



*Adaptation of Citizenship Fatigue Scale into Turkish Culture: The Study of Reliability and Validity**

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Abstract

This study was conducted to adapt the "Citizenship Fatigue Scale," which was developed to measure the "Citizenship Fatigue" concept in Turkish culture. The adaptation study was conducted on two samples: academics and teachers. In this study, language, content, construct and criterion validity studies were conducted to determine the validity of the Citizenship Fatigue Scale. After the language validity of the scale was completed, data were collected from 330 teachers and 311 academics and analyses were performed. All analyses were performed using SPSS and AMOS package programs. EFA, CFA and measurement invariance analysis by gender were conducted using the teachers' data. The other sample group was academics working in public and private universities. With the data collected from this group, CFA and criterion-related validity were tested. The reliability study was carried out with an internal consistency coefficient and test-retest methods, and the scale was found to be reliable. As a result of the analyses, it can be said that the six-item unidimensional Citizenship Fatigue Scale is a valid and reliable measurement tool and can be used to measure employees' citizenship fatigue in both academic and teacher samples.

Keywords: citizenship fatigue, organizational citizenship behavior, validity, reliability, scale adaptation

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Vatandaşlık Yorgunluğu Ölçeğinin Türk Kültürüne Uyarlanması: Geçerlik ve Güvenirlilik Çalışması

Özet

Bu çalışma, "Vatandaşlık Yorgunluğu" kavramını ölçmek üzere geliştirilen "Vatandaşlık Yorgunluğu Ölçeği"nin Türk kültürüne uyarlanması amacıyla gerçekleştirilmiştir. Uyarlama çalışması akademisyenler ve öğretmenler olmak üzere iki farklı örneklem üzerinde gerçekleştirilmiştir. Bu çalışma kapsamında vatandaşlık Yorgunluğu Ölçeği'nin geçerliliğini belirlemek için dil, kapsam, yapı ve kriter geçerliliği çalışmaları yapılmıştır. Ölçeğin dil geçerliliği tamamlandıktan sonra 330 öğretmen ve 311 akademisyenden veri toplanmış ve analizler gerçekleştirilmiştir. Tüm analizler SPSS ve AMOS paket programları kullanılarak gerçekleştirilmiştir. Öğretmenlerden toplanan verilerle AFA, DFA ve cinsiyete göre ölçüm değişmezliği analizleri yapılmıştır. Diğer örneklem grubu ise kamu ve özel üniversitelerde çalışan akademisyenlerdir. Bu gruptan toplanan verilerle DFA ve ölçüt bağıntılı geçerlilik test edilmiştir. Güvenirlilik çalışması iç tutarlılık katsayısı ve test-tekrar test yöntemleri ile gerçekleştirilmiş ve ölçek güvenilir bulunmuştur. Yapılan analizler sonucunda altı maddelik tek boyutlu Vatandaşlık Yorgunluğu Ölçeği'nin geçerli ve güvenilir bir ölçme aracı olduğu ve hem akademisyen hem de öğretmen örnekleminde çalışanların vatandaşlık yorgunluğunu ölçmek için kullanılacağı söylenebilir.

Anahtar Kelimeler: vatandaşlık yorgunluğu, örgütsel vatandaşlık davranışı, geçerlilik, güvenilirlik, ölçek uyarlama



1. INTRODUCTION

Organizational citizenship behavior is a phenomenon that has been the subject of research for a long time. It refers to employees voluntarily going beyond their duties and exhibiting extra behaviors that are not officially in their job descriptions for the performance of the organization and other colleagues. It also appears to be a characteristic that employers expect from their employees (Gupta and Singh, 2017; Smith et al., 1983).

In the literature so far, organizational citizenship behavior has been seen as a positive trait that employees should have and focused on how it can be beneficial for the organization and employees (Morrison, 1994; Podsakoff et al., 2000). However, scholars have proposed that despite there are benefits of engaging in organizational citizenship behavior, there could potentially be some costs and negative side effects (Bolino and Klotz, 2015; Bolino et al., 2015). In contrast, Bolino et al. (2012) emphasized that the theoretical knowledge on organizational citizenship behavior is insufficient to explain this situation. Specifically, they argue that theories and studies cannot account for how employees react after their experiences of engaging in organizational citizenship behavior and that these reactions will affect employees' motivation to engage in organizational citizenship behavior later. Bolino et al. (2015) also stated that individuals who participate in organizational citizenship behaviors will continue to participate in these behaviors unless a change in their environment affects their motivation to participate in organizational citizenship behaviors. From this point of view, after employees participate in organizational citizenship behaviors, this situation may not always result positively for the employee or the organization, and employees may also face with a negative situation. Bolino et al. (2012) introduced to the literature on this negative situation as "citizenship fatigue."

