

Investigation on the Relationship Between Business Performance and Business Satisfaction: Company Example

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Abstract

This research is designed to examine the relationship between job performance, job satisfaction and intent to leave work. The research consists of a research department in order to be able to reveal the relation between conceptual sections and concepts formed as a result of the examination and evaluation of the domestic and foreign sources in the literature.

In the conceptual section of the study has been completed by exploring the concepts of work performance, job satisfaction and intention to leave the work in the literature, published articles, books and magazines.

The concepts such as the collection of methods and data used, sample size of the universe were included in the study. A descriptive and relational screening model was chosen to test whether the performance of the staff, the job satisfaction, and the intention to leave the work as a model of the study.

In the study, the results of the questionnaire method were analyzed and the findings were presented in order to express the effects of job performance, job satisfaction and job separation intention.

As a result of the research findings obtained, evaluations were made and various proposals were made and the study was concluded.

Keywords: Business Performance, Job Satisfaction, Intention to Leave Work.

1.Introduction

Competitiveness has become ever more important nowadays. To be able to compete and being able to persist the process requires the simultaneous optimization of variables a lot more. One of these variables have an important impact in improving the productivity of human resources and in achieving sustainable competitiveness, the studies of this topic focus on the causes. One of the most important factors for increasing competitiveness is to increase business performance. Many factors play a role in improving business performance. Here is an important place of motivating motivators of economic social. High-performance organizations to achieve high performance skills of individuals with qualifications, so the basic requirement is to work. Encourage individuals to develop their performance skills to clearly see and understand the close relationship between the way organizational goals with personal goals is to ensure. The objectives of the employees, must be sufficient to support the objectives of the department in which it resides. The objectives of the department must support the objectives of the business unit. The purpose of the business must support the overall strategy of the business unit. Performance in a competitive environment to play an important role in the literature have been done a lot of research about this topic. The research subject in this way, success is the reason of turnover intention show that the impact on business performance is very important for businesses, and bring new research to the literature. The aim of the research, who are working in a company operating in Turkey and identify the factors which affect the performance of employees is to analyze their relationship with intent to leave their job. Also according to demographic characteristics, employee job performance, and turnover intentions the aim of the study is to examine the connections of the other.

1.THE DEFINITION AND PURPOSE OF PERFORMANCE EVALUATION, DEVELOPMENT PROCESS, MANAGEMENT PROCESS AND TECHNIQUES

2.1 Definition and purpose of performance evaluation

Performance evaluation; "it is given over a specific time period can be defined as the level of the results obtained by performing the work. According to another definition; it is typically applied in the process of determining the productivity and efficiency performance evaluation processes and tools that are used to achieve the goals specified consists of. Performance appraisal is one of the most important functions of Human Resource Management. In certain periods determined by the company, employees and how their work brings value to the business to measure performance evaluations are made. According to the results of these assessments, training requirements, salary increase, promotion can be applied. One of the most important problems in the business given to employees to determine the extent of completion or the extent of business skills. Performance evaluation, balanced wage employees in the implementation of a system and the determination of the change in the promotion of business it is used for selection and assignment of employees in need of training. The purpose of performance evaluation, employees the job they need to do, learning to provide the knowledge and experience required for them to do their job, self-improvement, and thus offer the possibility of employees to fulfill their own organizational strategies to help. Basically the individual is the focal point of a space, on the one hand, in the past, on the other hand, aims to maximize the mutual benefits of the agency and is intended for the future.

