

Role Stress Sources (Role Perceptions)'s Effect on Intention to Leave the Work: Research at a State University in Turkey

Assos.Prof. Dr. Belgin Aydın¹, Research Assistant. Tuğçe Şimşek²

¹(Department of Business Administration and Organization, Faculty of Economics and Administrative Sciences, Gazi University, Ankara, Turkey)

²(Department of Business Administration and Organization, Faculty of Economics and Administrative Sciences, Gazi University, Ankara, Turkey)

ABSTRACT: Role ambiguity and role conflict as role stress sources and turnover intention have been studied with various variables such as job satisfaction, organizational commitment, or organizational culture by some researchers. Then in this study we tried introduce the effect of role stress sources on intention to leave the work. Research of the study is applied at a State University in Ankara/Turkey. Role stress sources or role perceptions are held as role ambiguity and role conflict. The sample is consisted of 297 research assistants of the university from different departments. Role conflict and role ambiguity questionnaires applied to the research assistants. The results of the study demonstrated that multiple linear regression analysis is performed to determine effects of role conflict and role ambiguity on intention to leave work of research assistants. The results of multiple regression analysis are statistically significant ($F_{(2,294)} = 38,378, p <, 001$). The adjusted R square value is 0,20. This result shows that 20 percent of the intention to leave the work is explained by role conflict and role ambiguity. According to the multiple regressions analysis performed, while the role ambiguity affects intention to leave the work significantly and negatively, the role conflict effects intention to leave the work significantly and positively.

KEYWORDS: Intention to leave the work, role ambiguity, role conflict, role perceptions, role stress sources, turnover intention.

I. INTRODUCTION

This element question is determinant of this study: Do the role conflict and ambiguity of research assistants have effect on intention to leave the University? The aim of this study also is to see if it contains parallel results with previous outcomes. Before moving on to the topic, it is to give some concept explanations and previous studies about in introduction.

Role ambiguity and role conflict as role stress sources and turnover intention have been studied by some researchers. Madera, Dawson and Neal's (2013) research shows that managers who perceived a positive diversity climate also reported less role ambiguity and role conflict, but more job satisfaction. Role ambiguity and role conflict mediated the relationship between perceived diversity climate and job satisfaction [1]. Liu et al.'s (2011) study shows that user-developer conflict and role ambiguity have a negative impact on performance estimation difficulty, which negatively affects project performance [2]. Leo et al.'s (2015) multilevel modeling analysis shows that perceptions of team conflict and cohesion, at the interpersonal and inter-team levels, can predict changes in collective efficacy. However, individual perceptions of role ambiguity and role conflict were not relevant in establishing a team's confidence [3]. Wu and Norman's study (2006) shows that their study's descriptive and inferential statistical analysis of the data revealed a positive relationship between job satisfaction and organizational commitment, and a negative relationship between job satisfaction and role conflict and ambiguity [4]. Rasit and Isa's (2014) findings indicate that comprehensive performance measurement system informational characteristics would reduce managers' role ambiguity [5]. Belias et al.'s (2015) research findings show that role conflict was negatively correlated with job satisfaction [6]. Wong et al.'s (2015) research models results assert that organizational commitment was also negatively associated with turnover intention and there was an additional direct positive relationship between job strain and turnover intention [7]. Bıyık et al.'s (2016) study show that organizational commitment had no mediating effect on the effect of ethical climate on turnover intention [8].

According to Sökmen and Şimşek' (2016) study results of regression analysis organizational commitment had a significant effect on turnover intention [9]. Ekmekçioglu and Sökmen' (2016) study results reveal that perceived organizational support had a significant and negative impact on employee's turnover intention and had a significant and positive impact on organizational commitment, and organizational commitment had a significant and negative impact on employee's turnover intention [10]. Kim et al. (2015) refers role stress, job attitude, and turnover intention in their study and their study's results show that the

psychosocial support function showed a significant relationship with all variables in the model (i.e., a positive effect on job satisfaction and organizational commitment, but a negative effect on role conflict, role ambiguity, and turnover intention). The relationships were not significant between the career development function and role ambiguity, between role modeling and role ambiguity, or between role ambiguity and turnover intention [11].

The academic staff which is the subject of the study is key element and play critical and central roles in higher education institutions. Role ambiguity and role conflict have dysfunctional effect on both the individuals and organizations. The studies of role ambiguity and role conflict amongst the academic staff are therefore crucial for effectiveness and productivity of university organizations. Also those role stress sources may cause intention to leave university among academic staff. Occasionally research assistants may have difficulty in doing their studies and obedience to authority in their proficient. The principle of chain of command and the principle of unity of command and direction may be broken in their occasions and they have to meet dual or multiple requests from not only one superior but other superiors in the same scientific field. Making reference to Schafer (1998), Dilshad and Lateef (2011) in their study of faculty perception at university level stated that stress does have some positive effects and cited Greenberg (2009) that “role overload, role insufficiency, role ambiguity and role conflict” are the causes of occupational stress. Literature has recorded the existence of role ambiguity and role conflict among the academic and administrators of universities [12] [13] [14] [15] and that academics experience higher occupational stress than other staff [16]. There are also documented evidence that demographic variables have diverse effect on role ambiguity and role conflict [16] [17] [18] [19] [20] [21].

II. THEORETICAL FRAMEWORK

Theoretical frame consists of role theory, role stress sources (role perceptions), role ambiguity, role conflict, and intention to leave the work (turnover intention) concepts.

2.1. Role Theory

The constant interaction between an individual and other people is called the socialization process. It is in this process that an individual assumes a role, position, status, or responsibility that is required or demanded for a particular context. Social psychology literature mentions that the study of role theory dates back to the 1930s. In the organizational context, the study of this theory dates back to the period between 1950 and 1960, in which the first researchers were Kahn, Wolfe and Quinn [29], which at the time already started to point on the existence of organizational tensions in workers while they performed their tasks [22].

Role theory as a research domain encompasses several sub-domains and includes knowledge development across many disciplines [23]. In one of the earliest attempts to provide scope for role theory and summarize prior study findings, Thomas and Biddle (1966) frame the sub-domain of conflict as one endpoint on a continuum that has consensus on the opposite end. Conflict and ambiguity have been recognized to cause stress; thus, within larger role theory, “role stress” has largely come to encapsulate three types: 1) role conflict is the degree of incompatibility associated with role expectations; 2) role ambiguity is the degree to which clear information and expectations are lacking; and 3) role overload is the degree to which expectations exceed individual's abilities and motivation to perform tasks [24] [25] [26].

