SAMPLE

METHOD

In this section, the data obtained through the survey are analyzed and information about the method of the research is included. In addition, the data obtained through access to information systems are tested with various statistical methods.

Model of the Research

aimed to examine the relationships of 203 participants according to their groups . There are no limitations in the research.

Data Collection Tool and Techniques

The data were collected by the relevant researcher by the survey method, transferred to the Microsoft Excel program, organized, cleaned and made suitable for analysis. In analysis, Kolmogorov Smirnov Normality Test, Explanatory Factor Analysis, Confirmatory Factor Analysis, Reliability Analysis, Mann Whitney U Test, Kruskal Wallis Test and Spearman Correlation Tests were used. Data analyzes were tested using the IBM SPSS Statistics 26.0 (Statistical Package for Social Science) package program.

1. *FREQUENCY TABLES*

Table 1 : Demographic Characteristics Frequency Table

Variable	N (%)
Gender	
Male	103 (50.7)
Woman	100 (49.3)
Age	
25 and below	53 (26.1)
between 26-35	63 (31.0)
between 36-45	50 (24.6)
46 and above	37 (18.2)
Marital status	
Single	94 (46.3)
Married	109 (5
Education status	
Undergraduate below	
Undergraduate	
Master 's a	.3)
Income	
	45 (22.2)
	34 (16.7)
8,501 TL-10,000	
	43 (21.2)
10,001 TL and Over	81 (39.9)
*** number	
Between 0-40	47 (23.2)
Between 41-80	74 (36.5)
Between 81-100	46 (22.7)
101 And More	36 (17.7)
Vocational experience time	
1-5 Years Between	77 (37.9)
6-10 Years Between	56 (27.6)
11-15 Years Between	38 (18.7)
16 Years And More	32 (15.8)
Total	203 (100.0%)

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While 49.3% of the population included in the study was female, 50.7% was male, 54% were married. While 81.3% of the population, 57% of whom are under the age of 35, have a bachelor's degree or higher, approximately one-fifth of them earns the minimum wage, and 60% of them have *** numbers between 0-80. The rate of those with more than 10 years of experience is 34.5%.

*Table 2: Propositions Regarding Errors in ****

	Absolutely I do not agree	I do not agree	I'm undecided	I agree	Absolutely I agree
customer don't miss thought	4 (2%)	20 (9.9%)	15 (7.4%)	71 (35%)	93 (45.8%)
earn more money request	5 (2.5%)	25 (12.3%)	8 (3.9%)	70 (34.5%)	95 (46.8%)
Characteristic features	2 (1%)	19 (9.4%)	25 (12.3%)	70 (34.5%)	87 (42.9%)
in the profession competition density	3 (1.5%)	32 (15.8%)	12 (5.9%)	67 (33%)	89 (43.8%)
F1 distribution imbalances	6 (3%)	21 (10.3%)	18 (8.9%)	76 (37.4%)	82 (40.4%)
Audit insufficiency	3 (1.5%)	14 (6.9%)	8 (…%)	78 (38.4%)	100 (49.3%)
Vocational your education insufficiency	1 (0.5%)	6 (3%)	…)	72 (35.5%)	117 (57.6%)
Vocational your dignity in society little to be	8 (3.9%)	32 (15…)		59 (29.1%)	94 (46.3%)
Economic instability	5 (2.5%)		…%)	59 (29.1%)	80 (39.4%)
from family incoming manners and manners in education insufficiency			19 (9.4%)	91 (44.8%)	65 (32%)
frequent on F4 chic changes to be done		(3.9%)	8 (3.9%)	57 (28.1%)	129 (63.5%)
Public institutions of mechanism …		17 (8.4%)	13 (6.4%)	66 (32.5%)	105 (51.7%)
Traditions , customs , traditi… customs		…4%)	48 (23.6%)	33 (16.3%)	63 (31%)	52 (25.6%)
religious factors	26 (12.8%)	58 (28.6%)	30 (14.8%)	35 (17.2%)	54 (26.6%)
F3flood prints	10 (4.9%)	31 (15.3%)	31 (15.3%)	56 (27.6%)	75 (36.9%)
received trainings	1 (0.5%)	2 (1%)	13 (6.4%)	79 (38.9%)	108 (53.2%)
Vocational organiza… control	2 (1%)	12 (5.9%)	19 (9.4%)	83 (40.9%)	87 (42.9%)
your religious beliefs level	27 (13.3%)	49 (24.1%)	36 (17.7%)	42 (20.7%)	49 (24.1%)
criminal sanctions	11 (5.4%)	18 (8.9%)	18 (8.9%)	65 (32%)	91 (44.8%)
F5 level	2 (1%)	9 (4.4%)	69 (34%)	123 (60.6%)	203 (100%)
received fee	5 (2.5%)	16 (7.9%)	12 (5.9%)	74 (36.5%)	96 (47.3%)
Vocational experience		5 (2.5%)	8 (3.9%)	75 (36.9%)	115 (56.7%)
studied environment	1 (0.5%)	10 (4.9%)	9 (4.4%)	78 (38.4%)	105 (51.7%)

