

Measurement of The Work-Related Stress and The Job Satisfaction of Shopping Mall Employees

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ABSTRACT: This paper aims to determine the levels of work-related stress and job satisfaction of shopping mall employees, bearing in mind the perception that shopping malls have busy work schedule and high electromagnetic pollution. 174 staff members employed at shopping malls in Turkey's Adana city were selected using convenience sampling method and included in the sample of the study. A survey including demographic questions along with the Organizational Stress Questionnaire - D (VOS-D) was conducted with these participants. Whether the sub-dimensions directed at determining the work-related stress and job satisfaction levels of the employees are statistically related to the socio-demographic qualities such as gender, age, education level, income level are analyzed using statistical tests. When the correlations between the sub-dimensions of the scale were examined, it was seen that there was a positive correlation between the overload dimension and task conflict and future uncertainty. Furthermore, there is a positive correlation between a lack of belief in the necessity of the work and a lack of job satisfaction. This paper helps to raise awareness of individuals on electromagnetic radiation in their environment in the shopping malls, where the work schedule is considered to be busy and the electromagnetic pollution is high.

Keywords: Work-related Stress, Job Satisfaction, Shopping Mall Employees, Non-parametric Tests

JEL Code: J28, M12, M54

Alişveriş Merkezi Çalışanlarının İş Stresi ve İş Doymu Ölçümü

ÖZ: Bu çalışmada iş yoğunluğu ve elektromanyetik kirliliğin fazla olduğu algısı olan alışveriş merkezlerinde çalışanların iş stresi ve iş doymu düzeylerinin belirlenmesi amaçlanmaktadır. Bu doğrultuda Adana ilinde bulunan alışveriş merkezleri içerisinde çalışan 174 personel kolayda örnekleme yöntemiyle seçilerek çalışmanın örnekleme dâhil edilmiştir. Çalışmaya katılan bu kişilere Organizational Stress Questionnaire - D (VOS-D) ile birlikte demografik soruların da yer aldığı bir anket formu uygulanmıştır. Çalışanların iş stresi ve iş doymu düzeylerinin belirlenmesine yönelik alt boyutların cinsiyet, yaş, eğitim düzeyi, gelir seviyesi vb. sosyo-demografik özelliklere göre istatistiksel olarak anlamlı bir farklılık teşkil edip etmediği uygun istatistiksel testlerle analiz edilmiştir. Ölçeğin alt boyutları arasındaki korelasyonlara bakıldığında, aşırı iş yükü boyutu ile görev çatışması ve gelecek belirsizliği arasında pozitif yönde bir ilişki olduğu görülmüştür. Ayrıca işin gerekliliğine inanma eksikliği ile iş doymu eksikliği arasında da pozitif yönde bir ilişki tespit edilmiştir. Bu makale, çalışma şartlarının yoğun olduğu ve elektromanyetik kirliliğin yüksek olduğu alışveriş merkezlerinde çalışan bireylerin çevrelerindeki elektromanyetik radyasyon konusunda farkındalıklarının artmasına yardımcı olmaktadır.

Anahtar Kelimeler: İş Stresi, İş Doymu, Alishveriş Merkezi Çalışanları, Nonparametrik Testler

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1.Introduction

Nowadays, shopping malls are spaces where individuals spend most of their time in order to socialize and do shopping with their architecture, aesthetics, social spaces and digital equipment. Shopping malls, which are increasing day by day, are centers of attraction due to their activity areas, restaurants and different brand options. Especially on weekends, the number of visitors increase in the shopping malls located in city centers because of the flow of people from surrounding cities and districts. In addition to this intense pace of work to maintain competitive advantage, it is possible to list the base stations, Wi-Fi connections and electromagnetic radiation emitted by technological devices as negative effects experienced by the employees of shopping centers.

Engiz and Kurnaz (2016), in their study which was conducted at one of the greatest shopping malls of Turkey, observed that each month one million people visit the mall and especially on weekends the number of visitors may reach 100,000 due to the events on Fridays, Saturdays and Sundays. They observed that there are numerous cell towers on the roof of and around the shopping mall and many Wi-Fi access points were set within the mall. As a result of the continuous measurement 7/24 in order to determine the electric field intensity (E) in the shopping mall, they concluded that cell towers and the active connection numbers to the Wi-Fi caused a significant increase in the measured E levels. Moreover, among the results of their research, they stated that the electric field intensity measurements differs based on whether the measurements done on weekdays or weekends and whether it is a special day or not.