At this point it is to add depth to the subject within organization theory framework. According to Rizzo, House, and Lirtzman (1970) in classical organization theory the principle of chain of command and the principle of unity of command and direction have implications for role conflict in complex organizations. According to the chain-of-command principle, organizations set up on the basis of hierarchical relationships with a clear and single flow of authority from the top to the bottom. It must be more satisfying to members and result in more effective economic performance and goal achievement than non-authority flow organizations. A single chain of command provides more effective control and coordination for top management and it is also accordant with the principle of unity of command [27].

The unity of command is very important concept because it upholds an organization structure from confusion and conflict. The concept of unity of command implies that for any action an employee should receive orders from one superior only, and that there should be only one leader and one plan for a group of activities having the same objective. No employee should be made to receive orders from two or more superiors since nobody can serve two or more masters at the same time. The essence of this principle is that the structure of an organization should keep a member from being caught in the crossfire of incompatible orders or incompatible expectations from more than one superior [27] [28].

Dual or multiple commands may cause conflict of authority and fix up of responsibility may become very difficult. Such an arrangement is intended to ensure systematic and consistent reporting, evaluation, and control of the work of the subordinate. This prevents also the allocating of time and effort according to individual preferences, rather than according to the demands of the task, or the directions of superiors. Subordinates cannot play one superior against another and thus prevent accurate evaluation of performance.

Role theory has been used in a number of areas from sociology to marketing to study role conflict and role ambiguity in a number of different settings, such as salesperson-firm (e.g., [33]), work-family (e.g., [34]), and gender roles (e.g., [31]). Researchers in the areas of marketing, sales management, and cross-border businesses have found that role conflict diminishes both job performance and work satisfaction (e.g., [35] [36] [37] [38] [39] [40]). In firms and networks, role conflicts may result in frustration, burn-out, behavior problems, and organizational inefficiency. Role ambiguity can also produce negative attitudes and diminish performance and effectiveness (e.g. [39]). Sign and Roads (1991) note that in comparison with role conflict, role ambiguity is more open to managerial intervention within one organization [32] [41].

Role theory states that, when the behaviors expected of an individual are inconsistent he will experience stress, become dissatisfied, and perform less effectively than if the expectations imposed on him did not conflict. Role conflict can therefore be seen as resulting from violation of the two classical principles and causing decreased individual satisfaction and decreased organizational effectiveness [27]. Both classical organization theory and role theory deal with role ambiguity. According to classical theory, every position in a formal organizational structure should have a specified set of tasks or position responsibilities. Such specification of duties, or formal definition of role requirements, is intended to allow management to hold subordinates accountable for specific performance and to provide guidance and direction for subordinates. If an employee does not know what he has the authority to decide, what he is expected to accomplish, and how he will be judged, he will hesitate to make decisions and will have to rely on a trial and error approach in meeting the expectations of his superior. Role theory likewise states [29] that 'role ambiguity-lack of the necessary information available to a given organizational position-will result in coping behavior by the role incumbent, which may take the form of attempts to solve the problem to avoid the sources of stress, or to use defense mechanisms which distort the reality of the situation. Thus, according to role theory, ambiguity should increase the probability that a person will be dissatisfied with his role, will experience anxiety, will distort reality, and will thus perform less effectively [27].

Work events carry ambiguities and complexities. Some could be ambiguous because they are unusual or unprecedented and others could push the limits of people. The sheer quantity of work events requiring attention can generate overload. National culture should be taken into consideration in this context. For example, Hofstede's description of uncertainty avoidance suggests that managers in cultures rated high on this quality will often be particularly susceptible to stressful events. Managers in high-masculinity cultures will tend to have achievement and assertiveness goals that expose them to stressful work events. Role stresses can also originate in role structures. Role senders can have ambiguous expectations from workers. Role senders can also create conflicting expectations by communicating incompatible or difficult-to-prioritize requirements. Role sender overload can occur from time-consuming requirements to review actions with many parties. Structurally rooted role stresses (role ambiguity and role conflict) are likely to be especially noticed in cultures in which uncertainty avoidance is high. When power distance is high, people can legitimately manage work events through recourse to an unambiguous, unitary source-feared power holders or a dominating bureaucracy. The argument from bureaucratic management theory is that the unitary basis for interpreting events characteristic of high-power-distance contexts should reduce role stress. In this view, authority simplifies control patterns and thus removes opportunities for role stresses introduced through the confusions of complex participative processes [30].

Role theory focuses on the discordant, incompatible, or ambiguous expectations resulting from role dynamics in the work environment [29]. There are two important concepts in role theory. One of the is role conflict, in which "individuals are confronted with situations in which they may be required to play a role which conflicts with their value systems or to play two or more roles which confront each other" and the other is role ambiguity, in which "the single and multiple roles which confront the individual may not be clearly articulated in terms of behaviors of performance levels expected" [31].

2.2. Role Stress Sources (Role Perceptions)

One source of stress regularly encountered by most individuals is role stress. Role stress consists of two important constructs, namely, role ambiguity and role conflict [42]. The potential effects of conflict and ambiguity are costly, not only to the individual in terms of emotional consequences such as high job-related tension and low job satisfaction, but also to the organization in terms of lower quality of performance and higher turnover [43]. Both role conflict and ambiguity have been associated with job dissatisfaction, job-induced tension, lower organizational commitment, and propensity to leave an organization [44]. Role conflict and role ambiguity was investigated in relation to structural and interpersonal variables. Role conflict was not related to either structural or interpersonal variables in a production/manufacturing environment, and to only interpersonal variables in a research and development environment. Role ambiguity was related to structural variables regardless of work environment [45].

2.3. Role Ambiguity

Role ambiguity is uncertainty about what a person responsible for a specific activity should do [22]. The construct of role ambiguity, defined as “employees’ perceptions of uncertainty concerning various aspects of their jobs” [46], has generated persistent research interest [47] and also is defined as the extent of uncertainty about the expectations of one’s roles [48].

Rizzo et al. (1970) defines role ambiguity as unclear job obligations, and role conflict refers to inconsistent job obligations or the degree to which work demands from two or more people are incompatible, according to role theory. Furthermore, role conflict and ambiguity are major sources of job stress, which is, in turn, related to high turnover of the nurse workforce [49].

