THE EFFECT OF THE DEPRESSION LEVELS TO THE EMPLOYEE TURNOVER INTENTION IN THE LOGISTICS INDUSTRY*

Mesut ATASEVER

Assist. Prof. Dr., Department of International Logistics and Transportation,
School of Applied Sciences, Uşak University, Turkey
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ABSTRACT

Logistics as labour intensive industry one of the fastest growing and the largest industry in terms of revenue generated and employment rate. On the other hand logistics industry is one of the most attractive career fields around the world. Due to the importance of logistics industry employee turnover rate should be less. Due to the flexible working conditions employees have some mental disorders such as stress, anxiety and depression. There are many negative effects of depression on employees such as fatigue, productivity and turnover. Rising of the turnover rate may cause decreasing satisfaction of the customers, institutional weakness and decreasing of institutional profits. The purpose of this study is to determine the depression level of the people who work at logistics sector and to measure the effects related to turnover intention. In this study, survey is used as data collection method. The questionnaire was made with 104 people in the cities of İstanbul, İzmir and Mersin where the logistics companies are concentrated. The study findings show that there is a positive correlation between the depression in employees in logistics businesses and the turnover intention.

Keywords: Logistics, Employee Turnover, Depression, Business

1. INTRODUCTION

Service sector is a sector which survives with customer interaction and succeeds in direct proportion to the level of interaction. Because service sector is a field that address to human directly, interwoven with human and both sides who gives and gets services are human. This str-

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ucture is more and more important nowadays. Because the customer in today's conjuncture draws a profile which is more conscious, more interrogator, much more demanding, desiring more interaction and experience (DEMİR Filiz Otay)

It can be expected that the interaction with a customer group anticipating all such impacts in same time will be important and will affect the success of business organization naturally. The interaction emerges as a process serving to understand customer's demands, preferences and expectations and to learn opportunities and possible offers of the organization. It can be stated that customer interaction has positive effects to innovative production field as in other fields of the organization. (Grunera, 2000)

Certain suggestions are presented for managers to be more effective in their relations and interactions with customers; honouring and rewarding customer, turning customer complaints into an opportunity, recognizing customers and understanding them, allocating enough time to every customer and reachability of managers, paying attention to the suggestions and warnings of customers, making customers feel important. (ÖZTÜRK & KADİR, 2005)

The strategies of organization affects the uncertainty to be occurred in customer interaction, these two issues are influenced from each other. (SKAGSS, 2003)

The business concepts are addressed such as service quality (Kristensen, 1999), business image (CLOW, 1997) which are perceived generally as the premises of customer satisfaction. However, in service enterprises, it is known that the interaction between employees and customers has a significant influence on customer's evaluation of the service received from the employees to whom be in touched. (CHAO, 2007)

Customer Satisfaction, especially those of service enterprises', depends on a large scale on employees' interaction with customers. We can say that customer satisfaction and loyalty increases in direct proportion with this positive interaction. This positive interaction could be possible when employees' mood is healthy and they feel happy. It can not be expected that the customers will be happy in enterprises where their employees are not happy.

For employees to be perceived positively by customers, it is expected the existence of positive emotions and expressions of these emotion (facial expression, tone of voice, gestures and mimics) or efforts to feel them, demonstrating from outside, from a deeper approach, real feelings be in this way (Yürür, 2011). Besides when examining studies regarding depression level of employees in literature, it is observed that generally they are focusing on issues like personality, organizational commitment, sense of belonging but the effects on turnover intention are not investigated enough. Happy employees at same time can interact with customers happily

and effectively. Therefore, the effects of depression levels of employees on turnover intention will be examined in this study.