Visiting all stores within the same indoor area may seem more practical, attractive and time-saving. However, the electromagnetic pollution and large crowds in shopping centers furnished with technological devices turn sometimes the pleasure of shopping into fatigue. While some people visit shopping malls only to spend some time, to shop, to have fun, others spend a significant part of their day at shopping malls to work. Among such intensity, the responsibilities of the shopping mall employees also increase and this affect the stress and anxiety levels of the employees. Hence, employees are affected by various factors that stem from the busy work schedule and physical conditions of the working environment. All these factors may cause the employees to experience work-related stress and decrease in their job satisfaction.

Today, many organizational and environmental factors can cause stress. Lately, with the effect of intense work tempo and competition in the working environment, the concept of work stress has been encountered more frequently. Although the generally accepted definition of stress is the interaction between the situation and the individual, it is the psychological and physical condition that arises when the individual's resources are not sufficient to deal with the demands and pressures of the situation. (Michie, 2002:67). According to McGrath (1976), factors that cause organizational stress are listed as task-based stress, role-related stress, stress caused by behavioral environment, stress caused by physical environment, stress caused by social environment and self-induced stress (Ertekin, 1993:91).

Job satisfaction is defined as positive emotions that arise as a result of an individual's work and work experience (Locke, 1976: 1300). Oshagbemi (2000) defines job satisfaction as the physical and mental well-being of the employee and the general result of attitudes. Job satisfaction is under the influence of a number of factors. These factors may be listed as nature of work, salary, promotion opportunities, working groups, and working conditions (Aziri, 2011:81).

This study aims to analyze the levels of work-related stress and job satisfaction of employees working in shopping malls, where it is predicted that the work schedule is busy and electromagnetic pollution is high. Following the introduction part of the study, previous research in the literature of this study field is examined. Subsequently, the material and the method are introduced the findings are interpreted and the study is concluded with the results and recommendations.

2.Literature Review

In the study of Kalay, Şimşek and Oğrak (2009) the effects of informational technologies on work-related stress and job satisfaction using VOS-D Organizational Stress survey are examined. As a result of their study, a significant and positive correlation between daily computer use time and excessive workload, a lack of belief in the necessity/meaning of work, lack of job satisfaction dimensions was determined. There was a significant but negative relationship between daily computer use time and future uncertainty dimension.

In the research conducted by Türk and Çakır (2006) at a public bank, VOS-D Organizational Stress survey was implemented on employees and as a result, it was determined that the stress levels are affected by socio-demographic variables such as gender, age, education level and work year. According to the results of the survey of Dimitriadis et al. (2014) conducted with 366 employees working at the various branches of the National Bank of Greece, most of the employees' job satisfaction were at moderate levels and the main determinants of job satisfaction were collective relationships and relationships with superiors.

Kim, Murrmann and Lee (2009) studied the moderate role of gender and organizational level in the relationship between role-related stress and job satisfaction of the hotel staff in the Republic of Korea. According to their findings, the effect of role-related stress on job satisfaction was determined to be stronger for female employees and supervisory employees than male employees and non-supervised employees. Armağan and Kubak (2013) studied the relationship between the stress levels and work performances of sales representatives at a shopping mall located in Turkey's Aydın city. As a result of the study, the correlation between marital status and working time and stress levels was found to be statistically significant.

Yenihan, Öner and Balcı (2016) conducted a research on the employees of shopping malls in Sakarya and concluded that the gender differences of shopping mall employees did not have a significant effect on their job satisfaction levels. Yet, the other demographic variables (age, marital status, number of children, etc.), had effect on job satisfaction levels.

The involvement and supervision support of colleagues in the workplace reduces work stress and increases job satisfaction, and there is a positive relationship between work performance and job satisfaction (Babin and Boles, 1996). Şentürk and Tekin (2015) found out that the most important variables influencing the employee performance were organizational support and co-worker support in the study they conducted at a shopping mall in Turkey's Alanya city. They also recounted that organizational support and co-worker support have an increasing effect on the organizational commitment.