Citizenship fatigue is defined as "*employees feel worn out, tired or on edge attributed to engaging in organizational citizenship behavior*". Moreover, "*employees who experience citizenship fatigue feel frustrated or underappreciated*" (Bolino et al., 2015, p.57). It is emphasized that for citizenship fatigue to occur, the employee must have participated in citizenship behavior and this should not be confused with some concepts. Bolino et al. (2015) in their study on the structural characteristics of citizenship fatigue also revealed that citizenship fatigue is different from some negative situations. They argued that citizenship fatigue distinguishes itself from stress and burnout. The stress experienced by employees reflects the anxiety associated with their job tasks, and burnout refers to a generalized emotional exhaustion and depersonalization that can affect many aspects of their work. Unlike these, citizenship fatigue arises when employees go beyond their duties and engage in citizenship behaviors. Therefore, employees who experience citizenship fatigue are more likely to attribute it to organizational citizenship behaviors and thus may reduce future organizational citizenship behaviors as a reaction to citizenship fatigue (Bolino et al., 2015).

Citizenship fatigue is based on the conservation of resources theory. The theory assumes that people have specific motivations to acquire and protect what they value, such as objects,



situations, personal attributes, time, and energy, i.e., resources. When employees feel a threat or shortage of these limited resources, they primarily focus on how to use them (Hobfoll, 2001). When the employee's participation in organizational citizenship behaviors is not appreciated or not valued enough, the employee is likely to view these factors as a challenge to their personal resources (Bergeron, 2007; Bolino et al., 2015). In this respect, individuals' engagement in organizational citizenship behavior may lead to a depletion of their resources as it is an extra behavior that requires them to use their resources (Halbeslebe et al., 2009). Moreover, citizenship fatigue can occur when employees believe that the resources they invest in being good citizens are not reciprocated, empowered or supported (Bolino et al., 2015). Similarly, according to the Resource Conservation Theory, citizenship fatigue is likely to occur when employees' resources are insufficient to meet the demands of engaging in organizational citizenship behavior (Bolino et al., 2015; Buonocore, 2016).

In order to occur citizenship fatigue, a person needs to exhibit citizenship behavior (Bolino et al., 2015). For this reason, it can be said that the organizational citizenship behavior as the antecedent of citizenship fatigue. In addition, some factors such as citizenship pressure (Bolino et al., 2015; Hammack, 2018; Lan et al., 2022), organizational support (Bolino et al., 2015; Xu et al., 2021), team member interaction (Bolino et al., 2015), and compulsory citizenship behavior (Neves and Andrade, 2021) were identified as a predictor of citizenship fatigue. It has also been suggested that emotional stability is negatively related to citizenship fatigue mediated by emotional exhaustion (Liu and Yu, 2019). Employees' perceived lack of reciprocity can also result in citizenship fatigue (Narciso, 2017).

The most critical consequence of citizenship fatigue is employees' response to citizenship behaviors. It has been reported that employees facing citizenship fatigue are less likely to engage in citizenship behaviors (Bolino et al., 2015). Studies have shown that citizenship fatigue has a positive relationship with employees' turnover intention (Lan et al., 2022; Zuguay, 2021), a negative relationship with employees' thriving at work (Qiu et al., 2020), organizational commitment (Zuguay, 2021) and psychological well-being (Altaf et al., 2020). Considering the studies, it has emerged that citizenship fatigue is an essential factor in organizational and employee performance and needs to be examined in more detail.

Citizenship fatigue has taken its place in the literature in the last decade. Although there have been various studies on citizenship fatigue, we think that more research should be included in the future to ensure a complete understanding of the construct to be understood ultimately structure. In addition, revealing how employees in different cultures experience citizenship fatigue will contribute to understanding the construct. Employees' organizational citizenship behavior may differ according to the norms and values of their culture (Paine and Organ, 2000). For example, in China, which has a collectivistic culture, employees' relationships with others play a role in organizational citizenship behavior, and employees' organizational citizenship behaviors also occur outside of work (Farh et al., 2004). It is also known that organizational citizenship behaviors are more common in collectivistic cultures (Moorman and Blakely, 1995).



From these perspectives, employees in collectivist cultures are likely to use more personal resources for organizational citizenship behaviors and, as a result, experience citizenship fatigue. Since Turkish culture has a collectivistic culture (Kağıtçıbaşı, 1997), it was deemed important to examine the citizenship fatigue of employees from a cultural perspective. At this point, there is a need to measure citizenship fatigue in Turkish culture. There is only one scale in the literature to measure citizenship fatigue. Due to the conceptual similarity of citizenship fatigue and compassion fatigue, a scale development study (Bolino et al., 2015) was carried out by revising the items of the "Compassion Fatigue Scale" to the business domain. The validity of the original scale was confirmed through the assessment of 134 students who were enrolled in business courses at a public university in Taiwan. It was also validated that the concept is distinct from burnout and citizenship pressure. Initially, seven items were analyzed, and one did not show a good fit. As a result, a unidimensional scale comprising six items was formulated (Bolino et al., 2015).

