28.41	8.39	29.00	78.88			
Separation	20-25 years	32	23.06	6.72	22.50	84.16	15.654	0.001*	1-4
	26-30 years	49	23.31	5.38	23.00	88.12			2-4
	31-35 years	32	21.13	6.00	22.00	73.83			
	36 years or older	37	18.89	5.82	18.00	52.74			
Marginalization	20-25 years	32	27.53	5.74	27.00	87.31	3.253	0.354	
	26-30 years	49	25.43	5.94	25.00	71.47			
	31-35 years	32	26.09	5.44	25.00	75.44			
	36 years or older	37	25.35	6.89	26.00	70.68			
Integration	20-25 years	32	29.31	6.97	28.00	74.20	4.614	0.202	
	26-30 years	49	30.37	5.96	30.00	80.78			
	31-35 years	32	30.25	7.94	31.00	82.86			
	36 years or older	37	27.38	7.51	27.00	63.27			
Beck Depression Scale	20-25 years	32	17.66	10.65	13.50	87.28	4.296	0.231	
	26-30 years	49	14.63	10.33	12.00	73.95			
	31-35 years	32	15.13	9.51	15.00	77.23			
	36 years or older	37	13.84	11.26	10.00	65.86			

* $p < 0.05$

Table 4 shows the results of Kruskal-Wallis H test for comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores according to age group of casino employees.

When Maslach Burnout Scale is investigated according to age group of casino employees, there was no statistically significant difference between the scores of emotional exhaustion, depersonalization and personal accomplishment. Regardless of age groups, the scores obtained from the Maslach Burnout Inventory subscales were similar.

On the other hand, according to the age groups of the casino workers, there was a statistically significant difference between separation and other the subscales of the Acculturation Scale ($p < 0.05$). The separation scores of the 20-25 age groups were found to be significantly higher than the scores of the participants of the other age groups. There was no statistically significant difference between other the subscales scores, which are assimilation, marginalization and integration ($p > 0.05$). Regardless of age groups, the scores obtained from the Acculturation Scale subscales were similar.

Moreover, there was no statistically significant difference between Beck Depression Scale scores according to age groups of employees ($p > 0.05$). Although the Beck Depression Scale scores of the age group of 20-25 years old are higher than the scores of the other age group, the difference between them was not statistically significant.

Table 5.

Comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores according to nationality of casino employees (n=150)

	Nationality	n	\bar{x}	s	M	SO	X2	p	Difference
Emotional Exhaustion	TR	109	22.11	7.08	24.00	68.20	0.037	0.982	
	TRNC+TR	33	21.52	7.94	22.00	71.72			
	Other	8	16.00	4.14	15.50	71.21			
Depersonalization	TR	109	16.39	3.97	17.00	86.50	1.916	0.384	
	TRNC+TR	33	15.85	4.78	15.00	72.92			
	Other	8	15.13	4.29	14.50	63.30			
Personal Accomplishment	TR	109	26.17	4.76	26.00	98.10	8.043	0.018*	2-3
	TRNC+TR	33	28.42	4.20	28.00	66.23			
	Other	8	24.50	6.52	24.50	87.27			
Assimilation	TR	109	29.14	6.90	29.00	44.50	11.526	0.003*	1-2
	TRNC+TR	33	24.42	6.78	23.00	77.90			1-3
	Other	8	24.50	3.89	26.50	51.39			
Separation	TR	109	21.48	6.13	21.00	91.50	1.251	0.535	
	TRNC+TR	33	22.03	6.73	21.00	71.04			
	Other	8	23.38	3.38	23.00	69.73			
Marginalization	TR	109	25.88	5.79	25.00	63.90	0.355	0.837	
	TRNC+TR	33	25.70	6.52	26.00	71.03			
	Other	8	28.88	7.61	27.00	74.70			
Integration	TR	109	29.00	6.80	29.00	75.10	1,249	0,536	
	TRNC+TR	33	30.27	7.81	32.00	69.41			
	Other	8	30.88	7.62	28.50	78.98			
Beck Depression Scale	TR	109	15.54	10.23	13.00	60.00	0,692	0,708	
	TRNC+TR	33	14.73	11.58	12.00	72.87			
	Other	8	12.25	9.16	10.00	68.21			

* $p < 0.05$

Table 5 shows the comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores according to the nationality of the casino employees.

When Table 5 is examined, a statistically significant difference was found between the scores of the personal accomplishment, which is subscale of Maslach Burnout Scale, and nationality ($p < 0.05$). Personal accomplishment scores of TRNC + TR

employees were found significantly higher than TR and Other national employees. There was no statistically significant difference between the emotional exhaustion and depersonalization scores and nationality ($p>0.05$). Emotional exhaustion and depersonalization scores of employees were similar regardless of their nationality.

On the other hand, when acculturation is investigated there was a statistically significant difference between the assimilation scores of casino employees according to their nationality ($p<0.05$). Assimilation points of TR employees were higher than the scores of TRNC + TR and other national employees, and the difference between points was statistically significant. However, there was no statistically significant difference between marginalization and integration scores, which are subscales of Acculturation Scale, and nationality ($p>0.05$). Regardless of their nationality, it is observed that employees receive similar scores from these subscales.

Besides, there was no statistically significant difference between Beck Depression Scale scores of the participants according to their nationality ($p<0.05$). Although the Beck Depression Scale scores of the Turkish nationals were higher than the scores of the employees with other nationalities, the difference between them was not statistically significant.

Table 6.

Comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores of casino employees according to the duration of residence in TRNC (n=150)

	Duration of Residence	n	x	s	M	SO	X2	p	Difference
Emotional Exhaustion	5 years or less	56	20.95	7.53	22.00	70.29	4.636	0.098	
	6-10 years	45	23.56	6.89	25.00	87.14			
	11 years or more	49	20.71	7.05	20.00	70.77			
Depersonalization	5 years or less	56	15.63	3.78	15.00	69.46	5.858	0.053	
	6-10 years	45	17.49	4.26	18.00	88.57			
	11 years or more	49	15.69	4.31	15.00	70.40			
Personal Accomplishment	5 years or less	56	25.91	4.00	25.00	67.29	10.345	0.006*	1-3
	6-10 years	45	25.53	5.90	25.00	67.93			2-3
	11 years or more	49	28.31	4.18	28.00	91.83			
Assimilation	5 years or less	56	28.16	6.63	29.00	77.09	5.799	0.055	
	6-10 years	45	29.22	6.40	30.00	85.68			
	11 years or more	49	26.24	7.84	26.00	64.34			
Separation	5 years or less	56	22.86	6.41	23.00	83.48	3.092	0.213	
	6-10 years	45	21.04	5.45	21.00	71.94			
	11 years or more	49	20.98	6.33	20.00	69.64			
Marginalization	5 years or less	56	25.91	5.88	26.00	75.56	0.065	0.968	
	6-10 years	45	26.02	6.45	25.00	74.28			
	11 years or more	49	26.08	5.98	26.00	76.55			
Integration	5 years or less	56	29.07	7.07	28.50	72.91	1.705	0.426	
	6-10 years	45	28.71	7.32	28.00	71.54			
	11 years or more	49	30.35	6.83	31.00	82.09			
Beck Depression Scale	5 years or less	56	16.70	10.74	12.00	82.42	6.418	0.040*	1-3
	6-10 years	45	16.29	10.57	16,00	80.89			2-3
	11 years or more	49	12.45	9.64	11.00	62.64			

* $p < 0.05$

In Table 6, Maslach Burnout, Acculturation and Beck Depression Scale scores were compared with Kruskal Wallis test according to the duration of residence of casino employees and their results were given.

When Table 6 is analyzed, it was found that there was a statistically significant difference between the personal accomplishment, subscale of Maslach Burnout Scale, scores of the casino employees according to their duration of residence in

TRNC ($p < 0.05$). Personal accomplishment scores of employees with duration of residence with 11 years in the TRNC are calculated higher than others and the difference between them was statistically significant.

On the other hand, when acculturation is examined there was no statistically significant difference between assimilation, separation, marginalization and integration scores of the employees and duration of residence in TRNC ($p > 0.05$). Regardless of the duration of residence in TRNC, the workers' acculturation scale scores were similar.

Moreover, there was a statistically significant difference between the Beck Depression Scale scores of the participants according to their duration of residence in TRNC ($p < 0.05$). Employees with duration of residence 11 years or more in TRNC, the Beck Depression Scale scores were found significantly higher than the scores of the other employees.

Table 7.

Comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores according to the educational status of casino employees (n=150)

	Education Status	n	\bar{x}	s	M	SO	X²	p
Emotional Exhaustion	Primary	15	23.00	8.64	25.00	84.80	1.220	0.543
	High School	69	21.09	6.98	22.00	72.01		
	Undergraduate/Graduate	66	21.94	7.25	22.00	77.04		
Depersonalization	Primary	15	17.47	5.10	19.00	89.27	2.086	0.352
	High School	69	15.94	4.37	16.00	71.65		
	Undergraduate/Graduate	66	16.20	3.71	17.00	76.39		
Personal Accomplishment	Primary	15	25.00	4.77	25.00	62.67	3.337	0.189
	High School	69	26.19	4.75	26.00	71.93		
	Undergraduate/Graduate	66	27.35	4.86	27.00	82.14		
Assimilation	Primary	15	27.73	6.77	28.00	73.70	0.354	0.838
	High School	69	27.97	6.68	29.00	77.78		
	Undergraduate/Graduate	66	27.76	7.55	27.50	73.52		
Separation	Primary	15	22.20	5.66	23.00	80.10	0.203	0.904
	High School	69	21.91	5.97	21.00	75.44		
	Undergraduate/Graduate	66	21.36	6.48	21.50	74.52		
Marginalization	Primary	15	28.40	5.95	29.00	95.63	3.848	0.146
	High School	69	26.09	5.68	25.00	75.12		
	Undergraduate/Graduate	66	25.36	6.38	25.00	71.33		
Integration	Primary	15	29.87	5.24	29.00	77.50	1.259	0.533
	High School	69	28.80	7.21	29.00	71.24		
	Undergraduate/Graduate	66	29.88	7.29	30.00	79.50		
Beck Depression Scale	Primary	15	22.13	14.28	21.00	97.73	5.940	0.051
	High School	69	15.61	10.33	13.00	77.60		
	Undergraduate/Graduate	66	13.17	8.91	11.50	68.25		

Table 7 shows the comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores according to the education status of casino employees. When Maslach Burnout Scale is examined, it was determined that there was no statistically significant difference between the scores of emotional exhaustion, depersonalization and personal accomplishment according to the education level of casino employees. Regardless of their educational status, the scores they received from the Maslach Burnout Scale of subscales were similar.

Furthermore, when acculturation is examined there was no statistically significant difference between assimilation, separation, and marginalization and integration scores according to the educational status of the participants ($p>0.05$). Regardless of their educational status, the participants' scores from the subscales of the acculturation scale were similar.

Moreover, there was no statistically significant difference between the Beck Depression Scale scores of the employees according to their educational status ($p>0.05$). Although the Beck Depression Scale scores of the primary school graduates were higher than those of high school and undergraduate / graduate workers, the difference between them was not statistically significant.

Table 8.

Comparison of Maslach Burnout, Cultivation and Beck Depression Scale scores according to marital status of casino employees (n=150)

	Marital Status	n	\bar{x}	s	M	SO	Z	p
Emotional	Single	88	22.49	7.38	24.00	79.99	-1.512	0.131
Exhaustion	Married	62	20.47	6.94	20.00	69.12		
Depersonalization	Single	88	16.63	4.22	17.00	79.63	-1.389	0.165
	Married	62	15.61	4.03	15.50	69.65		
Personal	Single	88	26.28	4.97	26.50	74.24	-0.423	0.672
Accomplishment	Married	62	27.00	4.62	26.50	77.28		
Assimilation	Single	88	27.14	6.12	29.00	71.15	-1.462	0.144
	Married	62	28.87	8.11	28.50	81.67		
Separation	Single	88	22.45	5.81	22.00	80.71	-1.753	0.080
	Married	62	20.63	6.48	19.50	68.10		
Marginalization	Single	88	26.48	5.95	26.00	78.09	-0.870	0.385
	Married	62	25.32	6.17	25.00	71.83		
Integration	Single	88	29.41	7.39	29.50	75.71	-0.071	0.944
	Married	62	29.34	6.61	30.00	75.20		
Beck Depression Scale	Single	88	15.80	9.45	13.50	80.42	-1.654	0.098
	Married	62	14.32	11.75	11.00	68.52		

Table 8 shows the comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores according to the marital status of casino employees.

When burnout scale is examined, there was no statistically significant difference between the scores obtained from emotional exhaustion, depersonalization and personal accomplishment according to the marital status of the casino employees compared with Mann Whitney U test. The scores of the married and single participants in the Maslach Burnout Inventory subscales were similar.

Moreover, when acculturation is examined there was no statistically significant difference between assimilation, separation, marginalization and integration scores according to marital status of the employees ($p>0.05$). It was observed that married and single participants had similar scores from the subscales of the acculturation scale.

Furthermore, when depression scale is examined there was no statistically significant difference between Beck Depression Scale scores according to marital status of casino workers ($p>0.05$). Although Beck Depression Scale scores of single employees are higher than the scores of married employees, the difference between them is not statistically significant.

Table 9.

Comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores according to casino income (n=150)

	Income Status	n	\bar{x}	s	M	SO	X ²	p	Difference
Emotional Exhaustion	Income less than expense	52	23.81	6.83	25.00	88.68	7.476	0.024*	1-2
	Income equals expense	69	20.65	7.84	21.00	69.51			1-3
	Income more than expense	29	20.17	5.66	18.00	66.12			
Depersonalization	Income less than expense	52	17.29	4.49	18.00	86.53	5.171	0.075	
	Income equals expense	69	15.59	3.62	16.00	69.30			
	Income more than expense	29	15.72	4.52	15.00	70.48			
Personal Accomplishment	Income less than expense	52	25.10	5.15	25.50	64.81	5.201	0.074	
	Income equals expense	69	27.22	4.39	27.00	79.49			
	Income more than expense	29	27.72	4.75	27.00	85.17			
Assimilation	Income less than expense	52	29.10	4.33	29.00	84.35	6.834	0.033*	1-3
	Income equals expense	69	27.91	8.01	28.00	76.14			
	Income more than expense	29	25.48	8.08	25.00	58.12			
Separation	Income less than expense	52	22.63	6.28	23.00	81.05	1.452	0.484	
	Income equals expense	69	21.03	5.94	21.00	71.46			
	Income more than expense	29	21.62	6.34	20.00	75.17			
Marginalization	Income less than expense	52	25.25	5.15	25.00	70.47	1.737	0.420	
	Income equals expense	69	26.19	6.70	25.00	75.85			
	Income more than expense	29	26.90	5.96	26.00	83.69			
Integration	Income less than expense	52	27.87	7.73	28.00	67.39	3.142	0.208	
	Income equals expense	69	30.51	6.95	31.00	81.51			
	Income more than expense	29	29.41	5.58	30.00	75.72			
Beck Depression Scale	Income less than expense	52	15.40	9.33	12.00	79.20	2.205	0.332	
	Income equals expense	69	15.97	11.54	14.00	77.16			
	Income more than expense	29	12.93	9.62	11.00	64.91			

* $p < 0.05$

In Table 9, Maslach Burnout, Acculturation and Beck Depression Scale scores were compared using the Kruskal Wallis test.

When Table 9 is examined according to burnout scale, a statistically significant difference was found between the scores of the casino workers according to their income status from the emotional exhaustion ($p < 0.05$). Emotional exhaustion scores of the employees whose income were less than their expenses were found to be

significantly higher than those of the employees whose income equals their expenses and whose income were more than their expenses. According to the income status of the employees, there was no statistically significant difference between the depersonalization and personal accomplishment scores ($p>0.05$). Regardless of their income status of employees, depersonalization and personal accomplishment scores were similar.

Moreover, when acculturation scale is examined according to the income status of casino employees, there was a statistically significant difference between the assimilation scores ($p<0.05$). The assimilation scores of the employees whose income were less than the expense were found to be significantly higher than the others. According to the income status of the employees, there were no statistically significant differences between the subscales of the acculturation scale, marginalization and integration, scores ($p>0.05$). Regardless of the income status of employees, the scores they received from these subscales are similar.

Furthermore, there was no statistically significant difference between Beck Depression Scale scores according to the income status of casino employees ($p<0.05$). The difference between the income statuses of the employees was not statistically significant.

Table 10.

Comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores according to family type of casino employees (n=150)

	Family Type	n	\bar{x}	s	M	SO	X²	p
Emotional Exhaustion	Nuclear Family	95	22.11	6.85	24.00	78.60	1.407	0.495
	Extended Family	36	21.08	7.95	18.00	71.38		
	Fragmented Family	19	20.47	7.97	20.00	67.82		
Depersonalization	Nuclear Family	95	16.20	4.05	17.00	76.13	0.558	0.757
	Extended Family	36	16.64	4.75	15.50	77.43		
	Fragmented Family	19	15.42	3.56	16.00	68.71		
Personal Accomplishment	Nuclear Family	95	26.78	4.92	27.00	77.45	0.733	0.693
	Extended Family	36	25.89	5.11	26.00	70.19		
	Fragmented Family	19	26.89	3.80	26.00	75.82		
Assimilation	Nuclear Family	95	27.62	7.01	28.00	73.55	1.331	0.514
	Extended Family	36	27.53	6.81	28.50	75.04		
	Fragmented Family	19	29.63	7.70	31.00	86.11		
Separation	Nuclear Family	95	22.11	6.33	22.00	78.09	1.613	0.446
	Extended Family	36	21.44	6.21	21.00	74.56		
	Fragmented Family	19	20.16	4.92	20.00	64.34		
Marginalization	Nuclear Family	95	26.01	5.97	25.00	74.98	0.038	0.981
	Extended Family	36	25.94	6.40	26.00	76.51		
	Fragmented Family	19	26.05	6.12	26.00	76.18		
Integration	Nuclear Family	95	29.42	7.16	30.00	76.27	0.357	0.837
	Extended Family	36	29.50	7.35	29.00	76.40		
	Fragmented Family	19	28.95	6.24	28.00	69.95		
Beck Depression Scale	Nuclear Family	95	13.82	8.78	12.00	72.06	1.767	0.413
	Extended Family	36	18.47	13.89	15.00	83.04		
	Fragmented Family	19	15.79	9.74	12.00	78.39		

Table 10 shows the comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores according to the family type of casino employees.

When burnout scale is investigated, according to the marital status of the casino workers, there was no statistically significant difference between the scores of emotional exhaustion, depersonalization and personal accomplishment scores.

Regardless of the family type, scores of the participants from the Maslach Burnout Scale subscales were similar.

Moreover when acculturation scale is examined according to family types of the employees there was no statistically significant difference between assimilation, separation, marginalization and integration scores ($p>0.05$). Regardless of the type of family, it was seen that the participants' scores from the subscales of the acculturation scale were similar.

Furthermore, there was no statistically significant difference between Beck Depression Scale scores of family members of casino employees ($p>0.05$). Although the Beck Depression Scale scores of the employees with extended family type were higher than the scores of the employees of the nuclear family and fragmented family types, the difference between them was not statistically significant.

Table 11.

Comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores according to the professional experience of casino employees (n=150)

	Professional Experience	n	\bar{x}	s	M	SO	χ^2	p	Difference
Emotional Exhaustion	5 years or less	68	22.37	6.96	24.00	79.42	4.642	0.098	
	6-10 years	48	22.31	8.19	24.50	79.93			
	11 years or more	34	19.29	6.00	18.00	61.41			
Depersonalization	5 years or less	68	16.19	3.74	16.00	75.59	1.944	0.378	
	6-10 years	48	16.77	5.07	18.00	81.04			
	11 years or more	34	15.44	3.48	15.50	67.50			
Personal Accomplishment	5 years or less	68	25.53	4.09	25.00	64.49	8.171	0.017*	1-3
	6-10 years	48	27.04	5.50	27.00	83.20			
	11 years or more	34	28.03	4.83	28.50	86.66			
Assimilation	5 years or less	68	28.82	6.04	29.00	81.34	5.458	0.065	
	6-10 years	48	28.33	7.44	29.00	77.88			
	11 years or more	34	25.24	7.84	24.00	60.47			
Separation	5 years or less	68	22.56	6.22	22.50	82.15	4.499	0.105	
	6-10 years	48	21.56	6.55	21.00	75.05			
	11 years or more	34	20.18	5.15	19.00	62.84			
Marginalization	5 years or less	68	25.41	5.68	25.00	70.71	3.670	0.160	
	6-10 years	48	25.63	6.13	25.50	73.56			
	11 years or more	34	27.71	6.50	26.50	87.82			
Integration	5 years or less	68	28.87	7.13	28.50	71.71	1.783	0.410	
	6-10 years	48	29.17	7.12	30.00	74.97			
	11 years or more	34	30.71	6.84	31.00	83.84			
Beck Depression Scale	5 years or less	68	17.91	10.89	16.00	87.55	10.598	0.005*	1-2
	6-10 years	48	13.94	10.24	11.50	69.55			1-3
	11 years or more	34	11.50	8.47	10.00	59.79			

* $p < 0.05$

In Table 11, Maslach Burnout, Acculturation and Beck Depression Scale scores were compared with Kruskal Wallis test according to the professional experience of casino employees and the results were given.

When Table 11 is examined, it was determined that there was a statistically significant difference between personal accomplishment according to the professional experience of the casino employees ($p < 0.05$). The personal accomplishment scores of the employees with a professional experience of 11 years

or more were found to be higher than the scores of the employees with less than 10 years of professional experience and the difference between the scores of the experience was statistically significant. In addition, no significant difference was found between the emotional exhaustion and depersonalization scores of the Maslach Burnout Inventory subscales ($p>0.05$). The effect of professional experience on emotional exhaustion and depersonalization scores was not statistically significant.

Moreover, according to the professional experience of the casino employees, there was no statistically significant difference between the assimilation, separation, marginalization and integration scores of the acculturation scale subscales ($p>0.05$). Regardless of their professional experience, acculturation scale scores of employees were similar.

Additionally, there was a statistically significant difference between the Beck Depression Scale scores of the participants according to their seniority ($p<0.05$). The Beck Depression Scale scores of the participants with a professional experience of 5 years or less were found to be significantly higher than the scores of the participants with an experience of 6 years or more.

Table 12.

Comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores according to weekly working hours of casino employees (n=150)

	Weekly Working Hours	n	\bar{x}	s	M	SO	X ²	p	Difference
Emotional Exhaustion	48 hours or less	26	18.12	6.71	17.00	54.25	11.182	0.004*	1-2
	49-59 hours	74	21.46	7.57	22.00	73.85			1-3
	60 hours or more	50	23.78	6.32	25.00	88.99			
Depersonalization	48 hours or less	26	14.62	3.40	14.00	59.00	8.512	0.014*	1-2
	49-59 hours	74	16.00	4.22	15.50	72.60			1-3
	60 hours or more	50	17.34	4.19	18.00	88.37			
Personal Accomplishment	48 hours or less	26	27.38	4.30	28.00	83.10	1.237	0.539	
	49-59 hours	74	26.50	4.98	27.00	75.57			
	60 hours or more	50	26.28	4.90	26.00	71.45			
Assimilation	48 hours or less	26	24.73	7.85	23.50	58.10	8.809	0.012*	1-3
	49-59 hours	74	27.57	7.27	28.50	72.95			
	60 hours or more	50	29.90	5.57	29.00	88.32			
Separation	48 hours or less	26	20.00	6.24	19.50	61.75	3.325	0.190	
	49-59 hours	74	22.38	6.57	22.00	79.68			
	60 hours or more	50	21.58	5.31	22.00	76.46			
Marginalization	48 hours or less	26	25.62	8.06	25.00	72.37	1.285	0.526	
	49-59 hours	74	26.55	5.56	26.00	79.55			
	60 hours or more	50	25.38	5.58	25.00	71.14			
Integration	48 hours or less	26	32.04	6.41	32.00	91.67	4.402	0.111	
	49-59 hours	74	29.03	6.84	29.00	72.68			
	60 hours or more	50	28.52	7.48	28.50	71.27			
Beck Depression Scale	48 hours or less	26	13.31	11.89	10.00	63.71	2.389	0.303	
	49-59 hours	74	15.38	10.12	12.50	77.14			
	60 hours or more	50	15.88	10.25	13.50	79.21			

* $p < 0.05$

In Table 12, Maslach Burnout, Acculturation and Beck Depression Scale scores were compared with Kruskal Wallis test according to weekly working hours of casino employees.

When Table 12 is examined for Maslach Burnout Scale, statistically significant difference was found between emotional exhaustion and depersonalization scores according to weekly working hours of casino employees who participated in the study ($p < 0.05$). Emotional exhaustion and depersonalization scores of the employees with weekly working hours of 60 hours were found to be statistically higher than the

scores of the employees with weekly working time of 59 hours or less. Participants who worked 48 hours or less were significantly higher than the others.