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The participants were asked about their level of agreement with various statements and the distribution of the answers is given in Table 2.

2. *STATISTICAL ANALYSIS*

the 23 -item scale questions directed to the participants were analyzed by explanatory factor analysis, it was determined that there were questions that were grouped and should be excluded. After the remaining expressions were tested in confirmatory factor analysis in SPSS AMOS program, they were modeled according to the modification indices below.

Table 3: Explanatory Factor Analysis Rotated Component Matrix

	1	2	3	4	5
S1	**0.784**	0.091	0.123	0.055	0.161
S2	**0.719**	0.149	0.117	0.019	0.173
S6	**0.647**	0.140	0.169	0.246	0.047
S5	**0.643**	0.298	0.290	-0.006	0.266
S12	**0.581**	0.393	0.011	0.035	0.206
S11	**0.571**	0.176	0.052	0.406	
S10	0.054	**0.703**	0.321		
S8	0.267	**0.689**	0.2		
S9	0.311	**0.686**			94
S13	0.226				0.165
S3				0.204	-0.075
S18			**.736**	0.086	0.217
S1			**0.648**	0.142	-0.239
		0.382	**0.610**	-0.037	0.288
	0.001	0.093	**0.545**	0.417	0.098
	0.092	0.219	**0.504**	-0.078	0.433
S20	0.086	-0.002	0.102	**0.768**	0.141
S16	0.159	-0.023	0.118	**0.735**	-0.172
S22	0.038	-0.018	0.052	**0.596**	0.392
S7	0.054	0.341	-0.070	**0.530**	0.121
S23	0.192	0.068	0.108	0.344	**0.601**
S21	0.362	0.136	0.308	0.155	**0.580**
S4	0.412	0.430	0.119	-0.030	**0.437**