Mathieu (2013), in his study took a different approach and concluded that narcissism has a significant effect on job satisfaction and indicated the positive and negative aspects of hiring narcissist employees in terms of the harmony in the work environment.

3. Material And Method

174 staff members employed at shopping malls located in Turkey's Adana city were chosen using convenience sampling method and included in the sample of this study. A survey with demographic questions and the Organizational Stress Questionnaire - D (VOS-D) was given to participants. Türk (1997) carried out Vragenlijst Organisatie Stress-Doetinchem (VOS-D) scale's adaptation, reliability and validity studies and translated into Turkish.

Organizational Stress Questionnaire - D (VOS-D) includes "extreme workload", "uncertainty of duty", "responsibility", "conflict of duty", "inability to leave the workplace", "inability to join the decision making process regarding the work", "lack of believing the necessity of the work", "future uncertainty", "lack of job satisfaction" and "work-related anxiety" sub-dimensions. Apart from some sub-dimensions, it was evaluated as adequate and valid. Each of the questionnaire scales can be considered as an independent scale. According to the purpose of the study, some scales may not be included in the study or new scales may be added (Türk, 1997). Cronbach alpha value of the VOS-D organizational stress scale used in this study was determined as 0.830. While analyzing the research data, "IBM SPSS 24 (Statistical Package for the Social Sciences)" packaged software was utilized. Assumption of normality of the data set distribution was tested with Kolmogorov-Smirnov test. The distribution of all sub-dimensions of the scale was not normal ($p < 0.05$). Thus, non-parametric statistical methods were used for the analysis of hypotheses. In that case, MannWhitney U test was used for binary comparisons and for comparisons with more than two variables, Kruskal Wallis H test was used.

4. Findings

In this part of the study, the findings obtained as a result of the analysis of the data collected from the questionnaires applied to the participants working in the specified shopping centers are included. In

other words, it consists of demographic findings of the employees, descriptive findings of work-related stress and job satisfaction scales and the results of how they are affected by certain environmental and organizational factors.

Table 1. Reliability Levels of Organizational Stress Scale Sub-Dimensions

Sub-Dimensions	Cronbach's Alfa
Extreme workload	0,748
Uncertainty of duty	0,842
Responsibility	0,744
Conflict of duty	0,728
Inability to leave the workplace	0,554
Inability to join the decision making process regarding the work	0,592
Lack of believing the necessity of the work	0,898
Future uncertainty	0,809
Lack of job satisfaction	0,511
Work- related anxiety	0,694

The reliability values concerning the whole of VOS-D organizational stress scale used in this study are tested for this sample and the Cronbach's alpha is determined to be 0.830. This value shows that the scale has a good level of reliability. Likewise, reliability levels of all sub-dimensions of this scale are also tested, each is determined to be at a sufficient level and results are presented in Table 1.

Table 2. Descriptive Features of Employees at Shopping Malls Determined in the Study

Variables	Level	N	%	Variables	Level	N	%
Gender	Male	79	45,4	Marital Status	Married	100	57,5
	Female	95	54,6		Single	74	42,5
Education Status	Primary school	4	2,3	Age	18-27 years old	39	22,4
	High School	117	67,2		28-37 years old	80	46,0
	University	51	29,3		38-47 years old	53	30,5
	Postgraduate	2	1,1		48 years and older	2	1,1
Working time	1-4 years	44	25,3		Monthly income	2,500 TRY or less	78
	5-9 years	64	36,8	2501 TRY- 3500 TRY		58	33,3
	10-14 years	34	19,5	3501 TRY- 5000 TRY		27	15,5
	15-19 years	23	13,2	5001 TRY- 7500 TRY		10	5,7
	20 years or more	3	1,7	7500 TRY or more		1	0,6

When Table 2, which states the defining findings regarding demographic variables, is examined, it can be observed that the 45.4% (n=79) of the participants within the shopping mall are male and 54.6% (n=95) of the them are female. While 57.5% of the participants are married, 42.5% of them are single. In addition, 30.4% of the employees have at least a university degree. When the participants' monthly income levels are examined, it can be observed that 44.8% of them receive a monthly income of 2,500 TRY or less, whereas 6.0% of them receive 7,500 TRY or more. 36.8% of the participants expressed that they have been working at their current job for the past 5 to 9 years, while 1.7% of them stated that they have been working for the past 20 years or more.