Role ambiguity would be the result of a lack of information with regards to work evaluation, about opportunities to progress, breadth of responsibility, and superiors’ expectations regarding the role of an individual in a hierarchical position [50]. Role ambiguity is uncertainty about what a person responsible for a specific activity should do. For Singh and Rhoads (1991 as cited in Lee, 2010), lack of definitions or expected behaviors for a position or regarding its scope, can create role ambiguity. According to Fisher (2001), role ambiguity is born when an executive does not have useful information that allows him/her to effectively perform his/her duties. This information should provide evidence of: (i) relevant expectations regarding the performance of a role, as well as its scope in term of rights duties and responsibilities; (ii) crucial activities for effectively fulfilling a position’s duties, as well as the steps or the best way to achieve this; (iii) the consequences of carrying out and of not carrying out the duties; (iv) behavior that is compensated or punished, the nature of compensation and punishments, behavior that is satisfactory or unsatisfactory in performing the role; and finally, (v) opportunities for advancement. For the purposes of this study, role ambiguity is understood according to the arguments by the authors [41] [51] [52] [22].

As one of the core types of role stress, Kahn et al. (1964) define role ambiguity as a “direct function of the discrepancy between the information available to the person and that which is required for adequate performance of his role”. In the present study, role ambiguity is the focal antecedent to burnout for several reasons. First, role ambiguity is an important aspect of role theory and has exhibited the most inconsistent findings among the role stress constructs [29] [41] [53]. Next, the global measure for role ambiguity is lacking in its breadth and ability to capture the various underlying facets of ambiguity [41] [54] [55]. Unlike burnout research, progress has not occurred in the sales literature to identify relationships at the facet level of role ambiguity. Last, role ambiguity is a factor of role stress that management is most likely to be able to positively impact [41]. In fact, Walker et al. (1975) note that the right organizational structure and management styles can help salespeople to minimize role ambiguity, but cannot reduce the degree of role conflict salespeople experience [26].

Role ambiguity involves unclear expectations that are associated with negative work experiences because the confusion of what to do can be experienced as stressful. Role conflict involves experiencing multiple conflicting expectations from coworkers and is also experienced negatively by employees because it is stressful to have contradictory expectations from coworkers. Thus, both role ambiguity and role conflict have negative effects on work attitudes [56] [57] [58]. In fact, role ambiguity and role conflict are work stressors that influence job satisfaction (e.g., [59] [60]). This occurs because role ambiguity and role conflict hinder employees’ ability to complete work task. When employees cannot complete their work, they are likely to experience negative emotions and anxiety at work [61]. Likewise, role ambiguity and role conflict can be experienced as obstructions to work tasks, which threaten employees’ perceptions that they can complete their assigned duties [1].

2.4. Role Conflict

Role conflict is born from the simultaneous occurrence of two or more role requirements, so that performance of one of them makes performance of the other more difficult [50]. This idea is also used by Fisher (2001), who even stresses the impossibility of not fulfilling one of the requirements. For King and King (1990), and Lee (2010), these requirements can also be perceived as pressures or demands on a position [52] [54] [51]..

According to Montgomery (2011), situations that create role conflict occur when an executive: (i) perceives that his/ her performance will be evaluated in a different way between one or more competing role designators; (ii) understands that his/her performance evaluation will be influenced by the view of the role designator, with respect to his/her ability to work with new technologies; (iii) considers that his/her performance evaluation will be influenced by how much the requirements placed by more than one hierarchical superior to whom he/ she reports are fulfilled. For the author, these situations are the result of ineffective interdependencies that end up affecting an executive’s performance [62]. For Tarrant and Sabo (2010) conflict can arise when: (i) new skills are required of an individual as a result of assuming new roles, for example participating in decision making processes, where he/she is required to maintain an individual profile within a management team; or (ii)

when new skills are required of an executive in order to deal with new technologies, techniques, or government regulations; or (iii) as a result of an executive's inadequate professional training, which does not allow his/her to accompany such changes effectively [63]. For Rizzo, House, and Lirtzman (1970) operationally, role conflict can be understood in terms of: congruence/incongruence or compatibility/incompatibility between: (i) an executive's standards or values and the behavior defined for a role; (ii) an executive's time, resources or abilities and the behavior defined for performing a role; (iii) the various roles that a single executive should perform, and (iv) the various organizational inputs inserted into the policies, rules and suggestions of people linked with the incumbent role of an executive [22] [27].

Research on role theory has traditionally focused more on the nature of role conflict, its antecedents and consequences, than on adaptations to these conflicts. Kahn et al. (1964), for example, demonstrated the impact of personal, interpersonal, and organizational factors on role conflict and the impact of role conflict, in turn, on such factors as satisfaction and tension [29] [64].

Role conflict has been defined as the incompatibility of requirements and expectations from the role, where compatibility is judged based on a set of conditions that impact role performance [27]. In addition, Kopelman, et al. (1983) defined role conflict as the extent to which a person experiences pressures within one role that are incompatible with pressures that arise within another role [65].

The negative outcomes of role ambiguity and role conflict includes tension; lack of confidence; a feeling of hopelessness; anxiety and depression; decreased job satisfaction; distrust in the organization; ill relationship with members of role set and superior officers; poor performance; which in turn affects the organizations' overall performance [66] [67] [68] [69] [40] [70] [71] [72] [73] [27] [74] [75].

2.5. Intention to Leave the Work

Turnover intention which refers to an individual's intention to leave, which can refer to the intention to leave the organization one is working for or to quit one's profession and move to a different career pathway [76] has been studied with different concepts and in years. For example, Amundsen & Martinsen (2014) with leader effectiveness and job satisfaction; Kim, et al. (2015) with role stress and job attitude; Wong & Laschinger (2015) studied turnover intention with burnout and commitment; Celik et al. (2016) with self-efficacy and perceptions of justice; Mathieu & Babiak (2016) with job satisfaction; Shahpouri, Namdari & Abedi (2016) with job and personal resources [77] [11] [7] [78] [79] [80].

Carmeli and Weisberg's (2006) study identified three elements in the withdrawal cognition process of turnover intentions: "thoughts of quitting, the intention to search for another job elsewhere, and the intention to quit". Many scholars have claimed that employee turnover intention is a good predictor of actual turnover (such as [81] [82] [83] [84] [85].