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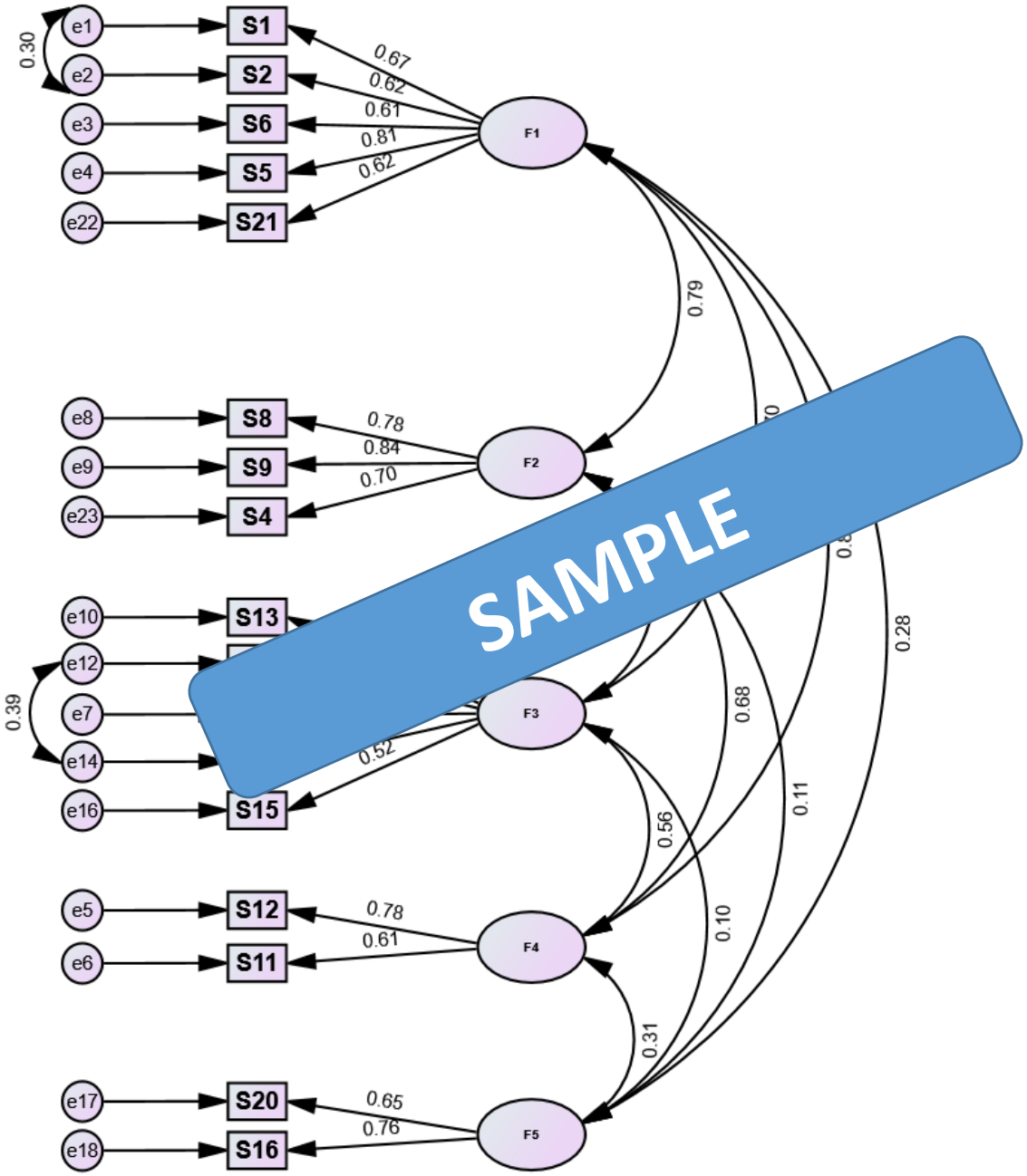
Table 3 contains the factor analysis component matrix rotated by the varimax method. In the analysis suggesting a 5-factor structure with an eigenvalue greater than 1, the cumulative explained variance rate was calculated as 58.6%.