Table 3. Examination of Organizational Stress Dimensions in Terms of Gender

Dimensions	Gender	N	Mean Rank	Mann-Whitney U	p (sig.)
Extreme workload	Male	79	91,73	3418,5	0,311
	Female	95	83,98		
Uncertainty of duty	Male	79	89,61	3586,0	0,611
	Female	95	85,75		
Responsibility	Male	79	87,03	3715,0	0,909
	Female	95	87,89		

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Conflict of duty	Male	79	83,40	3428,5	0,321
	Female	95	90,91		
Inability to leave the workplace	Male	79	84,37	3505,0	0,444
	Female	95	90,11		
Inability to join the decision making process regarding the work	Male	79	83,59	3443,5	0,335
	Female	95	90,75		
Lack of believing the necessity of the work	Male	79	86,73	3692,0	0,852
	Female	95	88,14		
Future uncertainty	Male	79	87,44	3747,5	0,988
	Female	95	87,55		
Lack of job satisfaction	Male	79	85,16	3567,5	0,566
	Female	95	89,45		
Work- related anxiety	Male	79	88,91	3641,0	0,732
	Female	95	86,33		

When the findings given in Table 3 are examined, even though none of the organizational stress sub-dimensions differ according to gender in a statistically meaning manner ($p > 0.05$), we can observe that male employees' average in terms of work overload and female employees' average in terms of conflict of duty, inability to leave the workplace, and the decision process regarding work are higher in comparison to the other sub-dimensions.

Table 4. Examination of Organizational Stress Dimensions in Terms of Marital Status

	Marital Status	N	Mean Rank	Mann-Whitney U	p (sig.)
Extreme workload	Married	100	89,14	3536,0	0,616
	Single	74	85,28		
Uncertainty of duty	Married	100	100,27	2423,0	0,000
	Single	74	70,24		
Responsibility	Married	100	93,38	3112,0	0,071
	Single	74	79,55		
Conflict of duty	Married	100	92,80	3170,5	0,102
	Single	74	80,34		
Inability to leave the workplace	Married	100	83,75	3324,5	0,243
	Single	74	92,57		
Inability to join the decision making process regarding the work	Married	100	82,65	3214,5	0,127
	Single	74	94,06		
Lack of believing the necessity of the work	Married	100	85,17	3467,0	0,471
	Single	74	90,65		
Future uncertainty	Married	100	83,82	3331,5	0,258
	Single	74	92,48		
Lack of job satisfaction	Married	100	83,55	3305,0	0,217
	Single	74	92,84		
Work- related anxiety	Married	100	90,06	3444,5	0,429
	Single	74	84,05		

According to the results given in Table 4, only 'uncertainty of duty' dimension significantly differs with respect to marital status ($p=0.00 < 0.05$). Score averages of the married employees are higher for this dimension. Despite the lack of statistically significant difference in other dimensions, the average of married employees in terms of work overload, responsibility, conflict of duty and worry over work-related anxiety sub-dimensions and the average of single employees in terms of other sub-dimensions are higher.

Table 5. Examination of Organizational Stress Dimensions in Terms of Age Range

Dimensions	Age Intervals	N	Mean Rank	Chi Square	<i>p</i> (sig.)
Extreme workload	18-27 years old	39	73,65	4,914	0,178
	28-37 years old	80	87,91		
	38-47 years old	53	96,37		
	48 years and older	2	106,25		
Uncertainty of duty	18-27 years old	39	62,24	14,288	0,003
	28-37 years old	80	91,58		
	38-47 years old	53	98,47		
	48 years and older	2	126,00		
Responsibility	18-27 years old	39	68,54	8,076	0,044
	28-37 years old	80	93,78		
	38-47 years old	53	90,64		
	48 years and older	2	122,75		
Conflict of duty	18-27 years old	39	69,40	7,382	0,061
	28-37 years old	80	90,06		
	38-47 years old	53	97,12		
	48 years and older	2	83,25		
Inability to leave the workplace	18-27 years old	39	89,82	3,448	0,328
	28-37 years old	80	84,32		
	38-47 years old	53	88,31		
	48 years and older	2	148,00		
Inability to join the decision making process regarding the work	18-27 years old	39	95,69	2,159	0,540
	28-37 years old	80	85,52		
	38-47 years old	53	83,48		
	48 years and older	2	113,50		
Lack of believing the necessity of the work	18-27 years old	39	89,83	1,034	0,793
	28-37 years old	80	89,24		
	38-47 years old	53	82,43		
	48 years and older	2	106,50		
Future uncertainty	18-27 years old	39	94,21	2,615	0,455
	28-37 years old	80	87,11		
	38-47 years old	53	84,92		
	48 years and older	2	40,50		
Lack of job satisfaction	18-27 years old	39	98,65	7,779	0,051
	28-37 years old	80	83,42		
	38-47 years old	53	82,62		
	48 years and older	2	162,50		
Work- related anxiety	18-27 years old	39	88,03	0,482	0,923