Turnover intention is defined as a conscious will to look for a job outside the current organization [86] and is believed to have a detrimental effect on the organization [86] [87]. A range of factors such as job dissatisfaction, salary, school organization, autonomy, resources, and participation, burnout and other issues (e.g.adjustment to teaching demands, management of social relationships, understanding the school cultural contexts) may lead to employee turnover intentions [88] [89] [90].

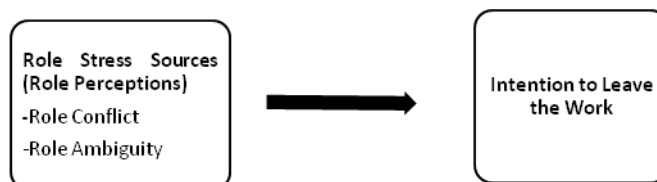
Glissmeyer, Bishop and Fass (2007) studied on a paper and defined intention to quit an organization as: the mediating factor between attitudes affecting intent to quit and quitting an organization. They found significant effects from role ambiguity and role conflict to intention to quit the organization. Knowing that role ambiguity and role conflict have a direct positive relationship with intention to quit the organization could help law enforcement management keep employee retention higher, and inversely, keep turnover lower [91].

Based on main concepts of the variables and studies, the following hypotheses are offered:

Hypothesis 1: Role stress sources positively affect intention to leave the work.

Hypothesis 2: Role conflict positively affects intention to leave the work.

Hypothesis 3: Role ambiguity positively affects intention to leave the work.



Research Model

III. METHODOLOGY

Related to the research’s findings demographic information, correlation analysis and regression analysis results are included in this section.

3.1. Sample and Procedure

The sample group of this study is 297 research assistants working at the state university. In order to analyze the data SPSS software was used. Descriptive questions were represented on the Table 1 that are “gender”, education period”, and “marital status”. Table 1 shows the summary of the descriptive statistics of participants:

Table 1: The summary of the descriptive statistics of participants

Gender		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	151	50,8	50,8	50,8
	Male	146	49,2	49,2	100,0
	Total	297	100,0	100,0	
Education Period		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Master Course	13	4,4	4,4	4,4
	Master Thesis	45	15,2	15,2	19,5
	PHD Course	46	15,5	15,5	35,0
	Doctorate Proficiency Examination	22	7,4	7,4	42,4
	PHD Thesis	133	44,8	44,8	87,2
	Doctor	38	12,8	12,8	100,0
	Total	297	100,0	100,0	
Marital Status		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	171	57,6	57,6	57,6
	Single	126	42,4	42,4	100,0
	Total	297	100,0	100,0	

According to Table-1, 50.8 percent of the research assistants are female and 49.2 percent are male; 57.6 percent are married and 42.4 percent are single. In addition, 4.4 percent of participants are attending master courses, 15.2 percent of them are studying on their master thesis, 15.5 percent are students at doctorate courses, 7.4 percent of them are preparing for doctorate proficiency examination, 44.8 percent are studying on their doctorate thesis, and 12.8 percent is doctor.

3.2. Instruments

Cronbach’s alpha for role conflict scale is 0,758, role ambiguity is 0,780, and intention to leave the work is 0,780.

Role Conflict (RC): A 8-item Role Conflict Scale is used to determine perceived role conflict of the research assistants [27]. Responses are indicated on a five-point Likert scale ranging from 1 (absolutely disagree) to 5 (strongly agree).

Role Ambiguity (RA): A 6-item Role Ambiguity Scale is used to determine perceived role ambiguity of the participants [27]. Responses are indicated on a five-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree).

Intention to Leave the Work (TI: Turnover Intention): A 3-item Turnover Intention Scale (Mobley, Horner and Hollingsworth, 1978) is used to assess the level of self-evaluation in order to stay or resign at work, which was adapted to Turkish by [92]. Responses are indicated on a five-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree).

IV. RESULTS

Table-2 represents the mean, standard deviations of the variables and the results of correlation analysis between role conflict and role ambiguity, between role conflict and turnover intention, and between role ambiguity and turnover intention.

4.1. Correlation Results

Table 2: The results of correlations between role conflict, role ambiguity and turnover intention.

	Mean	Std. Deviation		RC	RA	TI
Role Conflict (RC)	3,3300	,73012	Pearson Correlation	1	-,331**	,404**
			Sig. (2-tailed)		,000	,000
			N	297	297	297
Role Ambiguity (RA)	3,3631	,83241	Pearson Correlation	-,331**	1	-,332**
			Sig. (2-tailed)	,000		,000
			N	297	297	297

Turnover Intention (TI)	2,0079	1,03737	Pearson Correlation	,404**	-,332**	1
			Sig. (2-tailed)	,000	,000	
				297	297	297

** Correlation is significant at the 0.01 level (2-tailed).

In the analysis of the research, as a result of the correlation analysis, it was found that there was a significant and negative correlation between the role conflict and the role ambiguity at a level of significance of 0.01 ($r_{(297)} = -,331$), a significant positive correlation between intention to leave and role conflict ($r_{(297)} = ,404$) and a significant negative correlation ($r_{(297)} = -,332$) between the intention to leave the work and the role ambiguity. No multiple linkage is indicated by collinearity statistics in the research model (tolerance = ,890 > 0,2 and VIF= 1,123 < 10).

4.2. Multiple Regression Results

Table 3: Regression model summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,455 ^a	,207	,202	,92691

a. Predictors: (Constant), RA, RC

Table 4: The results of analysis of variance (ANOVA)^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	65,945	2	32,973	38,378	,000 ^a
	Residual	252,592	294	,859		
	Total	318,537	296			

a. Predictors: (Constant), RA, RC
b. Dependent Variable: TI

Table 5: Multiple linear regression results (Coefficients)^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,381	,405		3,412	,001
	RC	,469	,078	,330	5,992	,000
	RA	-,278	,069	-,223	-4,046	,000

a. Dependent Variable: TI

As it is seen Table-3,4, and 5 multiple linear regression analysis was performed to determine the role conflict of research staff and the effect of role ambiguity on intention to leave work. The results of multiple regression analysis were statistically significant [$F_{(2,294)} = 38,378, p < ,001$]. The Adjusted R Square value is 0,20. This result shows that 20 percent of the intention to leave is explained by role conflict and role ambiguity. According to the multiple regression analysis performed, the role ambiguity intention to leave the work was significant and negative; and the role conflict affects the intention to leave the work significantly and positively. The results of multiple regression analysis are shown in the Coefficients table.