2. LITERATURE REVIEW

Depression is a syndrome defined in a wide spectrum varying in terms of severity, symptom types and course of disease. From normal sadness condition to different scenes coursing with severe psychotic symptoms could be diagnosed as depression. If we look from the view of mood, normal sensations everybody can feel occasionally may be a matter of major depression as a syndrome when they are excessively severe, intense and overtime. Clinical major depression differs from normal depressive mood in many aspects. The characteristic distinguishing major depression from depressive mood could be enumerated like: impairment in body functions; i.e. sleep disorder, appetite and weight changes, decrease in sexual desire and potency, slowdown in gastrointestinal functions, decrease in eagerness and competency of performing social roles anticipated in family, work place, school and marriage, suicide ideation or commitment, breakdown in perception of truth. (ROTHSCHILD, 1999)

Complaints related to the mood or the sensations such as decreased self-respect, incompetency, sense of guiltiness, irritability, apathy, incuriousness, anhedonia which are fundamental symptoms of depression must be explored carefully. Physical complaints such as insomnia, fatigue, headache, change of weight, vital changes such as memory problems, marriage and work stress management capacity, social withdrawing, economic problems could be also sorted as the symptoms of depression (OĞUZHANOĞLU, 2001).

Depression also may affect working life negatively since it is a situation that decreases life quality and joy of life.

It is confirmed that the stress sources in work environments differ from each other and intense and long-lasting stress exposed in work place causes various physical and mental changes on employees. (YILDIRIM A, 2011) It is observed that the depression in work environment makes a negative contribution to the quality of work (YILDIRIM A, 2011).

Turnover Intention is defined as destructive and active acts demonstrated from employees of the enterprise as a consequence of unsatisfaction about working conditions (GÜL vd.,2008). It can be said that the organizational support perceived is one of the reasons of employees' leaving their jobs or emerging turnover intentions (TURUNÇ ve ÇELİK, 2010).

Turnover intention affects negatively long term planning and sustainability issues from the viewpoint of employee and employer both. Employee will quit the job when s/he finds a better employement. This will cause financial and intangible losses.

3. METHOD

3.1. Research Objective

The objective of the research is to examine the effects of depression on employees in logistics which has been increasing in recent years and have significant impacts.

3.2. Sample Data Collection Tool and Data Collection Method

In this study, employees in logistics sector in Turkey were thought as universe, by convenience sampling method was endeavored to conduct on 200 logistics employees, but 104 questionnaires were gathered out of 200 samples. Questionnaires were done especially in logistics centers such as İstanbul, İzmir, Mersin. 7 of items were used for the scale of depression and 5 of them for the scale of turnover.

Questionnaire is composed of three chapters. In first chapter, 7 items were used related to depression which was the short form of Depression Anxiety Stress Scale (DASS) developed by Lovibond and Lovibond (1995) and conducted Turkish validity and reliability by (Boz, Yılmaz and Arslan, 2016). "Never" was coded as 0, "Rarely and sometimes" 1, "Very often" 2 and "Always" 3 by using the scale 4 point Likert-Type Scale.

In the second chapter of questionnaire, there was 3 items related to the scale of turnover intention developed by Tak and Çiftçioğlu (2009) and Polat (2009). Using the scale 5 point Likert-Type Scale, "Strongly Disagree" was coded as 1, "Strongly Agree" as 5. In third chapter of questionnaire form, there were some items to reveal demographic characteristics of employees.

Questionnaire form was conducted on 104 employees working in logistics and transportation enterprises in İstanbul, İzmir and Mersin between July 5, 2016 - September 5, 2016. Data collected from the questionnaire was analyzed via packaged software SPSS 19.

4. FINDINGS

According to Table 1, 28.8% of participants (30 persons) are female and 71.2% (74 persons) are male considering the demographic characteristics of participants. Regarding to the age characteristics of participants, 58.8% of them (58 persons) is in 20-30 age range, 28.8% (30 persons) in 31-41 and 15.4% (16 persons) in 41 and above.

