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Sociology Problems

Original article

**INVESTIGATION OF THE EFFECT OF ON JOB SATISFACTION  
OF TAX OFFICERS' STRESS STRUCTURE**

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**Abstract.** One of the things that you need to sustain the life of a human being is to work and earn money. Therefore, the vast majority of people start to work after a certain age. A large part of the time in the business life of the individuals who will spend rest of his life in the business environment is composed of a set of expectations. As long as the individual's expectations being met and worked happier work environment that is more productive and successful. Otherwise, in which individuals become unhappy with the situation and are exposed to stress, unhappiness. In cases where the stress is on the individual can make mistakes on the job. Individuals who mistake the effects of stress at work is miserable. The success of both the individual may cause deterioration of the deterioration of the psychology of happiness in both the workplace. Examples of these different situations is present in every sector. Because it is in the subject of research in the public sector is the reflection of this situation are available. The subject of this research is "Evaluation of the Effects of Stress on Job Satisfaction of Tax Officers Structure".

**Keywords:** public sector, tax officer, stress, job satisfaction

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**ИССЛЕДОВАНИЕ ФАКТОРА УДОВЛЕТВОРЕННОСТИ ТРУДОМ  
В СТРУКТУРЕ СТРЕССА НАЛОГОВЫХ РАБОТНИКОВ**

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**Аннотация.** Большую часть своей жизни люди проводят на работе. При этом эффективность и продуктивность их работы тесно связана и зависит от удовлетворенности их ожиданий от занимаемой должности и выполняемой работы. Так, стресс и неудовлетворенность приводят к ошибкам на рабочем месте и, как следствие, снижают производительность труда. Такая ситуация присуща как частному, так и государственному сектору. В данной статье приводятся результаты анализа влияния стресса и удовлетворенности работой служащих налоговых органов Турецкой Республики на эффективность и продуктивность их работы.

**Ключевые слова:** государственный сектор, налоговые инспекторы, должностное лицо, стресс, удовлетворенность работой

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## 1. Introduction

Working life, people are expected to form a team. In this case, the individual starts with a dream of becoming a business owner. What he wanted to earn money to meet their needs as individuals first are the expectations and dreams. Consequently, the colleagues are developing ideas with managers as well subsistence. All of these expectations affect the individual's job satisfaction. Individuals become happy when expectations are met. The resulting efficiency brings happiness and success with him. Otherwise people composed of unhappiness and causes stress. Stress hinders the success of its people.

That the weight of the public sector is a sector service delivery and studied the intensive work schedule. Such an individual working in the business sector must be highly satisfied. Otherwise, it is an inevitable consequence of stress. The concept of job satisfaction has a different meaning for each individual. features that people have, culture, age, job satisfaction also the understanding of the influence of factors such as education also varies. conditions offered by expectations of individuals in the work environment consistent regardless of job satisfaction may occur. Individuals do not like the terms presented to him or fails to accept job dissatisfaction can occur. Job dissatisfaction leads to unhappiness and raises the stress level.

The satisfaction of the tax officials to obtain business with the business Finance Organization and carrying out operations in the public sector is required. Because being studied in a busy work schedule. He is a source of stress in the job, an individual is unsatisfied exposure causes more stress.

Research topics Investigation of the Effect of Tax Officials Stress on Job Satisfaction of Building "dir. The aim of the study is to determine how this affects the tax collectors job satisfaction stress of the structure. Research was carried out by the method described is descriptive and evaluation of the current situation.

## 2. Business Satisfaction

Conceptual expression of being happy and satisfied with the work situation of individuals from the business is satisfied. Many factors affect individual job satisfaction with individual features. It is generally divided into individual factors and organizational factors. The first factor is the concept of individual needs. If your needs are met provided the formation of job satisfaction. The happiness of individuals occurs and can continue to work without exposure to stress. See value in work environments where individuals feel valued other factors affecting job satisfaction. Value concept is one of the individual factors. Individual factors affecting job satisfaction: age, gender, expectations, at the same time in work, education, intelligence and ability are status and socio-cultural environment.

The first factor is the need of the individual. If the individual's needs as a priority the issue of providing satisfaction can be happy. In this way, individuals can work efficiently stress from too much exposure. The Value cases are among the individual factors. Individuals may want to work in an environment that felt it was worthwhile. He worked with colleagues who value the same way individuals live dissatisfaction when not see the money. other individual factors affecting job satisfaction: expectations, gender, age, duration of work in the same environment, education level, status, intelligence and ability, personality, profession and socio-cultural environment<sup>1</sup>.