V. CONCLUSION

There are many studies on relationships among role ambiguity, role conflict, and intention to leave the work. They have been done in different cultures, organizational entities, years, and with different groups/workers. Even though cultural differences are not held in this study, they should be subjected to empirical testing. Role stressors concept can differ according to cultural concept. A conceptual base for predictions about links between culture and role stress is needed. Researchers can understand these links by recognizing two origins of role stress and two approaches to managing each kind of stress. Role stress can originate either in stressful work events or in role structures whose meanings are inadequate to allow role incumbents to handle work events. Role stress can be managed either through unitary-source or multiple-source events. Role stress can be managed either through unitary-source or multiple-source. Therefore, the study must not be generalized to overall because the applications and results may give differ from on culture to another.

Moreover, Peterson and et al. (1995) discussed in their study that national culture should be taken into consideration in role theory in the frame of Hofstede's high-power-distance description of national cultures. If we summarize the Peterson et al. research, role senders can have ambiguous expectations from workers and also can also create conflicting expectations by communicating incompatible or difficult-to-prioritize requirements. Structurally rooted role stresses (role ambiguity and role conflict) are likely to be especially noticed in cultures in which uncertainty avoidance is high. When power distance is high, people can legitimately manage work events through recourse to an unambiguous, unitary source-feared power holders or a dominating bureaucracy. In this view, high-power-distance contexts should reduce role stress [30]. On the other hand, in our study while

the role ambiguity affects intention to leave the work was significantly and negatively, the role conflict affects the intention to leave the work significantly and positively. Although Turkey has high uncertainty avoidance culture; it is not true generalizing it to all areas rather it should be evaluated according to job fields, departments, and different organizational companies. As a result when role conflicts of research assistants are high, they tend to leave the work. There is the exact opposite situation in role ambiguity.

REFERENCES

- [1]. J. M. Madera, M. Dawson ve J. A. Neal, «Hotel managers' perceived diversity climate and job satisfaction: The mediating effects of role ambiguity and conflict.» *International Journal of Hospitality Management*, cilt 35, pp. 28-34, 2013.
- [2]. J. Y. Liu, J. C. Chiang, M.-H. Yang ve G. Klein, «Partnering effects on user-developer conflict and role ambiguity in information system projects.» *Information and Software Technology*, cilt 53, pp. 722-729, 2011.
- [3]. F. M. Leo, I. Gonzalez-Ponce, P. A. Sanchez-Miguel, A. Ivarsson ve T. García-Calvo, «Role ambiguity, role conflict, team conflict, cohesion and collective efficacy in sport teams: A multilevel analysis.» *Psychology of Sport and Exercise*, cilt 20, pp. 60-66, 2015.
- [4]. L. Wu ve I. J. Norman, «An investigation of job satisfaction, organizational commitment and role conflict and ambiguity in a sample of Chinese undergraduate nursing students.» *Nurse Education Today*, cilt 26, pp. 304-314, 2006.
- [5]. Z. A. Rasit ve C. R. Isa, «The influence of comprehensive performance measurement system (CPMS) towards managers' role ambiguity.» *Procedia - Social and Behavioral Sciences*, cilt 164, pp. 548-561, 2014.
- [6]. D. Belias, A. Koustelios, L. Sdrolas ve G. Aspridis, «Job Satisfaction, Role Conflict and Autonomy of employees in the Greek Banking Organization.» *Procedia - Social and Behavioral Sciences*, cilt 175, pp. 324-333, 2015.
- [7]. C. A. Wong ve H. K. S. Laschinger, «The influence of frontline manager job strain on burnout, commitment and turnover intention: A cross-sectional study.» *International Journal of Nursing Studies*, cilt 52, pp. 1824-1833, 2015.
- [8]. Y. Bıyık, T. Şimşek ve A. Sökmen, «The Mediating Role Of Organizational Commitment On The Effect Of Ethical Climate On Job Satisfaction And Turnover Intention: Research On A Holding's Managers.» *Eurasian Academy of Sciences Social Sciences Journal*, cilt S1, pp. 237-249, 2016.
- [9]. A. Sökmen ve T. Şimşek, «Örgütsel Bağlılık, Örgütle Özdeşleşme, Stres ve İşten Ayrılma Niyeti İlişkisi: Bir Kamu Kurumunda Araştırma.» *Gazi Üniversitesi İktisadi ve İdari Bilimler Fakültesi Dergisi*, cilt 18, no. 3, pp. 606-620, 2016.