Table 4: Confirmatory Factor Analysis AMOS Model



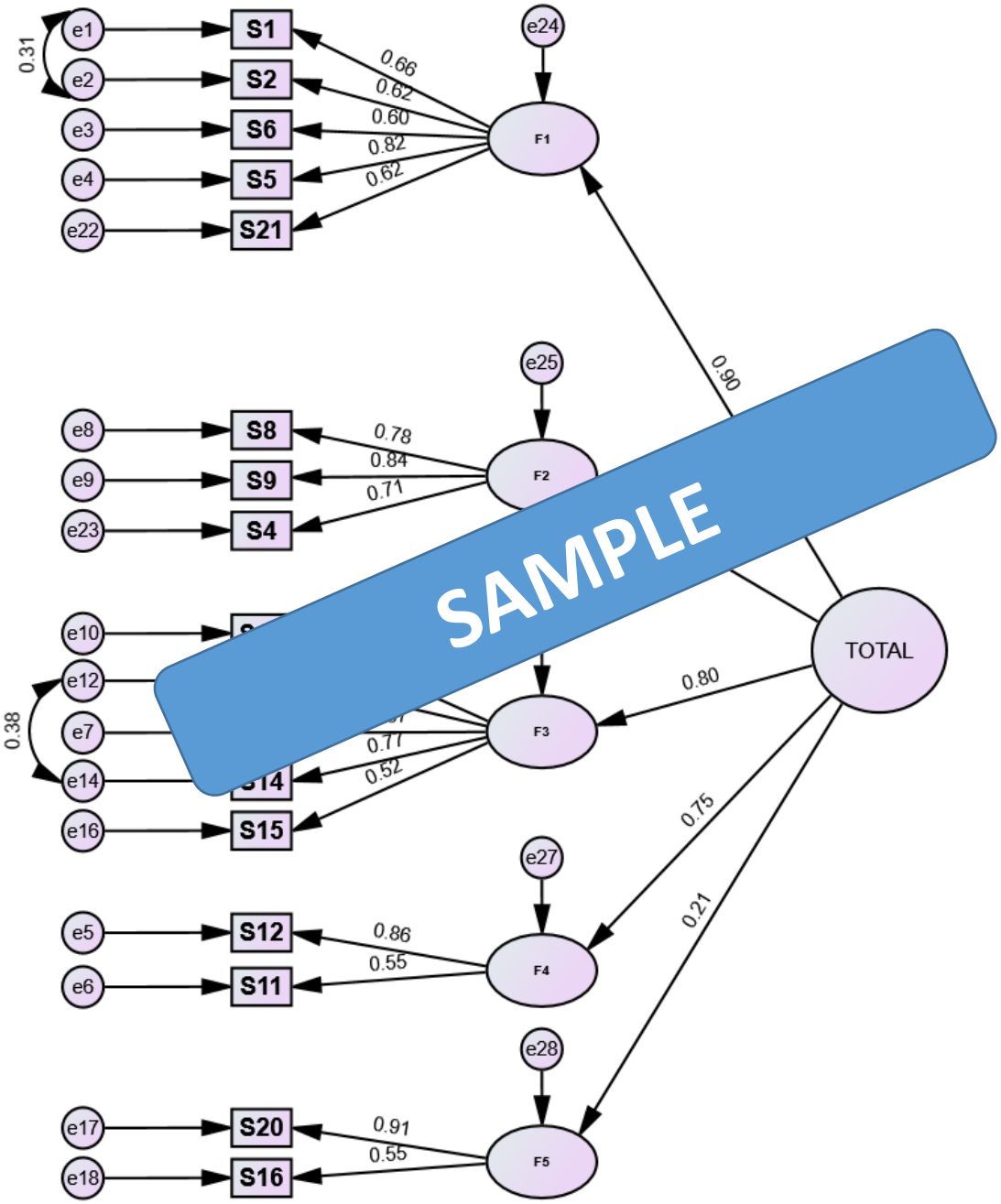
The questions with very low factor correlations according to the above model were removed from the model and the final model above was reached. Here, the covariance coefficients between the factors vary between 1% and 80% within the tolerance limits.

Table 5: Confirmatory Factor Analysis Goodness of Fit Indexes

Goodness of Fit indexes	Value	Criterion
CMIN/DF	2.098	>3
SRMR	0.067	>0.08
RMSEA	0.074	>0.08
CFI	0.917	<0.90

CFI, RMR and RMSEA values are within normal limits when the model fit indexes are examined as a result of the DFA analysis.

Table 6: Confirmatory Factor Analysis AMOS Model (Total Scale)



The above model is the second row DFA model. Here, the coefficients of linking the factors to the sum of the scales vary between 2% and 90%.

Table 7: Confirmatory Factor Analysis Goodness of Fit Indexes (Total Scale)

Goodness of Fit indexes	Value	Criterion
CMIN/DF	2.131	>3
SRMR	0.071	>0.08
RMSEA	0.075	>0.08
CFI	0.911	<0.90

CFI, RMR and RMSEA values are within normal limits when the model fit indexes are examined as a result of the DFA analysis .