2.2 The Development Process Of Performance Evaluation

Performance, monitoring and evaluation methods to be used it is not known exactly when it was started. According to Koontz, 221-265 in China in the imperial period, to evaluate the performance and operation of the Wei Dynasty "Imperial values" has implemented a system called. Centuries later, the Spanish priest Ignatius of Loyola (1491-1556), the responsibilities of the members of the Jesuit order to evaluate the performance of a system has been established. The first examples of formal evaluations of employee performance in organizations 19. century America is found in public service organisations. Official business of the United States Department of war in 1813 to conduct an assessment when evaluating the performance of reporting by male employees was adopted. The structural performance monitoring system of the first before the first World War, was founded by Frederick Taylor and his assistants. In 1920 the Bureau of the first application was made in the evaluation of the staff of the U.S. Army and in the following years began to be implemented in some factories in the UK. In the 1950s and 1960s in the UK simple success evaluation began with a performance assessment. In 1970, result-oriented performance appraisal system appeared. In the same year for the first time, "performance management" was used since 1980 and began implementing the terminology of the system. Some in Turkey I can say that performance management practices would be traced back to the Ottoman Empire. Indeed, this system, Suleymaniye Mosque, Mimar Sinan during the construction of successful working artists who will work according to their expertise in recruitment, employment, reward and promotion is a good example. In particular, with the enactment of Law No. 4857 in 2003, the results of the performance evaluation system, employees at the end of their employment contracts, have increased the demands of employers and has been accepted as a legal document.

2.3 Performance Management Process

Employees of the company, the financial structure of the company to obtain the best results from all of the components, such as one of the tools used for performance management.

2.3.1 Performance planning

Planning, by definition, the future of the mental in front is designed. The plan from here to a future-oriented concept, it can be said that. In addition, planning is a mental activity. It should be noted that planning and should not be involved in that plan. A first process, the second process is the result. Planning emerged as a result of this plan, that person or institution who prepared the plan is a roadmap for. The setting of organizational objectives, the performance management system is the first step. The goal is expected to be performed within a time period of a person's or organization's specific is the result. Good performance management for employees what they should do, what they do and their contribution to the company's performance should be aware of. Therefore, the right goals are set. These objectives;

- The ability to measure success,
- Defining priorities,
- Plan out the steps and timeline to achieve goals,
- Goals to employees systematically failover
- Provide objective and performance to be evaluated repeatedly.
- The characteristics that must have goals classified as follows:
 - Consistency: the organization's goals and values; Department and organizational goals.
 - Perfection (clarity and precision): the objectives should be clear and well defined,
 - Challenges: Goals and development should encourage high performance standards.
 - Scalability: Goals, performance criteria must be associated must be in the format as quantitative or quantitative.
 - Accessibility: the goals should be within the capabilities of the individual.
 - Acceptability: top and bottom should agree on respective target. Target is two-sided should be considered.
 - A combination of period: Goals should be reached within a certain period of time.
 - Focus on team work: team work should also focus on individual success goals.

2.3.2 Performance evaluation

Performance evaluation, performance management system within a complex and important process. Organizations there are many goals that require an effective and efficient operation. The main purpose of the performance management system in accordance with the criteria and standards specified individual, organizational or group performance to identify, measure, and improve. The performance evaluation process for the determination and evaluation of individual performance or organizational performance is very important. In this process, it is important to be as responsive as possible to determine objective criteria. Performance assessment, management strategies are defined when those in a managerial position leads to. How close the target is approached according to the evaluation results, successes or failures should be emphasized, the missing aspects must be completed and ensured success. However, in most of the organization for the performance evaluation tool is implemented as a one-way with a classic approach. Especially statistics, are important in organizations where records and official procedures, performance assessment, judgment and punishment in the form of results. However, performance evaluation, organizational integrity should be handled. Performance and subjective criteria and standards must be clear and should not lead to subjective interpretation. Performance evaluation is a dynamic system and the success, failure, team work, training and development, information exchange, allows the sharing of responsibility.

2.3.3 Performance improvement

In the case of performance evaluations, organizational performance if employees fail to meet targets, lack of performance will occur. The reasons for this failure are identified and training and development plans have been prepared to eliminate them. As you progress this term in some sources, in some cases it is used as improvement. There are some important steps that need to be taken in the process of performance improvement. These are:

- A lack of performance.
- The definition of the type of deficiency.
- Identification of the causes of the deficiency.
- Develop a plan to determine the cause of the deficiency.
- The implementation of this plan.
- Solved the problem of the existence of the investigation and your shortcomings to be resolved.
- Required the creation and implementation of the action plan.

At this stage, needs to be done first is to reveal the reason for the lack of performance. The reasons were revealed after successfully complete the process by applying performance improvement plans prepared in cooperation with the employees.

2.4 Performance Evaluation Techniques

Since the personnel in a particular job group have different characteristics, different evaluation techniques have to be applied. Performance evaluation techniques assessment techniques assessment techniques are divided into Classic and Modern.