- [10]. E. B. Ekmekçioglu ve A. Sökmen, «Algılanan Örgütsel Desteğin İşten Ayrılma Niyetine Etkisinde Örgütsel Bağlılığın Aracı Rolü: Sınır Birimi Çalışanları Üzerine Bir Araştırma.» *International Review of Economics and Management*, cilt 4, no. 2, pp. 32-45, 2016.
- [11]. S. S. Kim, J. Im ve J. Hwang, «The effects of mentoring on role stress, job attitude, and turnover intention in the hotel industry.» *International Journal of Hospitality Management*, cilt 48, pp. 68-82, 2015.
- [12]. M. Dilshad ve M. I. Latif, «Faculty Role Perception at University Level.» *Bulletin of Education and Research*, cilt 33, no. 2, pp. 39-48, 2011.
- [13]. A. H. Winefield, «Stress in Academe: Some Recent Research Findings in D. T. Kenny, J. G. Carlson, F. J. Mcguigan, & J. L. Sheppard (edns.)» %1 içinde *Stress and Health*, Amsterdam, Harwood Academic Publishers, 2000, pp. 437-446.
- [14]. W. Schafer, *Stress Management for Wellness*, Australia: Thomson-Wordsworth, 1998.
- [15]. J. S. Greenberg, *Comprehensive Stress Management*, New Delhi: Tata McGraw-Hill, 2009.
- [16]. A. H. Winefield, N. Gillespie, C. Stough, J. Dua, J. Hapuarachchi ve C. Boyd, «Occupational Stress in Australian University Staff: Results from a National Survey.» *International Journal of Stress Management*, cilt 10, no. 1, pp. 51-63, 2003.
- [17]. A. Cohen, «Career Stage as a Moderator of the Relationship between Organizational Commitment and its Outcomes: A meta-analysis.» *Journal of Occupational Psychology*, cilt 64, pp. 253-268, 1991.
- [18]. J. K. Dua, «Job Stressors and Their Effects on Physical Health, Emotional Health, and Job Satisfaction in a University.» *Journal of Educational Administration*, cilt 32, no. 1, pp. 59-78, 1994.
- [19]. C. Beena, *Role Conflict, Role Ambiguity and Role Overload of Women Executives in Organisations*, Kerala: Faculty of Social Sciences, Cochin University of Science and Technology, 1999.
- [20]. J. Griffith, A. Steptoe ve M. Cropley, «An Investigation of Coping Strategies Associated with Job Stress in Teachers.» *British Journal of Educational Psychology*, cilt 69, pp. 517-531, 1999.
- [21]. M. Sturman, «Searching for the Inverted U-Shaped Relationship between Time and Performance: Meta-Analyses of the Experience/Performance, Tenure/Performance, and Age/Performance Relationships.» *Journal of Management*, cilt 29, no. 5, pp. 290-316, 2003.
- [22]. M. N. Palomino ve F. Frezatti, «Role conflict, role ambiguity and job satisfaction: Perceptions of the Brazilian controllers.» *Revista de Administração*, cilt 51, no. 2, pp. 165-181, 2016.
- [23]. E. J. Thomas ve B. J. Biddle, *Role Theory: Concepts and Research*, Wiley, 1966.
- [24]. C. L. Cordes ve T. W. Dougherty, «A Review and an Integration of Research on Job Burnout.» *Academy of Management Review*, cilt 18, no. 4, pp. 621-656, 1993.
- [25]. J. Singh, J. R. Goolsby ve G. K. Rhoads, «Behavioral and Psychological Consequences of Boundary Spanning Burnout for Customer Service Representatives.» *Journal of Marketing Research*, cilt 31, no. 4, pp. 558-569, 1994.
- [26]. S. C. Ambrose, B. N. Rutherford, C. D. Shepherd ve A. Tashchian, «Boundary Spanner Multi Faceted Role Ambiguity and Burnout: An Exploratory Study.» *Industrial Marketing Management*, cilt 43, pp. 1070-1078, 2014.
- [27]. J. R. Rizzo, R. J. House ve S. I. Lirtzman, «Role Conflict and Ambiguity in Complex Organizations.» *Administrative Science Quarterly*, cilt 15, no. 2, pp. 150-163, 1970.
- [28]. R. C. Davis, *Fundamentals of Top Management*, New York: Harper, 1951.
- [29]. R. L. Kahn, D. Wolfe, R. Quinn, J. Snoeck ve R. Rosenthal, *Organizational Stress*, New York: John Wiley & Sons. Inc., 1964.
- [30]. M. F. Peterson, P. B. Smith, A. Akande, S. Ayestaran, S. Boshner, V. Callan, N. G. Cho, J. C. Jesuino, M. D'Amorim, P.-H. Francois, K. Hofmann, P. L. Koopman, K. Leung, T. K. Lim, S. Mortazavi, J. Munene, M. Radford, A. Ropo, G. Savage, B. Setiadi, T. N. Sinha, R. Sorenson ve C. Viedge, «Role Conflict, Ambiguity, and Overload: A 21-Nation Study.» *The Academy of Management Journal*, cilt 38, no. 2, pp. 429-452, 1995.
- [31]. M. Van Shell, A. P. Brief ve R. Schuler, «Directions for Future Research Role Conflict and Role Ambiguity: Integration of the Literature and Directions for Future Research.» *Human Relations*, cilt 34, no. 1, pp. 43-71, 1981.
- [32]. A. H. Liu, A. N. Gould, M. Rollins ve H. Gao, «Role Conflict and Ambiguity Confronting Transnational Business Networkers: Contrasting Social stigma and Relational Risks for Chinese and Western Boundary Spanners.» *Industrial Marketing Management*, cilt 43, pp. 911-919, 2014.
- [33]. W. Verbeke, B. Dietz ve E. Verwaal, «Drivers of Sales Performance: A Contemporary Meta-Analysis. Have Salespeople Become Knowledge Brokers?.» *Journal of the Academy of Marketing Science*, cilt 39, no. 3, pp. 407-428, 2011.