Table 8: Factors, Variables and Standardized Regression Coefficients

Question	Expression	Factor	Coefficient
S1	customer don't miss thought	F1	0.671
S2	earn more money request	F1	0.621
S5	F1 distribution imbalances	F1	0.814
S6	Audit insufficiency	F1	
S21	received fee	F1	
S4	in the profession competition density	F2	
S8	Vocational your dignity in society little to be	F2	
S9	Economic instability	F2	0.838
S10	from family incoming manners and manners in education insufficiency		0.570
S13	Traditions , customs , traditions and customs		0.883
S14	religious factors		0.763
S15	F3flood prints		0.520
S18	your religious beliefs level	F3	0.560
S11	frequent on F4 chic changes to be	F4	0.610
S12	Public institutions of mechanism p	F4	0.779
S16	received trainings	F5	0.764
S20	F5 level	F5	0.647

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Table 9: Reliability Analysis of Scales

factors	Cronbach's Alpha	Item
F1	0.812	5
F2	0.812	3
F3	0.804	5
F4	0.635	2
F5	0.659	2
Total Scale	0.894	17

The results of the reliability analysis applied for all 5 factors ranged from 0.64 to 0.81. Accordingly, the reliability of the factors and the scale is high.

Table 10: Tests of Normal Distribution of Factors

Factor	Statistics	sd	p
F1	0.175	203	0,000*
F2	0.197	203	0,000*
F3	0.083	203	0.002*
F4	0.238	203	0,000*
F5	0.241	203	0,000*
Total Scale	0.123	203	0,000*

*Statistically significant at the 0.05 level.

H_0: The distribution of the data conforms to the normal distribution.

H_1: The distribution of the data does not fit the normal distribution.

According to the results of Kolmogorov Smirnov normality tests, it is seen that all 5 factors do not exhibit normal distribution (H_0rejection: $p<0.05$). Accordingly, non-parametric tests will be preferred in the analysis of variables.

Table 11: Statistical Analysis by Gender (Mean ± St. Deviation)

	Male	Woman	Total	p
F1	20.65 ± 3.74	20.77 ± 4.13	20.71 ± 3.93	0.666
F2	11.78 ± 2.85	11.87 ± 3.27	11.82 ± 3.05	0.420
F3	17.68 ± 4.91	17.41 ± 4.59	17.55 ± 4.75	0.693
F4	8.70 ± 1.55	8.82 ± 1.49	8.76 ± 1.52	0.676
F5	8.92 ± 1.19	9.03 ± 1.12	8.98 ± 1.15	0.535
Total Scale score	67.73 ± 11.29	67.9 ± 11.32	67.81 ± 11.28	0.892

*Statistically significant at the 0.05 level.

According to the Mann Whitney U results applied according to gender, no factor scores show a significant difference (p>0.05).

Table 12: Statistical Analysis by Marital Status (Mean ± St. Deviation)

	single	The married	Total	p
F1	21.71 ± 2.87	19.84 ± 4.48	20.71 ± 3.93	0.003*
F2	12.54 ± 2.64	11.2 ± 3.25	11.82 ± 3.05	0.003*
F3	18.84 ± 4.73	16.43 ± 4.49	17.55 ± 4.75	0,000*
F4	9.13 ± 1.18	8.44 ± 1.70	8.76 ± 1.52	0.002*
F5	9.00 ± 1.14	8.95 ± 1.17	8.98 ± 1.15	0.821
Total Scale score	71.22 ± 9.99	64.87 ± 11.54	67.81 ± 11.28	0,000*

*Statistically significant at the 0.05 level.

Whitney U results applied according to marital status, F1, F2, F3, F4 and Total Scale Score scores show significant differences (p<0.05). Accordingly, factor and scale scores of married people are lower than singles.