2.4.1 Classical evaluation methods

2.4.1.1 Graphic evaluation

This method of personal success in the work of staff in a particular group in order to evaluate in the general sense are used. All of the staff that reside on a volume or in businesses employing a small amount is a useful method to implement. At the end of certain time periods which is affiliated with the business leaders of personnel of the personnel of work-related behaviors, personal characteristics and work outcomes is a systematic method accommodates receipt of the evaluation of subjectivity.

2.4.1.2 Identifier-type text evaluation method

The composition of the person to be evaluated in the method the qualities, abilities, weaknesses, evaluating one or more of the paragraph essay excellence and you need to prepare. When it comes to choosing the staff, who has worked before evaluations employers, teachers, or colleagues, especially in the selection of personnel to be assigned to positions to be taken based on a written essay.

2.4.1.3 The critical event method

In this method, assessor, personnel doing the job to observe and identify effective and ineffective and the parties to a recording to him. If this record during the events that influence the failure or success of personnel work. In this method-facing personnel behaviors are taken into consideration. The staff will constantly be irritated because it is protected and this will affect the performance badly.

2.4.1.4 Rating and scoring methods

This evaluation method, the evaluation method most widely used. Usually five levels of proficiency. These are very good, good, moderate, adequate, weak. Employee qualifications if it matches with any of these definitions, are included in the group. At the same time, exhibits a reduction on the order of each group among themselves. With the implementation of this method is very easy and little time it is possible to use the range.

2.4.1.5 Comparison and sorting method

In the methods used to evaluate the performance of the sorting method is one of the oldest ways. Simple ranking method in the evaluation the person who does fail is the correct order to the most out of their most successful employees. The best element on top of the list to the evaluator, is placed at the end worst. All employees are then placed on the list. Other binary comparison sorting method is a method. In this method, employees are compared with each other in the predetermined pairs. Put a mark next to his name a successful one. The maximum mark of working with the most successful in the collection of these signs is considered. In this method it will be much too time consuming for the employee to be compared.

2.4.1.6 Forced distribution method

In this method, the evaluation is made in the statistics of the normal distribution curve takes full advantage of the features. This method is used in the assumption that an organization of a small group of employees in a very small group of very successful and will fail a lot of the work, others dispersed among these two groups. Certain of his subordinates in the assessment of those distributions is difficult to assess. For example, 10% of the most successful, 20% are successful and 40% intermediate, 20% if it fails, the 10% most fail-shaped distribution may make this assessment and those required to place his subordinates within the specified range.

2.4.1 Modern evaluation techniques

2.4.1.1 360 degree evaluation method

360-degree feedback method provides feedback from the group to give feedback to the broader work of observing occupational professional performance. This method reflects more than one perspective on every

aspect of Occupational performance and enables the performance evaluation. 360-degree feedback, people give feedback to each other, to attend to the development of strong and open fields to give detailed information regarding a process that supports the development of its people. 360-degree appraisal approach, many people and it took this name because of the measures that are used during the evaluation. The assessment of the person located in a 360-degree approach, the effect of anonymous.

360-degree application, it is useful to consider the following recommendations:

- Who valued deciding whether or not to participate is easy. That need your attention, but the feedback is reliable.
- Evaluators should therefore recognize each other and even share experiences.
- Feedback expert should check the accuracy of the data.
- Your numerical ratings and called the complementary (narrative) evaluations, care should be taken to ensure that they are consistent with. The numbers alone may not make much sense.
- And to avoid being tired, everyone should be valued not at the same time.

2.4.2.2 Records of achievement method

This method targets at the beginning of the semester and the determination of the extent of achievement of the individual performance measurement is based on the investigation of causes, and if reached. To educate and develop managers. Here, by consultation with the target managers to be put in a measurable way, and the evaluations performed frequently and successfully informed about. Therefore, the performance is evaluated by correcting the aberrations that are expected to prepare individual element or administrator improvement plan.