- [34]. L. T. Thomas ve D. C. Ganster, «Impact of Family-Supportive Work Variables on Work-Family Conflict and Strain: A Control Perspective,» *Journal of Applied Psychology*, cilt 80, no. 1, pp. 6-15, 1995.
- [35]. R. P. Bagozzi, «Salesforce Performance and Satisfaction as a Function of Individual Difference, Interpersonal, and Situational Factors,» *Journal of Marketing Research*, cilt 15, no. 4, pp. 517-531, 1978.
- [36]. G. A. Churchill Jr, N. M. Ford ve O. C. Walker Jr, «Organizational Climate and Job Satisfaction in the Salesforce,» *Journal of Marketing Research*, pp. 323-332, 1976.
- [37]. S. J. Lysonski ve E. M. Johnson, «The Sales Manager as a Boundary Spanner: A Role Theory Analysis,» *Journal of Personal Selling & Sales Management*, cilt 3, no. 2, pp. 8-21, 1983.
- [38]. A. T. Mohr ve J. F. Puck, «Role Conflict, General Manager Job Satisfaction and Stress and the Performance of IJVs,» *European Management Journal*, cilt 25, no. 1, pp. 25-37, 2007.
- [39]. J. Singh, «Boundary Role Ambiguity: Facets, Determinants, and Impacts,» *Journal of Marketing*, cilt 57, pp. 11-31, 1993.
- [40]. T. C. Tubre ve J. M. Collins, «Jackson and Schuler (1985) Revisited: A Meta-Analysis of the Relationships between Role Ambiguity, Role Conflict and Job Performance,» *Journal of Management*, cilt 26, pp. 155-169, 2000.
- [41]. J. Singh ve G. K. Rhoads, «Boundary Role Ambiguity in Marketing-Oriented Positions: A Multidimensional Multifaceted Operationalization,» *Journal of Marketing Research*, cilt 28, pp. 328-338, 1991.
- [42]. R. T. Fisher, *Role Stress, the Type a Behaviour Pattern, and External Auditor Job Satisfaction and Performance*, Lincoln University, 1995, p. 2.
- [43]. P. T. Senatra, «Role Conflict, Role Ambiguity, and Organizational Climate in a Public Accounting Firm,» *The Accounting Review*, cilt 55, pp. 594-603, 1980.
- [44]. A. G. Bedeian ve A. A. Armenakis, «A Path-Analytic Study of the Consequences of Role Conflict and Ambiguity,» *The Academy of Management Journal*, cilt 24, no. 2, pp. 417-424, 1981.
- [45]. P. J. Nicholson, Jr. ve S. C. Goh, «The Relationship of Organization Structure and Interpersonal Attitudes to Role Conflict and Ambiguity in Different Work Environments,» *The Academy of Management Journal*, cilt 26, no. 1, pp. 148-155, 1983.
- [46]. J. A. Breaugh ve J. P. Colihan, «Measuring Facets of Job Ambiguity: Construct Validity Evidence,» *Journal of Applied Psychology*, cilt 79, no. 2, pp. 191-202, 1994.
- [47]. A. Li ve J. Bagger, «Role ambiguity and self-efficacy: The moderating effects of goal orientation and procedural justice,» *Journal of Vocational Behavior*, cilt 73, pp. 368-375, 2008.
- [48]. S. I. W. Humborstad ve B. Kuvaas, «Mutuality in leader-subordinate empowerment expectation: Its impact on role ambiguity and intrinsic motivation,» *The Leadership Quarterly*, cilt 24, pp. 363-377, 2013.
- [49]. P. Hingley ve C. L. Cooper, *Stress and the Nurse Manager*, Chichester: Wiley, 1986.
- [50]. D. Katz ve R. L. Kahn, *The Social Psychology of Organizations*, New York: Wiley, 1966.
- [51]. T. P. Lee, *Role Conflict as Mediator of the Relationship between Total Quality Management Practices and Role Ambiguity*, Malaysia: Faculty of Management, Multimedia University Malaysia, 2010.
- [52]. R. T. Fisher, «Role Stress, the Type: A Behavior Pattern, and External Auditor Job Satisfaction and Performance,» *Behavioral Research in Accounting*, cilt 13, no. 1, pp. 143-170, 2001.
- [53]. C. D. Shepherd ve L. M. Fine, «Role Conflict and Role Ambiguity Reconsidered,» *Journal of Personal Selling and Sales Management*, cilt 14, no. 2, pp. 57-65, 1994.
- [54]. L. A. King ve D. W. King, «Role Conflict and Role Ambiguity: A Critical Assessment of Construct Validity,» *Psychological Bulletin*, cilt 107, no. 1, pp. 48-64, 1990.
- [55]. G. K. Rhoads, J. Singh ve P. W. Goodell, «The Multiple Dimensions of Role Ambiguity and Their Impact Upon Psychological and Behavioral Outcomes of Industrial Salespeople,» *Journal of Personal Selling and Sales Management*, cilt 14, no. 3, pp. 1-24, 1994.
- [56]. T. A. Beehr, S. M. Jex, B. A. Stacy ve M. A. Murray, «Work Stressors and Coworker Support as Predictors of Individual Strain and Job Performance,» *Journal of Organizational Behavior*, cilt 21, pp. 391-405, 2000.
- [57]. M. P. O'Driscoll ve T. A. Beehr, «Supervisor Behaviors, Role Stressors and Uncertainty as Predictors of Personnel Outcomes for Subordinates,» *Journal of Organizational Behaviour*, cilt 15, pp. 141-155, 1994.
- [58]. S. Stordeur, W. D'hoore ve C. Vandenberghe, «Leadership, Organizational Stress, and Emotional Exhaustion among Hospital Nursing Staff,» *Journal of Advanced Nursing*, cilt 35, pp. 533-542, 2001.
- [59]. Y. Fried, A. Shirom, S. Gilboa ve C. L. Cooper, «The Mediating Effects of Job Satisfaction and Propensity to Leave on Role Stress-Job Performance Relationships: Combining Meta-analysis and Structural Equation Modeling,» *International Journal of Stress Management*, cilt 15, pp. 305-328, 2008.
- [60]. S. Yun, R. Takeuchi ve W. Liu, «Employee Self-Enhancement Motives and Job Performance Behaviors: Investigating the Moderating Effects of Employee Role Ambiguity and Managerial Perceptions of Employee Commitment,» *Journal of Applied Psychology*, cilt 92, pp. 745-756, 2007.
- [61]. J. A. LePine, N. P. Podsakoff ve M. A. LePine, «A Meta-Analytic Test of the Challenge Stressor-Hindrance Stressor Framework: An Explanation for Inconsistent Relationships among Stressors and Performance,» *Academy of Management Journal*, cilt 48, pp. 764-775, 2005.
- [62]. M. R. Montgomery, *Does Absence of Managerial Communication Negatively Influence Job Satisfaction? A Quantitative Examination of the Correlation Between Job Satisfaction and Role Conflict and Role Ambiguity Among High-Tech Employees*, Capella University, 2011.
- [63]. T. Tarrant ve C. E. Sabo, «Role Conflict, Role Ambiguity, and Job Satisfaction in Nurse Executives,» *Nursing Administration Quarterly*, cilt 34, no. 1, pp. 72-82, 2010.
- [64]. D. T. Hall, «A Model of Coping with Role Conflict: The Role Behavior of College Educated Women,» *Administrative Science Quarterly*, cilt 17, no. 4, pp. 471-486, 1972.
- [65]. R. E. Kopelman, J. H. Greenhaus ve T. F. Connolly, «A Model of Work, Family, and Interrole Conflict: A Construct Validation Study,» *Organizational Behavior and Human Performance*, cilt 32, pp. 198-215, 1983.
- [66]. S. E. Jackson ve R. S. Schuler, «A Meta-Analysis and Conceptual Critique of Research on Role Ambiguity and Role Conflict in Work Settings,» *Organizational Behaviour and Human Decision Processes*, cilt 36, pp. 16-78, 1985.
- [67]. P. M. Muchinsky, *Psychology Applied to Work*, CA: Brooks/Cole Publishing Company, 1997.
- [68]. C. D. Fisher ve R. Gitelson, «A Meta-Analysis of the Correlates of Role Conflict and Ambiguity,» *Journal of Applied Psychology*, cilt 68, no. 2, pp. 320-333, 1983.
- [69]. D. J. Abramis, «Relationship of Job Stressors to Job Performance: Linear or an Inverted-U?,» *Psychological Reports*, cilt 75, pp. 547-558, 1994.
- [70]. J. E. Moore, «One Road to Turnover: An Examination of Work Exhaustion in Technology Professionals,» *MIS Quarterly*, cilt 24, no. 1, pp. 141-168, 2000.