Table 13: Statistical Analysis by Age (Mean ± St. Deviation)

	25 and below	between 26-35	between 36-45	46 and above	Total	p
F1	21.98 ± 2.80	21.05 ± 3.13	19.72 ± 4.38	19.65 ± 5.21	20.71 ± 3.93	0.022*
F2	12.85 ± 2.24	12.44 ± 2.63	10.58 ± 3.39	10.97 ± 3.53	11.82 ± 3.05	0.002*
F3	19.17 ± 4.19	18.10 ± 4.49	16.00 ± 4.81	16.38 ± 5.07	17.55 ± 4.75	0.002*
F4	9.15 ± 1.15	8.83 ± 1.63	8.50 ± 1.54	8.43 ± 1.66	8.76 ± 1.52	0.068
F5	8.83 ± 1.30	9.08 ± 0.85	9.06 ± 1.11	8.89 ± 1.43	8.98 ± 1.15	0.840
Total Scale score	71.98 ± 9.11	69.49 ± 9.60	63.86 ± 11.32	64.32 ± 14.01	67.81 ± 11.28	0.001*

*Statistically significant at the 0.05 level

Kruskal Wallis results applied according to age groups, F1, F2, F3 and Total Scale Score scores show significant differences (p<0.05).

Differences in F1 scores between 36-45 -25 and below (p=0.003) and 46 and above-25 and below (p=0.046) groups were statistically significant (p<0.05). Accordingly, the F1 score of the 25 and below age group was significantly higher than the 36 and above groups (p<0.05).

F2 scores between 36-45-26-35 (p=0.003), 36-45--25 and below (p=0.001) and 46 and above--25 and below (p=0.023) groups are statistically significant (p<0.05). Accordingly, the F2 score of the 25 and below age group was significantly higher than the 36 and above groups (p<0.05).

F3 scores between 36-45-26-35 (p=0.019) , 36-45--25 and below (p=0.001) and 46 and above-25 and below (p=0.006) groups are statistically significant (p<0.05). Accordingly, the F3 score of the 25 and below age group was significantly higher than the 36 and above groups (p<0.05).

Total between 36-45-26-35 (p=0.011), 36-45-25 and below (p=0.000) and 46 and above-25 and below (p=0.003) groups Scale The differences in score points were statistically significant (p<0.05). According to this, the total age group of 25 and below Scale Score score was significantly higher than the groups of 36 and above (p<0.05). As age increases, scale and factor scores decrease.

Table 14: Statistical Analysis by Educational Status (Mean ± St. Deviation)

	Undergraduate below	Undergraduate	Master 's and above	Total	p
F1	21.16 ± 4.02	20.6 ± 4.00	20.64 ± 3.6	20.71 ± 3.93	0.566
F2	11.82 ± 3.08	11.87 ± 3.04	11.64 ± 3.18	11.82 ± 3.05	0.935
F3	18.11 ± 5.17	17.30 ± 4.66	17.91 ± 4.64	17.55 ± 4.75	0.519
F4	8.79 ± 1.56	8.73 ± 1.56	8.85 ± 1.30	8.76 ± 1.52	0.971
F5	8.92 ± 1.46	8.98 ± 1.06	9.00 ± 1.17	8.98 ± 1.15	0.908
Total Scale score	68.79 ± 12.98	67.48 ± 10.95	68.03 ± 10.77	67.81 ± 11.28	0.709

*Statistically significant at the 0.05 level

Kruskal Wallis results applied according to Educational Status, no factor scores show a significant difference (p>0.05).