Moreover, when acculturation scale is examined, there was no statistically significant difference between the scores of separation, marginalization and integration of the participants ($p>0.05$). Regardless of the weekly working hours, the employees' separation, marginalization and integration scores were similar.

In addition, there was no statistically significant difference between the Beck Depression Scale scores according to the weekly working hours of the participants ($p>0.05$). Although the Beck Depression Scale scores of the employees with weekly working time of 60 hours or more are calculated higher than the scores of the employees with weekly working time of 59 hours or less, the difference between them was not statistically significant.

Table 13.

Comparison of Maslach Burnout, Cultivation and Beck Depression Scale scores in case of psychological problems of casino employees (n=150)

	Psychological Disorder	n	\bar{x}	s	M	SO	Z	p
Emotional Exhaustion	Have	26	24.19	7.78	26.00	90.25	-1.907	0.057
	Not have	124	21.12	7.05	22.00	72.41		
Depersonalization	Have	26	17.35	4.05	17.50	88.60	-1.695	0.090
	Not have	124	15.97	4.16	16.00	72.75		
Personal Accomplishment	Have	26	26.62	3.89	27.00	77.10	-0.207	0.836
	Not have	124	26.57	5.01	26.00	75.17		
Assimilation	Have	26	26.42	6.27	24.00	65.81	-1.253	0.210
	Not have	124	28.15	7.18	29.00	77.53		
Separation	Have	26	21.69	5.33	21.50	76.10	-0.077	0.939
	Not have	124	21.70	6.31	21.00	75.38		
Marginalization	Have	26	25.00	4.58	24.50	68.52	-0.902	0.367
	Not have	124	26.21	6.31	26.00	76.96		
Integration	Have	26	29.92	8.15	30.00	80.88	-0.696	0.486
	Not have	124	29.27	6.83	29.50	74.37		
Beck Depression Scale	Have	26	19.27	10.77	16.50	93.04	-2.266	0.023*
	Not have	124	14.33	10.22	12.00	71.82		

* $p < 0.05$

Table 13 shows the comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores.

When Maslach Burnout Scale is examined, there was no statistically significant difference between emotional exhaustion, depersonalization and personal accomplishment scores and participants with and without psychological disorder. The scores of the participants with and without psychological disorders were similar in the Maslach Burnout Scale subscales.

Moreover, when acculturation scale is analyzed for psychological disorders, it was found that there was no statistically significant difference between the assimilation, separation, marginalization and integration scores of the subscales of acculturation

scale ($p>0.05$). Participants with and without psychological disorders were found to have similar scores from the subscales of the acculturation scale.

Furthermore, a statistically significant difference was found between Beck Depression Scale scores of the casino workers ($p<0.05$). The Beck Depression Scale scores of the employees who had psychological disorder were found to be higher than the scores of the employees who do not have any psychological disorder and the difference between them was statistically significant.

Table 14.

Comparison of Maslach Burnout, Cultivation and Beck Depression Scale scores according to psychological support of casino employees (n=150)

	Psychological Support	n	\bar{x}	s	M	SO	Z	p
Emotional Exhaustion	Received	26	24.15	6.37	24.50	90.85	-1.984	0.047*
	Did not receive	124	21.13	7.33	22.00	72.28		
Depersonalization	Received	26	16.92	3.70	17.00	83.13	-0.988	0.323
	Did not receive	124	16.06	4.25	16.00	73.90		
Personal Accomplishment	Received	26	26.58	4.03	27.00	77.02	-0.197	0.844
	Did not receive	124	26.58	4.99	26.00	75.18		
Assimilation	Received	26	25.81	5.40	24.00	61.90	-1.758	0.079
	Did not receive	124	28.28	7.28	29.00	78.35		
Separation	Received	26	23.00	5.89	22.50	85.81	-1.333	0.183
	Did not receive	124	21.43	6.18	21.00	73.34		
Marginalization	Received	26	25.23	4.46	25.00	70.46	-0.651	0.515
	Did not receive	124	26.16	6.34	26.00	76.56		
Integration	Received	26	30.92	6.09	30.50	83.98	-1.096	0.273
	Did not receive	124	29.06	7.22	29.00	73.72		
Beck Depression Scale	Received	26	19.73	10.32	18.50	94.94	-2.512	0.012*
	Did not receive	124	14.23	10.27	12.00	71.42		

* $p < 0.05$

Table 14 shows the comparison of Maslach Burnout, Acculturation and Beck Depression Scale scores of the casino employees by using the Mann Whitney U test.

When Table 14 is examined according to burnout scale, it was determined that there was a statistically significant difference between the emotional exhaustion scores of the casino employees according to their psychological support status ($p < 0.05$). Emotional exhaustion scores of the casino employees who received psychological support were found to be significantly higher than the scores of the participants who did not receive psychological support. However, there was no statistically significant difference between the subscales of Maslach Burnout Inventory subscales, desensitization and personal accomplishment scores ($p > 0.05$). The Maslach Burnout Scale subscales, desensitization and personal accomplishment scores, were similar.

Moreover, when acculturation is analyzed, there was no statistically significant difference between the assimilation, separation, marginalization and integration scores of acculturation scale subscales according to the psychological support of casino employees ($p>0.05$). It is seen that the scores taken from the subscales of the acculturation scale were similar between the participants who have received and not receiving psychological support.

Additionally, there was a statistically significant difference between the Beck Depression Scale scores of the casino employees according to their psychological support ($p<0.05$). The Beck Depression Scale scores of the participants who received psychological support were found to be statistically significantly higher than the scores of those who did not receive psychological support.

Table 15.

Correlations between Maslach Burnout, Acculturation and Beck Depression Scale scores of casino employees (n = 150)

		Emotional Exhaustion	Depersonalization	Personal Accomplishment	Assimilation	Separation	Marginalization	Integration	Beck Depression Scale
Emotional Exhaustion	r	1							
	p								
Depersonalization	r	0.700	1						
	p	0.000*							
Personal Accomplishment	r	-0.053	0.070	1					
	p	0.523	0.391						
Assimilation	r	0.220	0.121	-0.151	1				
	p	0.007*	0.139	0.066					
Separation	r	0.024	0.090	-0.007	0.051	1			
	p	0.769	0.274	0.937	0.535				
Marginalization	r	-0.036	-0.017	0.123	-0.030	0.436	1		
	p	0.659	0.833	0.134	0.716	0.000*			
Integration	r	-0.087	-0.096	0.354	-0.307	0.217	0.417	1	
	p	0.290	0.242	0.000*	0.000*	0.008*	0.000*		
Beck Depression Scale	r	0.398	0.326	-0.191	0.192	0.120	-0.036	-0.057	1
	p	0.000*	0.000*	0.019*	0.018*	0.143	0.664	0.488	

* $p < 0.05$

Table 15 shows the correlations between Maslach Burnout, Acculturation and Beck Depression Scale scores of casino employees.

It was found that there was a statistically significant and positive correlation between the points obtained from the desensitization subscale of Maslach Burnout scale and the scores of the assimilation subscale of acculturation scale and Beck Depression Scale ($p < 0.05$). As the scores obtained from the desensitization subscale of the Maslach Burnout Scale increased, the scores of assimilation the subscale of

acculturation scale and the Beck Depression Scale were increased. Also, significant and positive correlations were found between the scores of the desensitization subscale of Maslach burnout scale and Beck depression scale scores ($p < 0.05$). Moreover, the scores of the depersonalization subscale of Maslach burnout scale increase, as the scores of the workers in Beck Depression Scale increase. On the other hand, it was found that there was a statistically significant and negative correlation between the scores obtained from the personal accomplishment subscale of Maslach Burnout Scale and Beck depression scale. As the scores of the participants personal accomplishment increased, the scores of Beck depression scale decreased ($p < 0.05$).

Additionally, it was found that there was a statistically significant and positive correlation between the points obtained from assimilation the subscale of acculturation scale and the scores obtained from Beck depression scale ($p < 0.05$). As the scores of the participants in the assimilation increase, the scores of the Beck Depression Scale increase.