2.4.2.3 Field review method

In order to make the correct evaluation of this method the chief and the manager provides the support they need. A person from the human resources department left and goes directly to the employees from the bureau and their behavior will follow. The answers to the questions and answers prepared by passing the managers then receives a report. These reports can be updated in case of need. In this way, the difference between the assessors is minimized and standardization can be ensured.

2.4.2.4 Method of approach according to the purpose

The steps taken in the creation of the program management by objectives are as follows:

- Employee recommends goals for the evaluation period.
- The employee and the administrator discuss these goals, what determines that are needed, and reaches agreement on a very specific target. They will be overwritten.
- Work to prepare a specific action plan in achieving the aims and execution of on very is reached.
- The administrator during the evaluation period encourages the informal to success.
- At the end of the semester, discusses the achievements of employees and managers on the goals reached and achieved.
- The processes are repeated.
- According to the objectives, all employees in management technique, the same is located at the border of each staff is evaluated alone.

2.4.2.5 Valuation behavioral scales

Behavioral Expectation Scales in the method other than the traditional assessment scale, as in a person's performance to be measured with various criteria has been tried. Behavioral expectation scale, individuals have different personality characteristics, regardless of whether they exhibit behaviors that fulfill specific business requirements that can efficiently evaluates. Workers are evaluated according to various critical events. For each event, at certain points in the score range are scored, and total scores, the results of the evaluation forms. The advantage of this method evaluated the observed behaviors and feedback are more suitable for the assessment of asthma it is easier to make.

1.THE CONCEPT OF SOBERING INTENTION AND NATURE

3.1 Definition and scope of sobering intention

One of the elements that are showing success in organizations human resources management of talented personnel and to enable them to remain in the organisation. The most successful way to be followed in this context is the ability to connect to the organization of efficient and effective personnel. But whether they'll be employees always depending on the values of the organization may wish to leave. Requires a serious investigation of the terms which induced them to leave. Intention to leave that job, because of the negative relationship between organizational commitment and job satisfaction in personnel that are happening refers to the tendency to quit the job. There are many factors that influence on turnover intention to be entered. For example, unable to show the required performance of the person in the organisation, staff, communications and administrative organisation in the administrative policies of the people, their areas of authority and responsibility could not be clearly determined, the lack of justice in organizations, the lack of task definition are some of them. Behavior in organizations employment are double-sided. If the other person is having to lay off people in one organization is divided in a voluntary manner. If people fails to provide job satisfaction, considers quitting your job. Besides, the person to be able to take that decision;

- Intention to leave a job or stay here
- Alternative job opportunities, comparison with the work available work
- Evaluation of alternative job opportunities
- Searching for alternative job opportunities
- The intention of searching for alternative job opportunities
- Evaluation of the expected benefits and leave from work the cost of the call
- Thinking of quitting my job
- Job satisfaction/ dissatisfaction
- Existing job evaluation
- Stay here, or for employment opportunities in terms of employment, it is observed that he should go to look at their options and compare costs.

Performance levels within the organization, while employees with low levels of a high level of performance which reveals that business for the employee's want to leave an extremely bad situation. For this reason, yet by taking the required measures during the intent phase improvements should be put forward. This process in the way of what is happening, what are the factors that caused it if it is known that the necessary improvements can be made, and the qualified labor organization that can be connected. Organizational Awards, business investments and job satisfaction; the factors that prevent them from leaving jobs.

3.2 Work From Causes Affecting The Sobering Intention

Sometimes staff in general and macroeconomic reasons may reveal intention to leave the job. Although precautions are taken in separation from the work of organizations facing personnel, due to the following reasons, to take measures capable of stopping the staff is limited:

- The high cost of severance pay
- Increase income tax more of a burden, especially the tax laws that are developed showing the installation
- Mechanization, automation, due to the possibility of the rise of the bounce and to adapt easily to other things
- General increase in welfare and economic situation
- The general economic situation and labour market influence.

3.2.2 For business reasons

The job of the staff to leave the organisation's own internal factors that caused the disruptions that occur in consists of management and production processes. Businesses in this context, in the absence of personnel, or that it is possible to say that intention is effective in reducing. Internal reasons are as follows:

- Business requirements is the worst.
- Pricing a damaged system.

