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### **EFFECTS ON WORKING ORDER ORGANIZATIONAL CONNECTION OF WORKERS IN RECREATION OPERATIONS: ANKARA PROVINCIAL EXAMPLE**

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#### **EXTENSIVE SUMMARY**

The quality of service in recreation businesses is related to the efficiency and profitability of the operator, and the labor of the occupation in operation. Employees in recreation enterprises are in direct communication with customers; for this reason, the willingness of employees to work and maintaining their business in a good way directly affects the situation of the business. Organizational commitment refers to the integration of employees into the business, emphasis on business and harmonization of their goals with organizational goals. Therefore, an employee who is committed to the organization will be motivated and willing to work. In order to ensure the organizational commitment of employees, the factors that affect employee commitment need to be known. For this reason, the workload among the work conditions that are considered to have an effect on the organizational commitment is addressed in the study.

The research was conducted to determine whether the workload of recreational business workers is an influence on organizational commitment. Allen and Meyer's scale was used to measure organizational commitment in the study. Oral's business conditions scale was used to measure job conditions. The research was conducted at sports facilities, which are considered as recreational facilities. Ankara province was chosen as the research area. A total of 408 sports facility workers were interviewed. Percentage-frequency values, arithmetic mean and standard deviation values of the answers given to the demographic characteristics, organizational commitment and workload questions of the personnel participating in the research were calculated. The Cronbach Alpha coefficient was calculated when the reliability dimensions of the scale used in the research were determined. Univariate regression analysis was conducted to determine the effect of the workload, the independent variable of the research, on the dependent variable, organizational commitment.

As a result of the research; Workload is a factor that is influential on workers who are physically and mentally. It is very important for employees and businesses to accurately determine their workload levels. If the workload is small enough, there is a waste of operating resources and the employee is bored because it has too much time. If the work load is heavy, it causes more psychological problems such as excessive fatigue, stress, burnout and so on. For this reason, enterprises should determine the workload levels fairly better than the employees and avoid the psychological and physical problems of the employees.