CHAPTER V

DISCUSSION

5.1. Discussion

The aim of this study is to investigate the relationship between burnout, acculturation and depression among individuals working in the casino. It was found that, according to nationality of casino workers, the personal accomplishment scores of TRNC+TR workers were significantly higher than the scores of TR and Other national employees. Moreover, according to duration of residence of the casino workers, the depersonalization and duration of residence with 6-10 years in Northern Cyprus and the personal accomplishment scores of those with 11 years and above were higher than the other groups. In addition, according to the professional experience of the casino worker, a statistically significant difference was found between the scores obtained from personal achievement and Beck Depression Scale scores. It was found that the scores of personal achievements employees with 11 years and above professional experience were high. On the other hand, the decrease in depression was observed as the professional experience increased. Furthermore, according to weekly working hours, a statistically significant difference was found between the scores of emotional exhaustion and depersonalization, and the scores of assimilation. Emotional exhaustion, depersonalization and assimilation scores are higher for employees working 60 hours or more. When the income status of the casino employees taken into account, a statistically significant difference was found between the scores of the emotional exhaustion and the scores of assimilation. The group with income less than expense had higher scores on emotional exhaustion and assimilation than other groups. Moreover in terms of gender features, a statistically significant difference was found on marginalization scores. The marginalization scores, were found to be higher in males. In addition according to the age groups of

the casino workers, there was a statistically significant difference between separation. Separation scores in the 20-30 age group are higher than the other groups.

Duration of residence with 6-10 years in Northern Cyprus and the personal accomplishment scores of those with 11 years and above were higher than the other groups. As job experience of the employees increased, the expectations for the job were provided and the goals of the work and social life could be achieved. Thus, the employee who achieves a certain job satisfaction can also achieve success with fighting against burnout the problems (Weisberg & Sagie, 2010). Moreover, when the income level is considered, the groups whose income level lower than expense, emotional exhaustion scores are higher. Drude and Lourie (1984) also supported our findings and they claimed that there was a significant relationship between income and burnout. Similarly to the findings of the study, Noosorn and Wongwat (2010) claimed that employees with low income, has higher scores of the level of burnout.

Furthermore, it was found that the personal accomplishment of employees scores were high with professional experience 11 years and above. Professional experience is seen as a valuable resource that increases the resistance of the employees to emotional exhaustion, because it develops knowledge and experience to the individual. Also seniority means the investment of the individual's current job, accumulation of knowledge and experience specific to the profession, more professional skills, more social and financial gain (Weisberg & Sagie, 2010). On the other hand, as the seniority increases, burnout decreases (Corrigan, Holmes, & Luchins, 1995). In addition, emotional exhaustion and depersonalization scores of the employees were high with a weekly working time of 60 hours or more. The results show that long working hours lead to an increase in burnout levels. Shirom, Nirel, and Vinokur (2010) argued that working overtime cause increase in burnout. Also, score of emotional exhaustion with receiving psychological support was higher than those who did not. According to Brown and Quick (2013), person who exhausted emotionally tend to need more support from their close environment such as; family, friends. Also Brown and Quick argued that, sometimes receiving psychological support can be more efficient than close friends.

On the other hand, the marginalization scores were found to be higher in males. Gender has been found to be powerful predictor of integration, assimilation and marginalization preferences (Şeker & Boysan, 2013). Furthermore, separation scores in the 20-30 age groups were higher than the other groups. According to Kaplan and Marks (1990), acculturation and psychological distress were positively related for Mexican American young adults. Young adults of Mexican descent in the United States who are attempting to acculturate may find themselves in economic and social situations in which they are subjected to discrimination. Since the discrimination, young adults tend to use separation strategies in acculturation. In addition, the assimilation scores of the employees whose income was less than the expenses were higher and also, another group with high assimilation rates is those with a working hour of 60 hours or more. According to Lamont and Small (2008), poor employees have to work too hard to be assimilated and to find jobs without being discriminated.

On the other hand, it was found that depression scores were higher in women. Also Srivastava (2016), found same result about depression on gender differences. She argued that female tend to have more depression than male. Depression scores of employees with 5 years and less professional experience were found to be high. Corrigan, et al., (1995), claimed that burnout is more common in young and inexperienced workers. The reason for this is that the new recruits become more enthusiastic and willing to work and get tired in a shorter time by spending more energy. Those individuals who want to prove themselves in their work generally believe that they will achieve great successes in a short time, but if they fail to reach their goals as time goes by, their enthusiasm is reduced. As a result, they are dragged into frustration and depression, rather than accepting the truth and reducing their goals. On the other hand, the decrease in depression was observed as the duration of work in the profession increased. In other words, burnout decreases as seniority increases. Moreover, depression scores of those receiving psychological support were higher than those who did not.

When the correlation between subscales of acculturation and subscales of Maslach Burnout and subscales of Beck Depression Scale scores were examined, a positive low level relationship was found between assimilation and emotional exhaustion. On

the other hand, there was no relationship between assimilation and depersonalization and personal accomplishment. Also, there was no relationship between separation and marginalization and Maslach Burnout Scale. In addition, there was a positive moderate level correlation between integration and personal accomplishment scores. It can be concluded that individuals who are integrated into culture have higher perceptions of achievement. Şeker and Sirkeci (2014) claimed that the preferred acculturation strategy will affect the behaviors and attitudes of individuals in their living spaces. According to the model of acculturation, the integration strategy has the highest contribution to life satisfaction because it contributes most to psychological and socio-cultural adaptation (Nguyen & Martinez, 2013). Integrated individuals are likely to be the best adjusted because they are competent in navigating both the dominant and heritage cultures. They have social support networks from both cultures (Mok, Morris, Martínez, and Karakitapoglu, 2007), and the process of negotiating two cultures may translate to greater integrative complexity, intellectual flexibility, and creativity (Tadmor, Tetlock, & Peng, 2009)

CHAPTER VI

CONCLUSION AND RECOMMENDATION

6.1. Conclusion

The aim of this study is to investigate the relationship between burnout, acculturation and depression among individuals working in the casino.

When the Maslach Burnout Scale scores and socio-demographic features were compared, depersonalization, subscale of Maslach, and duration of residence with 6-10 years in Northern Cyprus and the personal accomplishment subscale scores of those with 11 years and above were higher than the other groups. In other words, there is a positive correlation between depersonalization and duration of residence. Also more job experiences related with personal accomplishment is positively correlated.

Moreover, when the income level is considered, the groups whose income level lower than expense, emotional exhaustion scores are higher. In addition, emotional exhaustion and depersonalization scores of the employees were high with a weekly working time of 60 hours or more. In addition, the assimilation scores of the employees whose income was less than the expenses were higher and also, another group with high assimilation rates is those with a working hour of 60 hours or more. To sum, employees who are working at low status more suffer from burnout, try to be more assimilated, in order to find a job easily and in order not to be exposed to any discrimination than the other departments in casino.

When Beck Depression Scale scores and socio-demographic characteristics were compared, it was found that depression scores were higher in women. Depression scores of employees with 5 years and less professional experience were found to be high. On the other hand, the decrease in depression was observed as the duration of work in the profession increased. To conclude that, young women employees tend to be more depressed than other employees.

When the correlation between subscales of acculturation and subscales of Maslach Burnout and subscales of Beck Depression Scale scores were examined, a positive low level relationship was found between assimilation and emotional exhaustion. On the other hand, there was no relationship between assimilation and depersonalization and personal accomplishment. Also, there was no relationship between separation and marginalization and Maslach Burnout Scale. In addition, there was a positive moderate level correlation between integration and personal accomplishment scores. There was a moderate positive correlation between Beck Depression with emotional exhaustion and depersonalization and low level negative correlation with personal accomplishment. On the other hand, a low positive correlation was found between assimilation, which is the subscale of acculturation, and depression. Individuals who are assimilated show more depressive symptoms.

6.2 Recommendations

The limited size of the sample can be defined as problem at this time. Thus, a larger sample will hopefully yield a better and bigger picture. The results need to be cross validated with different larger samples of participants. Also data can be consisting of more several casinos in Cyprus.

Additionally, while studying depression or burnout in culturally diverse organizations, these findings can take into account. When a person comes with burnout problem clinicians need to take cultural issues into account. Besides, cognitive behavioral therapy, clinicians also can be supportive in order to inform that culture, and be encouraged to explore where they live.

In conclusion, the current study demonstrated that there is a relationship between burnout, acculturation and depression. Therefore, future research can be conducted after fixing the mentioned limitations above. By overcoming these limitations, the study can achieve its aim and can be a supportive for future investigation.

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APPENDIX

APPENDIX A: Informed Consent

Bu çalışma, Yakın Doğu Üniversitesi Fen Edebiyat Fakültesi Psikoloji Bölümü tarafından gerçekleştirilen bir çalışmadır. Bu çalışmanın amacı casino çalışanlarında tükenmişlik sendromu, kültürlenme ve depresyon arasında ilişki olup olmadığını incelemektir. Anket tamamen bilimsel amaçlarla düzenlenmiştir. Anket formunda kimlik bilgileriniz yer almayacaktır. Size ait bilgiler kesinlikle gizli tutulacaktır. Çalışmadan elde edilen veriler yalnızca istatistik veri olarak kullanılacaktır. Yanıtlarınızı içten ve doğru olarak vermeniz bu anket sonuçlarının toplum için yararlı bir bilgi olarak kullanılmasını sağlayacaktır.