Table 1. Frequency Distribution on Demographic Characteristics of Participants

Gender		n	%
Woman		30	28,8
Man		74	71,2
	Total	104	100,0
Age		n	%
Between 20-30		58	55,8
Between 31-40		30	28,8
41 and above		16	15,4
	Total	104	100,0

4.1. Validity and Reliability Study

In the study, normality values were examined before to start to analyze the data obtained from the questionnaire. It is determined that the data obtained is in between +-3 for skewness (De Carlo, 1997) and +-6 for kurtosis (Kline, 2015). Before examining analyses, principle component analysis was conducted. The results of the analysis can be seen on Table 2.

Table 2. Principle Component Analysis Results

Structure	Items	Factor Loads*	Eigen Value	Percentage of total variance
Turnover Intention	Item1	0,87	2,153	71,78
	Item2	0,86		
	Item3	0,81		
Depression	Item1	0,89	4,815	68,72
	Item2	0,89		
	Item3	0,89		
	Item4	0,88		
	Item5	0,80		
	Item6	0,78		
	Item7	0,64		

* All factor loads in the table are significant at level %95 ($t > +-1,96$).

4.2 Reliability of the Study

In the wake of principle component analysis conducted to determine validity of values obtained from questionnaires, 2 items related to the turnover intention were removed and the analyses were carried out with 3 items related to the turnover intention. Reliability values related to the data collected from the scales are depicted on Table 3. When Table 2 is shown, it is seen that the structures have high reliability considering Cronbach Alfa values of 2 structures in the scale.

Table 3. Reliability Values of Structures

Structure	Number of Items	Alpha Value
Turnover Intention	3	,80
Depression	7	,92

4.3 Results of Analysis

The relation between depression and turnover intention has been inquired in the study. Therefore, factor score averages of both two scales were calculated. The correlation between two scales can be seen on Table 4.

Tablo 4. Correlation Analyse

		Turnover Intention
Depression	Pearson Correlation	,320*
	p	,001
	n	104

* p<0,01

Table 4 demonstrates the results of correlation analysis. There is a significant and positive correlation between the two scales at 1% degree. Accordingly, the turnover intention increases when the depression level of employees increases. These situation reveals that employees in

logistics desire to leave the sector in a very convenient time for themselves. This indicates that the companies training personnel for the sector for long years may incur loss.

5. CONCLUSION AND EVALUATION

Logistics sector is a kind of a sector which employees and customers need to be in intense face to face communication all the time. Effective and successful communication and customer satisfaction here have impacts on profitability of companies. However, the depression observed on employees working in stressful environment affects adversely company's relations with its customers. In literature review, it is observed that there are very few studies examining the relation between depression and turnover intention.

104 employees were being interviewed by the questionnaire in important logistics centers of Turkey such as İstanbul, İzmir and Mersin. Under the analysis, the scale of depression consisting of 7 questions and the scale of turnover intention consisting of 3 questions were used. Correlation analysis was made by using these two scales. According to analysis, a positive relation is achieved between level of depression and turnover intention. When the depression level of the employees increases, the intention to leaving the job is increasing too.

The Majority of participants is consisting of male (71.2%) and young (55.8%) employees who are in age range 20-30. It may be claimed that young employee's majority is a sign of significant level of turnover in sector. This is also can be shown as a concrete example for the existence of positive correlation between depression and turnover.

Decreasing the depression levels of employees will be a preventive factor for turnover and provide sustainability to companies on quality of their services. For this reason, developing business plans by companies which aims to decrease depression level of its employees will bring peace to work life and this will support companies to sustain their businesses more successfully.

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Appendix: The Scales

The Scale of Turnover Intention

Item1: I am considering to work for another business in coming years.

Item2: I don't want to leave this business in coming 5 years.

Item3: I would like to work here in coming years too.

The Scale of Depression

Item1: I noticed that I have never felt positive emotions.

Item2: I got the feeling that I do not have any expectation.

Item3: I felt myself upset and depressive.

Item4: I felt that I had lost my interest to almost everything.

Item5: I felt myself quite worthless.

Item6: I got the feeling that the life is meaningless.

Item7: I got troubled to take the first step necessary for doing something.