- The organizational conditions that aren't good.
- Transportation of property.
- The place of establishment of enterprises.
- What the job is and difficulty.
- The staff is very forcing.
- Poor human resource practices.
- Inadequate or absent social services in the workplace.
- Production process is the inability to a good run.

3.2.3 Causes related to personal life circumstances

Because of the rise of the individual life conditions of staff employment trends reasons are as follows:

- Work-related ideals could not be served,
- Training and education needs
- Age-related leave that job due to necessity,
- Changes to occur in family relationships,
- Another job request for hearing,
- Different physiological and psychological reasons
- Change the habits of life

Personal living conditions, and general economic reasons as internal reasons three sections-two separate titles, we also practice these in a nested format. Impress each other and complete individuals by staying or leaving at work about decision-making behavior.

3.3 The Results Of The Sobering Intention

The Sobering Intention, the job before leaving the stage. Staff intention to leave job why it is possible for yielding undesirable results in terms of business need. If you fail to get the data from the staff of the organizations they want a return on their investment you will receive. The increase in intentions to leave that job performance, organizational identification, job attachment, work values such as satisfaction will decrease. In this context, the potential negative personal and organizational turnover intention on the basis of the situation is also extremely important. Staff turnover intentions are affected by the economic situation in the country. People have a tendency to leave that job, although carrying, they also are able to continue because the conditions are bad. Economic concerns in developed countries that you intend to leave that job because it is not the staff can turn it more easily into action. An employee's intention to leave the job affects the others. Motivation is likely to decrease efficiency and others. Businesses in a voluntary manner with the intent to leave the job of personnel in terms of loss of human capital equal to the cost of training new staff and recruitment when it comes to creating. The examination are given in the following table:

Table 32: An examination of the influence of business performance and business satisfaction on the sobering intention.

Model		B	Std. Error	Beta	t	Sig.	R2	F	Sig.
1	(Constant)	26,558	3,674		7,229	,000	,060	13,303	,000
	Business Performance	,428	,117	,245	3,647	,000			
2	(Constant)	35,837	4,009		8,940	,000	,239	21,593	,000
	Business Performance	,761	,126	,436	6,019	,000			
	Intrinsic Satisfaction	,549	,205	,365	2,680	,008			
	Extrinsic Satisfaction	-1,596	,281	-,758	-5,676	,000			

Dependent Variable: Sobering Intention

According to the results of the regression analysis, an investigation of the effect on sobering intention and business satisfaction dimensions of business performance as a result of in the first stage, the direct effect of business performance was evaluated as the F value 13,303 and R2 value 0,060 were found. Business performance ($\beta = 0,245$) and it was concluded that Direct had a positive effect. Accordingly, H1 is validated, and

the assessment of their business performance intention to leave the job for people who are good at general it is observed that the tendency to show increased. In addition to the business performance in the second phase the effect of business satisfaction F value R2 and the value of the agent was evaluated as 0,239, 21,593 were found. Job performance ($\beta = 0,436$) that has a direct and positive effect on Intrinsic satisfaction ($\beta = 0,365$) that has a direct and positive effect, extrinsic satisfaction ($\beta = -0,758$) concluded that it was direct and had a negative effect. Accordingly, the performance of their work for assessment and intrinsic satisfaction, the trend of showing the general intent to leave the job with good people is increasing, but extrinsic satisfaction, intention to leave the job with good people, showing that the trend is observed.

1.INVESTIGATION OF THE RELATIONSHIP BETWEEN BUSINESS PERFORMANCE, BUSINESS SATISFACTION AND THE SOBERING INTENTION

Through the program IBM SPSS 21 statistical package, the data obtained in this study is resolved by applying tests and analyses. These data were evaluated according to statistical testing and analysis and resolved. As a model of research intention to leave the job affects job performance of the personnel in order to test whether the descriptive and relational scanning model was preferred. Sampling method sampling of the study in an easy way. During the data collection phase, personal information form, scale and turnover Intention scale was distributed to the employees job performance. Personal information form is intended to obtain demographic information. In this form of Sex, School, professional experience, age, socioeconomic level were asked. Turnover intention scale 5-point Likert scale is rated using. To what extent do the statements indicate that participants attended to the “1-strongly disagree, 2 - Disagree, 3-Neutral, 4-Agree, 5-strongly agree” were asked to mark the appropriate one from the options. Goodman and Svyantek variable for the measurement of business performance (1999) generated by a one-dimensional scale task performance was used. On this scale, participants assesses their own performance.