Ankete katılım tamamen gönüllülük esasına dayanmaktadır. Çalışmada sizi rahatsız eden herhangi bir soruyla karşılaşırsanız ya da araştırma çalışmasına devam etmek istemezseniz bu durumda anketi yarıda bırakabilirsiniz. Veri toplama ve analiz sürecinin sonunda elde edilen bulgularla ilgili tüm sorularınız cevaplandırılacaktır.

Yardımlarınız ve katılımınız için teşekkür ederiz.

Psikolog

Simge Altınkök

Yukardaki bilgileri ayrıntılı biçimde tümünü okudum ve anketin uygulanmasını

() Onaylıyorum.

() Onaylamıyorum.

APPENDIX B: Demographic Information Form

Sayın Katılımcı,

Bu anket, kumarhane çalışanlarının depresyon, tükenmişlik ve kültürleşme düzeyleri arasındaki ilişkinin saptanması amacıyla yapılmaktadır. Sizden beklenen soruları dikkatlice okuyup içtenlikle cevaplamanızdır. Verdiğiniz cevaplar sadece bilimsel amaçlı kullanılacaktır. Katkılarınızdan dolayı teşekkür ederiz.

BÖLÜM I. SOSYO-DEMOGRAFİK ÖZELLİKLER

1. Cinsiyetiniz: 1. Kadın () 2. Erkek ()

2.Yaşınız :

3. Uyuşunuz ?

1. KKTC () 2.TC () 3.KKTC+TC () 4.Diğer (.....)

4. Doğum Yeriniz :

5. Eğer Kıbrıs'ta doğmadıysanız, Kıbrıs'ta ikamet süreniz.....

6. Eğitim durumunuz

1. Bir okul bitirmede () 2. İlköğretim () 3. Lise () 4.Lisans () 5. Lisansüstü ()

7. Medeni Durumunuz: 1. Bekar () 2. Evli ()

8. Gelir durumunuz: 1. Gelir giderden az () 2. Gelir gidere denk () 3.Gelir giderden fazla ()

9. Aile tipiniz: 1. Çekirdek aile () 2. Geniş Aile () 3.Parçalanmış Aile ()

10. Departman :

11. Bu sektörde toplam çalışma süreniz : (yıl)

12. Haftalık çalışma saatiniz : (saat)

13. Bugüne kadar herhangi bir psikolojik rahatsızlık yaşadınız mı? : 1. Evet () 2. Hayır ()

14. Bugüne kadar herhangi bir psikolojik destek aldınız mı? : 1. Evet () 2. Hayır ()

Lütfen Arka Sayfaya Geçiniz

APPENDIX C: Maslach Burnout Scale

Aşağıda 22 önerme yer almaktadır. Sizden istenen, her bir ifadenin örneklediği durumu ne kadar sıklıkla yaşadığınızı uygun yanıt aralığına (X) işareti koyarak belirtmenizdir.	Hiçbir Zaman	Çok Nadir	Bazen	Çoğu Zaman	Her Zaman
1. İşimden soğuduğumu hissediyorum.	()	()	()	()	()
2. İş dönüşü kendimi ruhen tükenmiş hissediyorum.	()	()	()	()	()
3. Sabahları kalktığımda bir gün daha bu işi kaldıramayacağımı hissediyorum.	()	()	()	()	()
4. İşim gereği karşılaştığım insanların ne hissettiğini anlarım.	()	()	()	()	()
5. İşim gereği karşılaştığım bazı kimselere sanki insan değillermiş gibi davrandığımı fark ediyorum.	()	()	()	()	()
6. Bütün gün insanlarla uğraşmak benim için gerçekten çok yıpratıcı.	()	()	()	()	()
7. İşim gereği karşılaştığım insanların sorunlarına en uygun çözüm yollarını bulurum.	()	()	()	()	()
8. Yaptığım işten tükendiğimi hissediyorum.	()	()	()	()	()
9. Yaptığım iş sayesinde insanların yaşamına katkıda bulunduğumu inanıyorum.	()	()	()	()	()
10. Bu işte çalıştıktan beri insanlara karşı sertleştim.	()	()	()	()	()
11. Bu işin beni giderek katılaştırmasından korkuyorum.	()	()	()	()	()
12. Çok şeyler yapabilecek güçteyim.	()	()	()	()	()
13. İşimin beni kısıtladığını hissediyorum.	()	()	()	()	()
14. İşimde çok fazla çalıştığımı hissediyorum.	()	()	()	()	()
15. İşim gereği karşılaştığım insanlara ne olduğu umurumda değil.	()	()	()	()	()
16. Doğrudan doğruya insanlarla çalışmak bende çok fazla stres yaratıyor.	()	()	()	()	()
17. İşim gereği karşılaştığım insanlara aramda rahat bir hava yaratırım.	()	()	()	()	()
18. İnsanlarla yakın bir çalışmadan sonra kendimi canlanmış hissedirim.	()	()	()	()	()
19. Bu işte bir çok kayda değer başarı elde ettim.	()	()	()	()	()
20. Yolun sonuna geldiğimi hissediyorum.	()	()	()	()	()
21. İşimdeki duygusal sorunlara serinkanlılıkla yaklaşırım.	()	()	()	()	()
22. İşim gereği karşılaştığım insanların bazı problemlerini sanki ben yaratmışım gibi davrandıklarını hissedirim.	()	()	()	()	()

Lütfen Arka Sayfaya Geçiniz...

APPENDIX D: Acculturation Scale

Aşağıda 36 önerme yer almaktadır. Sizden istenen, her bir ifadenin örneklediği duruma ne kadar katıldığınızı uygun yanıt aralığına (X) işareti koyarak belirtmenizdir.	Kesinlikle Katılmıyorum	Katılmıyorum	Kararsızım	Katıyorum	Kesinlikle Katılıyorum
1.Kıbrıs bayramlarından çok Türkiye bayramlarını kutlamayı tercih ederim	()	()	()	()	()
2. Kıbrıslılardan çok Türkiyelilerle bir araya gelip vakit geçirmeyi tercih ederim.	()	()	()	()	()
3. Hem Türkiye hem Kıbrıs bayramlarını kutlamayı tercih ederim.	()	()	()	()	()
4. Türkiyelilerden çok Kıbrıslılarla bir araya gelip vakit geçirmeyi tercih ederim.	()	()	()	()	()
5. "Bayram" bana bir şey ifade etmiyor.	()	()	()	()	()
6. Hem Türkiyelilerle hem Kıbrıslılarla bir araya gelip vakit geçirmeyi tercih ederim.	()	()	()	()	()
7. Türkiye bayramlarından çok Kıbrıs bayramlarını kutlamayı tercih ederim.	()	()	()	()	()
8. Kimlerle bir araya gelip vakit geçirdiğime aldırma.	()	()	()	()	()
9. Hem Kıbrıs hem Türkiye kültürünü benimsemeyi tercih ederim.	()	()	()	()	()
10. Evde/yurtta Kıbrıs yemeklerinden çok Türkiye yemekleri yemeyi tercih ederim.	()	()	()	()	()
11. Evimde/odamda Kıbrıslılara özgü süslemelerden çok Türkiyelilere özgü süslemelerin olmasını tercih ederim.	()	()	()	()	()
12. Yakın arkadaşlarımdan Türkiyeliden çok Kıbrıslı olmasını tercih ederim.	()	()	()	()	()
13. Evde/yurtta ne çeşit yemek yediğime aldırış etmem.	()	()	()	()	()
14. Türkiye kültüründen çok Kıbrıs kültürünü benimsemeyi tercih ederim.	()	()	()	()	()
15. Hem Kıbrıslı hem Türkiyeli gibi yaşamaktan hoşlandığımı söyleyebilirim.	()	()	()	()	()
16. Ne tür gazete okuduğuma aldırış etmem.	()	()	()	()	()
17.Yakın arkadaşlarımdan hem Türkiyeli hem Kıbrıslı olmasını tercih ederim.	()	()	()	()	()
18.Çoğu zaman ne şekilde yaşayacağıma aldırış etmem.	()	()	()	()	()
19.Kıbrıs kültüründen çok Türkiye kültürünü benimsemeyi tercih ediyorum.	()	()	()	()	()
20. Evde/yurtta Kıbrıs şivesinden çok Türkiye şivesini konuşmayı tercih ederim.	()	()	()	()	()
21.Türkiye gazetelerinden çok Kıbrıs gazetelerini okumayı tercih ederim.	()	()	()	()	()

