

## Could burnout be a reason behind airlines accident? An Empirical Study in Turkish Airlines Companies

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Competitive advantage is highly important factor in all sectors. It would be said that having and sustaining competitive advantage in airlines companies depend on safety of flight and quality of services in flight and on the ground. Pilots and flight attendants, in good mental, psychological and physical health give passengers guaranty of safe flight and also high quality of services.

On the other hand, research results show that % 60 to % 80 of aircraft accidents happen due to human factor. Researchers try to figure out where human factor makes mistakes. Stress and fatigue were defined one of the reason behind human mistakes and aircraft accidents.

According to literature, Burnout syndrome might cause companies workers to have negative, callous and dehumanized responses to their customer, increase turnover intention, high stress, job dissatisfaction and decrease the quality of services. This syndrome might be the reason that cockpit and cabin crew live and suffer from stress and fatigue, cause for accident and low quality service in airlines companies.

In this study aims to figure out burnout relationship with stress and supervisory support and how much burnout differ according to professional position difference in cockpit and the cabin of the aircraft. To collect data, Peeters, Buunk ve Schaufeli's (1995) supervisory support survey, House and Rizzo-(1972) stress survey and Maslach burnout inventory survey will be used. Surveys will be delivered to Turkish Airlines Companies. Data will be collected from pilot, copilot and flight attendants. To analysis survey data, correlation and regression analysis will be used. According to the hypothesis developed, the relationships between burnout, stress and supervisory support will be analyzed and findings will be reported.

This study will contribute to the literature with empirical findings about relationship between burnout, stress and supervisory support especially in Turkish Airlines Companies.

**Keywords:** Burnout, Stress, Supervisory support, Professional Position.