4.1 The reliability and validity of data collection instruments

Research of the scale used in the survey form specified for the scale were chosen from the Turkish reliability and validity of the research. In addition, the scales validity and reliability in this study collected from the field research started with a sample of the first 50 people to date have been measured.

4.1.1 Business Performance Scale

Construct validity of the scale explanatory factor analysis in the study, internal consistency reliability analysis (Cronbach's Alpha) was determined and the results are given below:

Table 4: The Scale Reliability And Validity Of Business Performance

	Factor
	1
I'll show my expertise about my job in every task.	,931
I can take on more of the responsibility on me.	,930
I see enough of myself to a more senior position.	,925
I'll bring you to meet all the requirements for my job.	,917
I should deal with each given task expertly.	,916
I'll finish on time that is issued for each task.	,905
About my job I will reach all of the goals.	,903
Each given task in the desired manner throughout a good performance fulfilling work I flaunt it.	,888
Cronbach's Alpha	0,972
Value	6,688
Variance Explained %	83,603
Cumulative Variance Explained %	83,603
KMO	,935

Made according to the results of explanatory factor analysis, the scale in a structure that is composed of a single factor has been identified. 0,935 KMO statistic is greater than 0,500, because it is sufficient. In addition to this total variance that is described in %83,6 has been identified as. Structural is used to scale the results where consistent with other studies. The Turkish reliability and validity of the scale were chosen from the scale of the research. In this study 8-item scale according to the results of the reliability analysis the internal consistency coefficient $\alpha=0,972$, thus, the scale have been found to have high reliability.

4.1.2 Sobering Intention Scale

Construct validity of the scale explanatory factor analysis in the study, internal consistency reliability analysis (Cronbach's Alpha) was determined and the results are given below.

Table 6: Validity And Reliability Of The Sobering Intention Scale

	Factor		
	1	2	3
I will be leaving this institution at the first opportunity I could find.	,920		
I think often about quitting my job.	,894		
Most likely I'll start looking for a job within the next 3 years.	,886		
Probably next year I'll be looking for a new job	,881		
I think in a serious way within the next year to look for another position	,876		
I'm starting to think of quitting job more often recently	,864		
Right now I'm working from work, if I find a job more attractive, I'll leave immediately	,857		
Right now I'm working I prefer to work in a more ideal job than your job	,851		
If I had the chance I'd leave my job	,834		
At present I'm thinking about quitting my job often	,826		
I'm thinking of quitting the job in the shortest possible time	,755		
Probably looking for a new job in a different sector next year	,721		
I'm thinking of quitting my job even though I love my job	,648		
I'm actively looking for a new job	,636		
Whatever I'm willing to leave from work	,634		
Even though I work in this workplace, I'm applying for an alternative job	,597		
My career, I prefer to continue in the workplace		,809	
I am reluctant to leave that job		,804	
Don't think of quitting my job		,765	
I'm thinking of working at this job until retirement		,761	
Whenever possible, don't think of quitting my job		,756	
If I had the chance to choose again, instead of this institution, I don't want any		,736	
I've had serious thoughts about changing my business since I started here			,469
I wanted to leave from work even though I'm being pushed by my manager to resign			,837
I wanted to leave from work even though I'm being pushed to resign by my coworkers			,806
If the person leaves the job, who abused me, I might keep my job			,612
Cronbach's Alpha	0,969	0,871	0,765
Value	10,97	3,864	3,75
Variance Explained %	42,21	14,86	14,453
Cumulative Variance Explained %	42,21	57,07	71,528
Cronbach's Alpha	,936		
KMO	,836		