	28-37 years old	80	85,31		
	38-47 years old	53	90,80		
	48 years and older	2	77,25		

As it can be seen in Table 5, 'uncertainty of duty' ($p=0.003$) and 'responsibility' ($p=0.044$) dimensions differ in terms of age range ($p<0.05$). As a result of the binary comparison tests, this difference is determined to be between 18-27 age group and 48+. The fact that employees within the 18-27 age group are at the beginning of their professional lives and that 48+ individuals are experts in their profession and at the level of transition to managerial positions make this difference meaningful. Even though 'future uncertainty' sub-dimension is not statistically meaningful, the difference between averages of employees in the 18-27 age range and 48+ employees is high. The reason for that is thought to be in parallel with the reasons indicated for the uncertainty of duty and responsibility dimensions.

Table 6. Examination of Organizational Stress Dimensions in Terms of Educational Status

Dimensions	Education Status	N	Mean Rank	Chi Square	<i>p</i> (sig.)
Extreme workload	Primary School	4	120,25	4,260	0,235
	High School	117	82,67		
	University	51	95,36		
	Postgraduate	2	104,00		
Uncertainty of duty	Primary School	4	32,63	6,927	0,074
	High School	117	91,80		
	University	51	83,20		
	Postgraduate	2	55,25		
Responsibility	Primary School	4	93,25	4,117	0,249
	High School	117	84,74		
	University	51	90,79		
	Postgraduate	2	153,50		
Conflict of duty	Primary School	4	151,50	8,275	0,041
	High School	117	84,70		
	University	51	90,35		
	Postgraduate	2	50,50		
Inability to leave the workplace	Primary School	4	65,50	1,762	0,623
	High School	117	90,00		
	University	51	84,42		
	Postgraduate	2	63,75		
Inability to join the decision making process regarding the work	Primary School	4	97,75	1,975	0,578
	High School	117	88,74		
	University	51	85,59		
	Postgraduate	2	43,25		
Lack of believing the necessity of the work	Primary School	4	85,88	1,726	0,631
	High School	117	90,83		
	University	51	80,60		
	Postgraduate	2	71,75		
Future uncertainty	Primary School	4	54,00	2,081	0,556
	High School	117	88,79		
	University	51	87,78		

	Postgraduate	2	71,50		
Lack of job satisfaction	Primary School	4	66,25	2,488	0,478
	High School	117	85,63		
	University	51	94,45		
	Postgraduate	2	62,00		
Work- related anxiety	Primary School	4	81,50	4,833	0,184
	High School	117	82,12		
	University	51	100,25		
	Postgraduate	2	89,25		

As a result of the performed analysis, as can be seen in Table 6, 'conflict of duty' sub-dimension showed to be statistically significant difference according to education level ($p=0.041$). As the education level increases, it can be seen that the conflict of duty of the employee decreases. In addition to this, when the concepts of work overload and uncertainty of duty are evaluated, it can be seen that work overload sub-dimension average of primary school graduates is higher than postgraduates. Whereas for the uncertainty of duty dimension the situation is the opposite. The cause of this is since postgraduates have their areas of expertise, they are more selective when it comes to their area of work. Furthermore, it can be seen in Table 6 that for the responsibility, future uncertainty, and work-related anxiety sub-dimensions scores of postgraduates are higher compared to primary school graduates. As a result, as the education level of individuals increase, their sense of responsibility increases and they prefer specializing in one area rather than accepting any job offered to them. This causes the fields of work to become more and more narrow, the employees to become more selective and these causes anxiety.