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<sup>1</sup> CUTTER, S. (2006), Motivation and Job Satisfaction Relationship and Practice in Bank One example, Pamukkale University, Institute of Social Sciences, Department of Business Administration, Management and Organization Department, Unpublished Master Thesis, Denizli

Other factors are the organizational factors affecting job satisfaction. These factors include: wages, if not seen, career opportunities, management style, organizational culture, business ethics, relationships with colleagues and be counted as physical conditions.

An employee is charged first thing to expect from the job. Therefore, a high-income employees who are satisfied in this regard. Another factor to be healthy and full of physical condition also facilitates the job satisfaction. However, only individual factors at this point does not match reality and thus to achieve the job satisfaction too much. Because individual characteristics job satisfaction because it leads to the formation differences vary between individuals. Another cause of this condition is due to a dynamic phenomenon job satisfaction. Despite this, creating general conditions for working individuals ensures that individuals are happy and work with less stress.

Job satisfaction of employees up to managers to executives as well be a topic of concern must also be careful of. Because once released as providing job satisfaction for employees is a situation unthinkable. Job satisfaction is a dynamic phenomenon<sup>1</sup>. do not want to fall below the level of satisfaction they gain because individuals are always requested a further level.

### 3. Relationship Between Stress and Job Satisfaction

Stress every moment, every second because there is also a factor in job satisfaction. Stress There is a direct relationship between job satisfaction. Both concepts are also factors affecting individual and organizational. However, one detail stands out at this point. Job stress affects satisfaction or dissatisfaction is located between organizational stress factors. Topics to be illustrative of stress and stress factors need to be disclosed.

Stress defined by Hans Selye is expressed as the reaction of the human body to external factors. Magnuson, on the other hand, expressed it as a reaction to the difference between the inner world of man and the outer world.

Stress is a concept first described by Hans Selye. Selye stress is stated as a general response to external factors of the human body. Magnuson people with reactions to expectations in his inner world he has defined the differences between the real world<sup>2</sup>. expressing thriller that definition as the ability to cope with people's surroundings Davis<sup>3</sup>'E belongs. In general, stress, strain and given the situation that causes people to disrupt the peace is expressed in all of the physical and psychological reactions.

Stress, the leading causes are sorted by himself. Individually, three topics are discussed in the organizational and environmental stress factors. In particular, it is composed of organizational stress factors working life. Job's own property, work load, the situation attracted the response of the individual are factors that affect stress. Individuals between the characteristics of the business with its own characteristics leads to the formation of the mismatch stress<sup>4</sup>.

Organizational stress factors that occur in the business environment. Workload, time limit, to a lack of physical conditions, wages, role conflict, administration problems, for many reasons such as bullying are considered as organizational stress factors. It also increases the level of stress experienced by the individual formation of organizational stress reasons. It is observed that the organizational stress factors are the same reasons that factor into job dissatisfaction. Therefore, it is understood that there is a direct relationship between job dissatisfaction and stress.

<sup>1</sup>AKINCI, Z. (2002). Tourism Industry Factors Affecting Business Listed in the Job Satisfaction: A Case Study in Five Star Hotels, Akdeniz University. FEAS Magazine, Issue 4, p. 1-25

<sup>2</sup>GÜMÜŞTEKİN, GA and our EU ÖZTEKİN, 2004, "Essential Personnel Management and Organizational Stress on an Application", Erciyes University Journal of Economics and Administrative Sciences, Vol. 23 July-December ss.61-85

<sup>3</sup> DAVIS, K., 1982, Human Behavior in Business, Trans. Tosun K. et al., Istanbul University Faculty of Business Publications, No.199, Istanbul

<sup>4</sup> CAM, E., 2004, "Stress at Work and Women Employees in the Public Sector", International Journal of Human Sciences, ISSN: 1303-5134

Tax officers work intensity, the structure of the organization is exposed to stress due to organizational policies. The formation of the existing employees in more job dissatisfaction leads to increased stress levels. Individuals of loss in productivity, errors occur in their work. Make no mistake of an employee in the teller clerk may cause improper operation of or collection of any taxpayer. Stress is therefore a further deterioration of the health situation would occur if tax officials. Physical and individuals can come inoperable patients psychologically. This is why the tax officials to ensure job satisfaction for the health of both individuals and organizations that are important for public institutions.

#### 4. Conclusion

individuals working as a tax clerk job satisfaction is not possible to provide completely. However, overall job satisfaction by making some arrangements can be captured. Observe the following advice may be to ensure job satisfaction:

1. to facilitate career opportunities
2. Recreation time separation
3. a satisfactory level of salary
4. improving the physical conditions
5. To popularize the profession, conducting activities to improve the professional solidarity.

policies should be implemented in line with expectations. Otherwise, if you do what is done it will fail.

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