Scale items used in this study for the first time due to the initial validation study of the scale in this study were conducted. Made according to the results of explanatory factor analysis, the scale is composed of three factors in a structure that has been identified. Because kmo statistic is greater than 0,500, 0,836 is sufficient. In addition to this total variance that is described %71,52 has been identified as. Accordingly, the current scale of adoption and the necessary conditions are provided. By paying attention to the content of substances collected under the lower dimension nomenclature are reviewed. The first sub-dimension the name of “turnover Intention”, the second dimension is called “letting go”, the third dimension is called “forced to resign” is designated. In this study, a 26-item scale according to the results of the reliability analysis the internal consistency coefficient $\alpha=0,936$, thus, the scale have been found to have high reliability. The severance sub-dimension, the internal consistency

coefficient of $\alpha = 0,969$, thus, the scale have been found to have high reliability. The intention to continue to work sub-dimension, the internal consistency coefficient of $\alpha = 0,871$, thus, the scale have been found to have high reliability. Forced to resign, the sub-dimension, the internal consistency coefficient of $\alpha = 0,765$, thus, the scale have been found to have high reliability.

Results and Suggestions

Competitive advantage and quality of Service research in recent years of variables such as job satisfaction, job stress, performance and behaviour on issues such as the impact on turnover of employees has revealed. For this reason, the effect on turnover intention, employee job satisfaction, the effect of stress on performance, the effect of performance on job satisfaction importance for this topic as researchers have began to emerge. We use the questionnaire as a research method of analysis given in the results for that results from the findings are listed below:

- According to the results of regression analysis, dimensions of job performance and job satisfaction an investigation of the effect on turnover intention, as a result of in the first stage, the direct impact of business performance had a positive effect on business performance has been assessed and it was concluded that direct and. Accordingly, the assessment of the performance of their work to show intention to leave the job for people who are good at general it is observed that the tendency increased. In the second phase of the business performance and job satisfaction has been assessed in addition to the effect of the agent that have a direct and positive impact on business performance has direct and positive effect on the internal satisfaction, extrinsic satisfaction had a negative effect on direct and concluded that it was. Accordingly, the performance of their work for assessment and intrinsic satisfaction, the trend of showing the general intent to leave the job with good people is increasing, but extrinsic satisfaction, intention to leave the job with good people, showing that the trend is observed.
- According to the results of regression analysis, dimensions of job performance and job satisfaction intention to continue to work as a result of evaluation of the effects of sub, in the first stage, the direct impact of business performance has been assessed and it was concluded that had direct and positive effect on business performance. Accordingly, the performance of their work for assessment people who are good at general it is observed that the tendency to show the intention to continue the work increased. In addition to the business performance of the agent in the second phase has been evaluated the effect of job satisfaction and this relationship is significant.
- According to the results of regression analysis, dimensions of job performance and job satisfaction as a result of investigation of the biological effects to leave the job, in the first stage, the direct impact of business performance has been assessed and this relationship is significant. In the second phase of the business performance and intrinsic job satisfaction in addition to effect satisfaction direct and positive effect on the agent that has been evaluated, it was concluded that extrinsic satisfaction had a negative effect on direct and. Accordingly, it is validated, and my own inner satisfaction, the trend of showing the intention of leaving the general to resign when pushed with good people is increasing, but extrinsic satisfaction, intention to resign was pushed when the good people of showing the trend is observed.

5.1 Suggestions

In the future, studies and research by considering the restrictions specified in both scales in the selection of points for long-term comparisons should be made and should work to give more reliable results. To examine the perceptions of employees working for a long time, the dynamic process of detection can help determine the variables that may arise to the forefront. Employees' perceptions of performance, turnover intention, job satisfaction may vary in situations such as this. Long-term satisfaction for researchers with another benefit is to minimize the interaction between the dimensions of business performance. In addition, "trust" inclusion of the variable in future studies, the research discussed in descriptive variables between job satisfaction and turnover intention in Turkish society because it can increase the rate in terms of is of great importance. In addition, the inclusion of the subjective perceptions of the research objective criteria on the limit of the research also will decline. For example, the amount of production directly-employment rate, the use of subjective concepts, such as intention to leave that job to support. Regarding data collection, this study was conducted with the survey. To be included in future studies as well as qualitative techniques quantitative techniques, study relationships and the identification of variables that are not included in the model could allow to examine it more closely. Finally,

there are differences with respect to the size of the business performance. It is believed that, The consideration of operational performance dimensions with different businesses and different levels of hierarchy can also shed light on the divergence in question.

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