In addition to these results, according to employee's monthly income levels, they have the highest level of uncertainty of duty dimension is 2,500 TRY and below. This result may be because employees in this income level are in the first years of their professional life and their education level is low.

Table 7. The Correlations Between Sub-Dimensions of Organizational Stress Scale

	2	3	4	5	6	7	8	9	10
1. Extreme workload	0,108	0,000	,455**	-0,123	0,053	-0,079	,183	0,040	0,077
2. Uncertainty of duty		,286**	,171*	0,003	-0,073	-,204**	0,046	-0,096	0,060
3. Responsibility			0,122	-0,138	-,477**	-,376**	-,339**	-,326**	-0,091
4. Conflict of duty				-,176*	-0,029	-,150*	0,033	-0,091	0,106
5. Inability to leave the workplace					,244**	,329**	0,075	,309**	0,032
6. Inability to join the decision making process regarding the work						,533**	,363**	,390**	0,083
7. Lack of understanding the necessity of the work							,441**	,640**	0,133
8. Future uncertainty								,488**	0,056
9. Lack of job satisfaction									0,066
10. Work- related anxiety									1

*Correlation is significant at 0.01 level

**Correlation is significant at 0.05 level

It can be seen that there is a positive correlation between the work overload dimension and conflict of duty and future uncertainty among the sub-dimensions of organizational stress scale given in Table 7. The individuals whose workload increase in their work environment are expected to have stress induced conflict of duty. On the other hand, individuals with work overload cannot specialize in one area and this affects their future uncertainty. In addition, there is a positive correlation between the lack of belief in the necessity of the work and lack of job satisfaction. Individuals' belief levels in their work and their commitment directly affects their job satisfaction levels.

5. Conclusion

Many studies have been done on measuring electric field intensity bearing in mind the hardware that causes electromagnetic field such as cell towers in various environments, Wi-Fi connection points and

smart technology applications, some of them are conducted by Engiz and Kurnaz (2016), Gürğan and Seyfi (2018), Engiz (2018), Moreira, Infante and Gilart (2018), Tang, Chao et al. (2019). In these studies, they measured electromagnetic field intensity at shopping malls and other living areas. The results have been interpreted, and various warnings and suggestions were made on the precautions to be taken. It is in the expertise of engineering field to measure the electric field intensity in these venues. In this study, the effects of organizational stress and its reflection on job satisfaction experienced by employees who work in environments that are thought to have high electric field intensity have been studied and included in the social sciences field.

According to the findings of the study, while employees at the shopping malls are affected the most by uncertainty of duty, responsibility and lack of job satisfaction at most respectively, they are affected by other dimensions at medium and low levels. It is highly important that the uncertainty of duty problem to be resolved for the shopping mall employees and their job definition to be more clear both in terms of their job performance and reducing their stress levels.

In terms of the gender of the employees, male employees are observed to have higher workload and the female employees are observed to experience conflict of duty more often. At this point, it should be emphasized that the employers need to provide a balanced work environment by considering their employees interests, their work potentials and performances, and their gender. Ensuring the same balance among married and single employees is also crucial in terms of preventing conflict of duty and increasing employees' commitment to their work. In addition, age range of employees and their education level are also crucial for their work performances and organizational commitment. Motivating and guiding attitudes towards young employees in the age group 18-27 who experience future uncertainty and worry over employment will increase their job performance and decrease their anxiety. Likewise, providing an environment in which there is no conflict of duty among the employees who are primary school graduates and individuals with high school, university and graduate degrees can be considered as one of the important responsibilities of employers.

In conclusion, it is highly crucial to raise awareness of individuals on electromagnetic radiation in their environment in the shopping malls, where the work schedule is considered to be busy and the electromagnetic pollution is high. In order to improve working conditions, the architectures of the shopping centers should consist of open spaces where both employees and guests can breathe and the practices aimed at increasing the motivation of the shopping center employees should be diversified. Moreover, it is very important for the employees to increase their sense of responsibility, and for the employers to try to eliminate the concerns of the employees for the future of the institutions and for the increase of job satisfaction by decreasing the work stress of the employees.

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