22.Evimde/odamda Türkiye'ye özgü süslemelerden çok Kıbrıs özgü süslemelerin olmasını tercih ederim	()	()	()	()	()
23.Hangi kültürü benimsediğime aldırış etmem.	()	()	()	()	()
24.Türkiyeliiden çok bir Kıbrıslı gibi yaşamaktan hoşlandığımı söyleyebilirim	()	()	()	()	()
25.Kıbrıs gazetelerinden çok Türkiye gazetelerini okumayı tercih ederim.	()	()	()	()	()
26. Evde/yurtta hem Türkiye hem Kıbrıs yemeklerini yemeyi tercih ederim.	()	()	()	()	()
27. Evi/odamı süsleme gibi önemsiz şeylerle kafamı yormam.	()	()	()	()	()
28. Evde/yurtta hem Türkiye şivesi hem Kıbrıs şivesi konuşmayı tercih ederim.	()	()	()	()	()
29. Evde/yurtta Türkiye yemeklerinden çok Kıbrıs yemekleri yemeyi tercih ederim.	()	()	()	()	()
30. Hem Türkiye hem Kıbrıs gazetelerini okumayı tercih ederim.	()	()	()	()	()
31. Kıbrıslılardan çok bir Türkiyeli gibi yaşamaktan hoşlandığımı söyleyebilirim.	()	()	()	()	()
32. Yakın arkadaşlarımın kimler olduğuna aldırış etmem.	()	()	()	()	()
33. Evde/yurtta Türkiye şivesinden çok Kıbrıs şivesi konuşmayı tercih ederim.	()	()	()	()	()
34. Evimde/odamda hem Türkiyelilere hem Kıbrıslılara özgü süslemelerin olmasını tercih ederim.	()	()	()	()	()
35. Çoğu zaman duygu ve düşüncelerimi nasıl dile getirdiğime aldırış etmem.	()	()	()	()	()
36. Yakın arkadaşlarımın Kıbrıslı olmasından çok Türkiyeli olmasını tercih ederim	()	()	()	()	()

APPENDIX E: Beck Depression Scale

Aşağıda 22 önerme yer almaktadır. Sizden istenen, size uygun ifadeyi X işaretiyle belirtmenizdir.

(0) Kendimi üzüntülü ve sıkıntılı hissetmiyorum. (1) Kendimi üzüntülü ve sıkıntılı hissediyorum. (2) Hep üzüntülü ve sıkıntılıyım. Bundan kurtulamıyorum. (3) O kadar üzüntülü ve sıkıntılıyım ki artık dayanamıyorum.
(0) Gelecek hakkında umutsuz ve karamsar değilim. (1) Gelecek hakkında karamsarım. (2) Gelecekte beklediğim hiçbir şey yok. (3) Geleceğim hakkında umutsuzum ve sanki hiçbir şey düzelmeyecekmiş gibi geliyor.
(0) Kendimi başarısız bir insan olarak görmüyorum. (1) Çevremdeki birçok kişiden daha çok başarısızlıklarım olmuş gibi hissediyorum. (2) Geçmişime baktığımda başarısızlıklarla dolu olduğunu görüyorum. (3) Kendimi tümüyle başarısız bir kişi olarak görüyorum.
(0) Birçok şeyden eskisi kadar zevk alıyorum. (1) Eskiden olduğu gibi herşeyden hoşlanmıyorum. (2) Artık hiçbir şey bana tam anlamıyla zevk vermiyor. (3) Herşeyden sıkılıyorum.
(0) Kendimi herhangi bir şekilde suçlu hissetmiyorum. (1) Kendimi zaman zaman suçlu hissediyorum. (2) Çoğu zaman kendimi suçlu hissediyorum. (3) Kendimi her zaman suçlu hissediyorum.
(0) Kendimden memnunum. (1) Kendi kendimden pek memnun değilim. (2) Kendime çok kızıyorum. (3) Kendimden nefret ediyorum.
(0) Başkalarından daha kötü olduğumu sanmıyorum. (1) Zayıf yanlarım veya hatalarım için kendi kendimi eleştiririm. (2) Hatalarımdan dolayı her zaman kendimi kabahatli bulurum. (3) Her aksilik karşısında kendimi kabahatli bulurum.
(0) Kendimi öldürmek gibi düşüncelerim yok. (1) Zaman zaman kendimi öldürmeyi düşündüğüm oluyor, fakat yapmıyorum. (2) Kendimi öldürmek isterdim. (3) Fırsatını bulsam kendimi öldürürüm.
(0) Her zamankinden fazla içimden ağlamak gelmiyor. (1) Zaman zaman içimden ağlamak geliyor. (2) Çoğu zaman ağlıyorum. (3) Eskiden ağlayabilirdim şimdi istesem de ağlayamıyorum.
(0) Şimdi her zaman olduğumdan sinirli değilim. (1) Eskisine kıyasla daha kolay kızıyorum. (2) Şimdi hep sinirliyim. (3) Bir zamanlar beni sinirlendiren şeyler şimdi hiç sinirlendirmiyor.
(0) Şimdi her zaman olduğumdan sinirli değilim. (1) Eskisine kıyasla daha kolay kızıyorum. (2) Şimdi hep sinirliyim. (3) Bir zamanlar beni sinirlendiren şeyler şimdi hiç sinirlendirmiyor.
(0) Başkaları ile görüşmek, konuşmak isteğimi kaybetmedim. (1) Başkaları ile eskisinden daha az konuşmak, görüşmek istiyorum. (2) Başkaları ile konuşma ve görüşme isteğimi kaybettim. (3) Hiç kimseyle görüşüp, konuşmak istemiyorum.
(0) Eskiden olduğu kadar kolay karar verebiliyorum. (1) Eskiden olduğu kadar kolay karar veremiyorum.

(2) Karar verirken eskisine kıyasla çok güçlük çekiyorum. (3) Artık hiç karar veremiyorum.
(0) Aynada kendime baktığımda bir değişiklik görmüyorum. (1) Daha yaşlanmışım ve çirkinleşmişim gibi geliyor. (2) Görünüşümün çok değiştiğini ve daha çirkinleştiğimi hissediyorum. (3) Kendimi çok çirkin buluyorum.
(0) Eskisi kadar iyi çalışabiliyorum. (1) Birşeyler yapamak için gayret göstermek gerekiyor. (2) Herhangi birşeyi yapabilmek için kendimi çok zorlamama gerekiyor. (3) Hiçbir şey yapamıyorum.
(0) Her zamanki gibi iyi uyuyabiliyorum. (1) Eskiden olduğu gibi iyi uyuyamıyorum. (2) Her zamankinden bir-iki saat daha erken uyanıyorum ve tekrar uyuyamıyorum. (3) Her zamankinden çok daha erken uyanıyorum ve tekrar uyuyamıyorum.
(0) Her zamankinden daha çabuk yorulmuyorum. (1) Her zamankinden daha çabuk yoruluyorum. (2) Yaptığım hemen herşey beni yoruyor. (3) Kendimi hiçbir şey yapamayacak kadar yorgun hissediyorum.
(0) İştahım her zamanki gibi (1) İştahım eskisi kadar iyi değil (2) İştahım çok azaldı. (3) Artık hiç iştahım yok.
(0) Son zamanlarda kilo vermedim. (1) İki kilodan fazla kilo verdim. (2) Dört kilodan fazla kilo verdim. (3) Altı kilodan fazla kilo verdim.
(0) Sağlığım beni fazla endişelendirmiyor. (1) Ağrı, sancı, mide bozukluğu veya kabızlık gibi rahatsızlıklar beni endişelendiriyor. (2) Sağlığım beni endişelendirdiği için başka şeyler düşünmek zorlaşıyor. (3) Sağlığım hakkında o kadar endişeliyim ki, başka hiçbir şey düşünemiyorum.
(0) Son zamanlarda cinsel konulara olan ilgimde bir değişme farketmedim. (1) Cinsel konularda eskisinden daha az ilgiliyim. (2) Cinsel konularda şimdi çok daha az ilgiliyim. (3) Cinsel konulara olan ilgimi tamamen kaybettim.
(0) Bana cezalandırılmışım gibi gelmiyor. (1) Cezalandırılabilceğimi seziyorum. (2) Cezalandırılmayı bekliyorum. (3) Cezalandırıldığımı hissediyorum.