Table 15: Statistical Analysis by Income Group (Mean ± St. Deviation)

	Minimum Fee	Between 5,501 TL and 8,500 TL	Between 8,501 TL-10,000 TL	10,001 TL and Over	Total	p
F1	21.82 ± 2.83	21.24 ± 3.29	21.37 ± 2.56	19.52 ± 4.91	20.71 ± 3.93	0.074
F2	12.98 ± 1.89	12.91 ± 2.39	11.56 ± 3.20	10.86 ± 3.41	11.82 ± 3.05	0.003*
F3	18.73 ± 4.10	18.35 ± 4.48	18.30 ± 4.86	16.15 ± 4.86	17.55 ± 4.75	0.006*
F4	8.96 ± 1.43	9.00 ± 1.30	8.91 ± 1.34	8.47 ± 1.70	8.76 ± 1.52	0.347
F5	8.87 ± 1.01	8.88 ± 1.34	9.16 ± 0.87	8.98 ± 1.27	8.98 ± 1.15	0.589
Total Scale score	71.36 ± 7.38	70.38 ± 10.42	69.3 ± 10.32	63.98 ± 12.83	67.81 ± 11.28	0.002*

*Statistically significant at the 0.05 level

Kruskal Wallis results applied according to F1 groups, F2, F3 and Total Scale Score scores show significant differences (p<0.05).

The differences in F2 scores between the groups between 10,001 TL and Above - Minimum Wage (p=0.002) and 10,001 TL and Above - 5,501 TL and 8,500 TL (p=0.003) were statistically significant (p<0.05). Accordingly, the F2 score of the 10,001 TL and Over group was significantly lower than the other groups (p<0.05).

10.001 TL and Over - 8.501 TL-10.000 TL (p=0.017), 10.001 TL and Over - 5.501 TL-8.500 TL (p=0.014) and 10.001 TL and Over - Minimum Wage (p=0.003) differences are statistically significant

(p<0.05). Accordingly, the F3 score of the 10,001 TL and Over group was significantly lower than the other groups (p<0.05).

10.001 TL and Over - 8.501 TL-10.000 TL (p=0.021), 10.001 TL and Over - 5.501 TL-8.500 TL (p=0.005) and 10.001 TL and Over - Minimum Wage (p=0.001) Total between groups Scale The differences in score points were statistically significant (p<0.05). Accordingly, the Total of 10,001 TL and Over group Scale Score score was significantly lower than the other groups (p<0.05).

*Table 16: Statistical Analysis by Number of *** (Mean ± St. Deviation)*

	Between 0-40	Between 41-80	Between 81-100	101+	Total	p
F1	19.23 ± 4.65	21.46 ± 3.41	21.11 ± 3.96	20.58 ± 3.44	20.71 ± 3.93	0.017*
F2	10.38 ± 3.49	12.28 ± 2.79	11.72 ± 3.09	12.89 ± 2.21	11.82 ± 3.05	0.004*
F3	16.02 ± 4.58	18.05 ± 4.81	18.37 ± 4.99	17.44 ± 4.20	17.55 ± 4.75	0.043*
F4	8.51 ± 1.54	8.84 ± 1.50	8.91 ± 1.36	8.72 ± 1.72	8.76 ± 1.52	0.472
F5	9.00 ± 0.98	9.19 ± 1.09	8.80 ± 1.31	8.72 ± 1.23	8.98 ± 1.15	0.132
Total Scale score	63.15 ± 12.06	69.82 ± 10.85	68.91 ± 11.57	68.36 ± 9.28	67.81 ± 11.28	0.005*

*Statistically significant at the 0.05 level

***According to the Kruskal Wallis results applied according to the number, the F1, F2, F3 and Total Scale Score scores show significant differences (p<0.05).

Between 0-40 - 81-100 (p=0.015) and 0-40 - 41-80 (p=0.003) the differences in F1 scores between groups were statistically significant (p<0.05). Accordingly, the F1 score of the 0-40 group was significantly lower than the other groups (p<0.05).

F2 scores between 0-40 - 41-80 (p=0.002) and 0-40 - 101 and More (p=0.001) groups were statistically significant (p<0.05). Accordingly, the F2 score of the 0-40 group was significantly lower than the other groups (p<0.05).

F3 scores between 0-40 - 41-80 (p=0.017) and 0-40 - 81-100 (p=0.009) groups were statistically significant (p<0.05). Accordingly, the F3 score of the 0-40 group was significantly lower than the other groups (p<0.05).