- [71]. M. Wolverton, M. L. Wolverton ve W. Gmelch, «The Impact of Role Conflict and Ambiguity on Academic Deans,» *The Journal of Higher Education*, cilt 70, no. 1, pp. 80-106, 1999.
- [72]. J. S. Boles, J. A. Wood ve J. Johnson, «Interrelationships of Role Conflict, Role Ambiguity and Work-Family Conflict with Different Facets of Job Satisfaction and the Moderating Effect of Gender,» *Journal of Personal Selling and Sales Management*, cilt 23, no. 2, pp. 99-113, 2003.
- [73]. P. Vanishree, «Impact of Role Ambiguity, Role Conflict and Role Overload On Job Stress in Small and Medium Scale Industries,» *Research Journal of Management Sciences*, cilt 3, no. 1, pp. 10-13, 2014.
- [74]. K. Celik, «The Effect of Role Ambiguity and Role Conflict on Performance of Vice Principals: The Mediating Role of Burnout,» *Eurasian Journal of Educational Research*, cilt 51, pp. 195-214, 2013.
- [75]. M. K. Idris, «Over Time Effects of Role Stress on Psychological Strain among Malaysian Public University Academics,» *International Journal of Business and Social Science*, cilt 2, no. 9, pp. 154-161, 2011.
- [76]. D. M. McInerney, F. A. Ganotice Jr., R. B. King, H. W. Marsh ve A. J. Morin, «Exploring commitment and turnover intentions among teachers: What we can learn from Hong Kong teachers,» *Teaching and Teacher Education*, cilt 52, pp. 11-23, 2015.
- [77]. S. Amundsen ve Ø. L. Martinsen, «Self-Other Agreement in Empowering Leadership: Relationships with Leader Effectiveness and Subordinates' Job Satisfaction and Turnover Intention,» *The Leadership Quarterly*, cilt 25, pp. 784-800, 2014.
- [78]. D. A. Çelik, H. O. Yeloğlu ve O. B. Yıldırım, «The Moderating Role of Self Efficacy on the Perceptions of Justice and Turnover Intentions,» *Procedia-Social and Behavioral Sciences*, cilt 235, pp. 392-402, 2016.
- [79]. C. Mathieu ve P. Babiak, «Corporate Psychopathy and Abusive Supervision: Their Influence on employees' Job Satisfaction and Turnover Intentions,» *Personality and Individual Differences*, cilt 91, pp. 102-106, 2016.
- [80]. S. Shahpouri, K. Namdari ve A. Abedi, «Mediating Role of Work Engagement in The Relationship Between Job Resources and Personal Resources with Turnover Intention Among Female Nurses,» *Applied Nursing Research*, cilt 30, pp. 216-221, 2016.
- [81]. A. Carmeli ve J. Weisberg, «Exploring Turnover Intentions among Three Professional Groups of Employees,» *Human Resource Development International*, cilt 9, no. 2, pp. 191-206, 2006.
- [82]. L. M. Shore, L. A. Newton ve G. C. Thornton, «Job and Organizational Attitudes in Relation to Employee Behavioral Intentions,» *Journal of Organizational Behavior*, cilt 11, no. 1, pp. 57-67, 1990.
- [83]. R. W. Griffith, P. W. Hom ve S. Gaertner, «A Meta-Analysis of Antecedents and Correlates of Employee Turnover: Update, Moderator Tests, and Research Implications for The Next Millennium,» *Journal of Management*, cilt 26, no. 3, pp. 463-488, 2000.
- [84]. E. G. Lambert, N. Lynne Hogan ve S. M. Barton, «The Impact of Job Satisfaction on Turnover Intent: A Test of a Structural Measurement Model Using a National Sample of Workers,» *The Social Science Journal*, cilt 38, no. 2, pp. 233-250, 2001.
- [85]. T. Cenkci ve A. B. Ötken, «Organization-Based Self-Esteem as a Moderator of the Relationship between Employee Dissent and Turnover Intention,» *Procedia-Social and Behavioral Sciences*, cilt 150, pp. 404-412, 2014.
- [86]. R. P. Tett ve J. P. Meyer, «Job Satisfaction, Organizational Commitment, Turnover Intention and Turnover: Path Analyses Based On Meta-Analytic Findings,» *Personnel Psychology*, cilt 46, pp. 259-293, 1993.
- [87]. G. Chen, R. E. Ployhart, H. C. Thomas, N. Anderson ve P. D. Bliese, «The Power of Momentum: A New Model of Dynamic Relationships Between Job Satisfaction Change and Turnover Intentions,» *Academy of Management Journal*, cilt 54, pp. 159-181, 2011.
- [88]. J. Buchanan, A. Prescott, S. Schuck, P. Aubusson, P. Burke ve J. Louviere, «Teacher Retention and Attrition: Views of Early Career Teachers,» *Australian Journal of Teacher Education*, cilt 38, no. 3, pp. 112-129, 2013.
- [89]. P. L. Choi ve S. Y. F. Tang, «Teacher Commitment Trends: Cases of Hong Kong Teachers from 1997 To 2007,» *Teaching and Teacher Education*, cilt 25, pp. 767-777, 2009.
- [90]. D. M. McInerney, F. A. Ganotice Jr., R. B. King, H. W. Marsh ve A. J. S. Morin, «Exploring Commitment and Turnover Intentions Among Teachers: What We Can Learn from Hong Kong Teachers,» *Teaching and Teacher Education*, cilt 52, pp. 11-23, 2015.
- [91]. M. Glissmeyer, J. W. Bishop ve R. D. Fass, «Role Conflict, Role Ambiguity, and Intention to Quit the Organization: The Case of Law Enforcement Officers,» %1 içinde *In Decision Sciences Institute Annual Conference, 38th Southwest.*, 2007.
- [92]. E. Örtücü ve S. Özafşarhoğlu, «Örgütsel Adaletin Çalışanların İşten Ayrılma Niyetine Etkisi: Güney Afrika Cumhuriyetinde Bir Uygulama,» *Mustafa Kemal Üniversitesi Sosyal Bilimler Enstitüsü Dergisi*, cilt 10, no. 23, pp. 335-358, 2013.