Anket bitmiştir, teşekkür ederiz.

APPENDIX F: Permissions of Scales

Tez Çalışması Kültürleşme Ölçeği x

https://mail.google.com/mail/u/0/#search/kultur/KtbxLwGrWgSMZxTzClTxCpGQCQRhmLHgRPg

Uygulamalar Facebook'a Hoş Geldi YouTube MEDİTASYONLAR - Z Sci-Hub: removing bi Chronic fatigue syndi Fatigue: Why am I so Diğer yer işaretleri

Gmail

kultur

E-Posta Yaz

Gelen Kutusu

Yıldızlı

Ertelendi

Önemli

Gönderilmiş Postalar

Taslaqlar

Kategoriler

simge

Hangouts kişisi yok
Birini bulun

Tez Çalışması Kültürleşme Ölçeği

simge altinkok <simgealtinkok@gmail.com> 31 Ekim Çar 00:13

Alıcı: ataca

Sn. Bilge Ataca;

Kuzey Kıbrıs Yakın Doğu Üniversitesinde klinik psikoloji alanında master yapmaktayım tez aşamasındayım. Tez konum casino personellerinde tükenmişlik sendromu. Bunun için sizin Türkçe versiyonunun güvenilirlik ve geçerliliğini test ettiniz kültürleşme ölçeğine ihtiyacım var. Sizin için de uygunsa kültürleşme ölçeğinin Türkçe versiyonunu kullanabilir miyim?

Simge Altinkök

Bilge Ataca 7 Kasım Çar 11:02

Alıcı: ben

Merhaba Simge,

Ekte ilk kullandığım Türkçe hali var, karakterler bozuk, 25 yıl önceden kalma. 4 kültürleşme stratejisinin her biri için 11er adetten 44 soru var. Her bir strateji için 11 sorunun ortalamasını alarak skor oluşturabilirsin.

Sevgiler,

Bilge Ataca

From: simge altinkok [mailto:simgealtinkok@gmail.com]
Sent: Wednesday, October 31, 2018 12:13 AM
To: ataca@boun.edu.tr
Subject: Tez Çalışması Kültürleşme Ölçeği

Tez Çalışması Beck Depresyon Ölçeği x

https://mail.google.com/mail/u/0/#search/depresy/KtbxLwGgJMTGQgJpQSTGWxRLvcgqFCmHQV

Uygulamalar Facebook'a Hoş Geldi YouTube MEDİTASYONLAR - Z Sci-Hub: removing bi Chronic fatigue syndi Fatigue: Why am I so Diğer yer işaretleri

Gmail

depresy

E-Posta Yaz

Gelen Kutusu

Yıldızlı

Ertelendi

Önemli

Gönderilmiş Postalar

Taslaqlar

Kategoriler

simge

Hangouts kişisi yok
Birini bulun

Tez Çalışması Beck Depresyon Ölçeği

simge altinkok <simgealtinkok@gmail.com> 31 Ekim Çar 00:27

Alıcı: nesrinhisilisahin

Sn. Nesrin Hisli Şahin ;

Kuzey Kıbrıs Yakın Doğu Üniversitesinde klinik psikoloji alanında master yapmaktayım tez aşamasındayım. Tez konum casino personellerinde depresyon olacaktır. Bunun için sizin Türkçe versiyonunun güvenilirlik ve geçerliliğini test ettiniz Beck depresyon ölçeğine ihtiyacım var. Sizin için de uygunsa Beck depresyon ölçeğinin Türkçe versiyonunu kullanabilir miyim?

Simge Altinkök

Handan Deniz Ayalp <hdenizayalp@gmail.com> 6 Kasım Sal 02:14

Alıcı: ben

Aşağıda bulunan izin yazısı ile söz konusu ölçeğe ilişkin materyaller, Prof. Dr. Nesrin Hisli Şahin tarafından gönderilmektedir.

Sayın Altinkök,

Beck Depresyon Envanteri'ni araştırma amaçlı olarak kullanmanızda benim açımdan bir sakınca bulunmamaktadır. Ancak sizden önemli ricam, Ölçeğin başka kopyalarını değil; size gönderdiğim kopyasını ve ölçek formunun son sayfasındaki kaynakları da kullanmanızdır. Kaynakları ekte dijital ortamda gönderiyorum. Ayrıca, Envanterin orijinalinin Aaron Beck tarafından geliştirilmiş olduğu bilgisıyla gerekli referanslarının da çalışmanızda verilmesi gerekecektir. Çalışmanızda başarılar dilerim.

Nesrin Hisli Sahin <nesrinhisilisahin@gmail.com>, 31 Eki 2018 Çar, 23:08 tarihinde şunu yazdı:

İZİN BELGESİ

4.12.2018

Sayın Simge Altınkök
Kuzey Kıbrıs Yakın Doğu Üniversitesi
Yüksek Lisans Programı

Yürüteceğiniz "Casino personelinde tükenmişlik sendromu" isimli tez çalışmanızda, Maslach Tükenmişlik Ölçeğini (MBI) ölçeğini kullanmanızda bir sakınca bulunmamaktadır.

Çalışmalarınızda başarılar dilerim.



Prof. Dr. Canan Ergin
Özyeğin Üniversitesi
Psikoloji Bölümü

BIOGRAPHY

The researcher name is Simge Altinkök, she was born in Silivri, İstanbul, in 1991. She realized her interest in psychology while she was in bus. She recognized that she was observing people in bus, how they behave towards others, what they are doing; try to make estimation about their mood. She has decided to major in Psychology at Middle East Technical University (METU) in Cyprus. After 5 years of valuable education she decided to make her Master in Clinical Psychology, at Near East University.

Furthermore, she had many experience while she was student in METU. She made volunteer internship psychologist in nursing home which included people with psychological disorder coming from Bakırköy Psychiatric Hospital. Then, she made volunteer internship psychologist in special training centers which included children with learning disabilities, Down syndrome, autistic and dyslexia for two years. When she was third class in METU I made her internship in Bakırköy Psychiatric Hospital. Moreover, when she was a student at master program she made her internship in Barış Psychiatric Hospital in Lefkoşa. These experiences gave her an opportunity to get practical knowledge.

Apart from her educational background, she was working in Elexus casino for 3 years while making her master. She inspired her thesis topic while working casino. She observed many employees in that casino also herself. A large majority of casino employees felt themselves in burnout but no one recognized that. They felt themselves in depression and most of them were pessimist about their carrier, life standards...etc. As she likes observing people, she decided to research why casino employees feel depressed and exhausted?

On the other hand, her hobbies are listening classic music, reading book regularly, playing violin. She try to go to each seminar related with psychology which improves her perspective.

Yours Sincerely,
Simge ALTINKÖK

PLAGIARISM REPORT

RELATIONSHIP BETWEEN BURNOUT, ACCULTURATION AND DEPRESSION AMONG CASINO EMPLOYEES

ORJİNALLİK RAPORU

% 15	% 11	% 13	%
BENZERLİK ENDEKSİ	İNTERNET KAYNAKLARI	YAYINLAR	ÖĞRENCİ ÖDEVLERİ

BİRİNCİL KAYNAKLAR

1	docs.neu.edu.tr İnternet Kaynağı	% 2
2	Chan, Sow Hup, Yim King Penny Wan, and Oi Mei Kuok. "Relationships among burnout, job satisfaction and turnover of casino employees in Macau", Journal of Hospitality Marketing & Management, 2014. Yayın	% 2
3	aibne.net İnternet Kaynağı	% 2
4	www.science.gov İnternet Kaynağı	% 1
5	uhra.herts.ac.uk İnternet Kaynağı	% 1
6	Efe Ibrahim Efeoğlu, Sevgi Ozcan. "chapter 12 The Relationship Between Social Problem Solving Ability and Burnout Level", IGI Global, 2017	% 1

ETHICS COMMITTEE APPROVAL

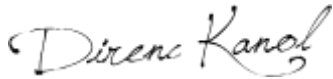
10.12.2018

Dear Simg  Alt nk k

Your application titled **“Relationship Between Burnout, Acculturation And Depression Among Casino Employees”** with the application number YD /SB/2018/313 has been evaluated by the Scientific Research Ethics Committee and granted approval. You can start your research on the condition that you will abide by the information provided in your application form.

Assoc. Prof. Dr. Diren  Kanol

Rapporteur of the Scientific Research Ethics Committee



Note: If you need to provide an official letter to an institution with the signature of the Head of NEU Scientific Research Ethics Committee, please apply to the secretariat of the ethics committee by showing this document.