Total between 0-40 - 101 and More (p=0.029), 0-40 - 81-100 (p=0.004) and 0-40 - 41-80 (p=0.001) groups Scale The differences in score points were statistically significant (p<0.05). Accordingly, the total of the 0-40 group Scale Score score was significantly lower than the other groups (p<0.05).

Table 17: Statistical Analysis by Period of Professional Experience (Mean ± St. Deviation)

	1-5 Years	6-10 Years	11-15 Years	16 Years +	Total	p
F1	21.61 ± 2.93	21.07 ± 2.97	20.39 ± 4.73	18.28 ± 5.36	20.71 ± 3.93	0.024*
F2	12.42 ± 2.57	12.39 ± 2.62	11.00 ± 3.36	10.38 ± 3.81	11.82 ± 3.05	0.023*
F3	18.56 ± 4.67	18.16 ± 4.25	17.05 ± 4.52	14.63 ± 4.96	17.55 ± 4.75	0.001*
F4	9.05 ± 1.36	9.04 ± 1.14	8.45 ± 1.86	7.94 ± 1.70	8.76 ± 1.52	0.002*
F5	9.08 ± 1.10	8.95 ± 0.88	8.71 ± 1.52	9.09 ± 1.20	8.98 ± 1.15	0.451
Total Scale score	70.71 ± 10.15	69.61 ± 8.91	65.61 ± 11.42	60.31 ± 13.77	67.81 ± 11.28	0,000*

*Statistically significant at the 0.05 level

F1, F2, F3, F4 and Total Scale Scores scores applied according to Professional Experience Period show significant differences ($p<0.05$).

The differences in F1 scores between the groups 16 Years and More - 6-10 Years ($p=0.048$) and 16 Years and More - 1-5 Years ($p=0.002$) were statistically significant ($p<0.05$). Accordingly, the F1 score of the group with 16 years or more experience was significantly lower than the other groups ($p<0.05$).

16 Years and More - 6-10 Years ($p=0.023$), 16 Years and More - 1-5 Years ($p=0.014$), and 11-15 Years - 1-5 Years ($p=0.041$) The differences in F2 scores between the groups were statistically significant ($p<0.05$). Accordingly, the F2 score of the group with 16 years or more experience was significantly lower than the other groups ($p<0.05$).

16 Years and More - 11-15 Years ($p=0.043$), 16 Years and More - 6-10 Years ($p=0.001$) and 16 Years and More - 1-5 Years ($p=0.000$) The differences in F3 scores between the groups were statistically significant ($p<0.05$). Accordingly, the F3 score of the group with 16 years or more experience was significantly lower than the other groups ($p<0.05$).

Differences in F4 scores between 16 Years and More - 6-10 Years ($p=0.002$) and 16 Years and More - 1-5 Years ($p=0$) groups were statistically significant ($p<0.05$). Accordingly, the F4 score of the group with 16 years or more experience was significantly lower than the other groups ($p<0.05$).

16 Years and More - 6-10 Years ($p=0.001$), 16 Years and More - 1-5 Years ($p=0$) and 11-15 Years - 1-5 Years ($p=0.02$) The differences in Total Scale Score scores between the groups were statistically significant ($p<0.05$). Accordingly, the Total Scale Scores of the group with 16 years or more experience were significantly lower than the other groups ($p<0.05$).

Table 18: Relationship Between Factors (Spearman Correlation Test) r(p)

	F2	F3	F4	F5
F1	0.59 (0.000*)	0.57 (0.000*)	0.54 (0.000*)	0.22 (0.001*)
F2		0.61 (0.000*)	0.45 (0.000*)	0.13 (0.075)
F3			0.38 (0.000*)	0.10 (0.141)
F4				0.24 (0.001*)

*Statistically significant at the 0.05 level

In order to examine the relationship of the factors with each other, the relationship between the factor scores was examined with the Spearman Correlation Test. As a result of the test, it was determined that there was a positive correlation between F5 and all variables except F2 and F3 ($p<0.05$).