This study's objective is to adapt the "Citizenship Fatigue Scale" developed by Bolino et al. (2015) to Turkish culture on the samples of academics and teachers and be introduced to the literature. Citizenship Fatigue Scale is the only scale used in the literature to measure employees' citizenship fatigue. The scale has previously been adapted to many different cultures and has shown good fit values in studies. Additionally, the fact that the scale has 6 items increases its usefulness. For these reasons, adapting the scale to Turkish culture was deemed appropriate. In the study conducted for this aim, the following hypothesis was tested:

Hypothesis: "Citizenship Fatigue Scale" is a valid and reliable measurement tool for academics and teacher samples in the Turkish culture.

2. RESEARCH METHOD

This section presents the characteristics of the scale to be adapted, the participants, the analyses conducted for the adaptation of the scale, and the results of these analyses. This study was based on the International Test Commission Guidelines for test translation and adaptation (Muniz et al., 2013).

2.1. Measures

Citizenship Fatigue Scale: The scale developed by Bolino et al. (2015) consists of 6 statements and one dimension. The scale is a 5-point Likert scale (1: Strongly disagree, 5: Strongly agree). An average score of 5 points indicates a high level of citizenship fatigue, whereas a score of 1 point indicates a low level of citizenship fatigue. In the original study, the scale's internal consistency coefficient (Cronbach's alpha) was calculated as .91 and .92. "Doing so much for my organization leaves me mentally or physically exhausted." This can be given as an example of the items in the scale.



Burnout Measure Short Form (BMS): The scale was developed by Malach-Pines (2005). It was adapted into Turkish by Tmkaya et al. (2009). The 7-point Likert scale (1: Never, 7: Always) consists of 10 statements and one dimension. An increase in the average score obtained from the scale means that burnout is also high. In the adaptation study, Cronbach's alpha of the scale is .91. "*I feel trapped*" can be given as an example of the items in the scale.

Perceived Organizational Support Scale: The first version of the scale was developed by Eisenberger et al. (1986). The shortened version used in this study was used by Armstrong-Stassen and Ursel (2009) and validated in Turkish by Turun and elik (2010). The scale has 10 items and a unidimensional structure. However, 2 scale items were not included in the analysis because they were unsuitable for teachers. An increase in the average scores obtained from the scale means that the perception of organizational support also increases. Cronbach's alpha of the scale is .88 in the validation study. "*The organization tries to make my job as interesting as possible*" can be given as an example of the items in the scale.

2.2. Participants

To adapt the Citizenship Fatigue Scale into Turkish and to test its validity and reliability, data were collected from two different participant samples. The first sample group in the study consisted of teachers (In Study 1) employed in public and private schools affiliated with the Ministry of National Education. EFA, CFA, and measurement invariance analysis by gender were conducted with the data collected from this group. The other sample group was academics (In Study 2) working in public and private universities. CFA and criterion-related validity were tested with the data collected from this group. Information about the participants is given in Table 1.

Table 1. Demographic characteristics of participants

| Variables | | 1. Sample (TEACHERS) | | 2. Sample (ACADEMICS) | |
|----------------|---------------------|----------------------|------|-----------------------|-------|
| | | F | % | F | % |
| Gender | Female | 215 | 65.2 | 136 | 43.7 |
| | Male | 115 | 34.8 | 175 | 56.3 |
| Marital Status | Married | 235 | 71.2 | 200 | 64.3 |
| | Single | 95 | 28.8 | 111 | 35.7 |
| Sector | Public | 294 | 89.1 | 221 | 71.06 |
| | Private | 36 | 10.9 | 90 | 28.94 |
| Title | Professor | | | 49 | 15.8 |
| | Associate Professor | | | 57 | 18.3 |
| | Assistant Professor | | | 59 | 19.0 |
| | Research Assistant | | | 116 | 37.3 |
| | Teaching Assistant | | | 30 | 9.6 |



| | | | | |
|----------------|------------------|-------|------------------------|-------|
| Total (N) | 330 | 100.0 | 311 | 100.0 |
| Mean Age | 38.24 (Sd. 9.17) | | 37.80 years (Sd. 9.08) | |
| Average Tenure | 14.17 (Sd. 9.64) | | 11.71 years (Sd. 8.54) | |

Note: F: Frequency, N: Sample Size, Sd: Standart deviation

2.3. Procedure

Before starting the study, permission was obtained via e-mail from Mark C. Bolino, one of the authors who developed the Citizenship Fatigue Scale. After this permission, the ethics committee approval of the research was received from Süleyman Demirel University Social and Human Sciences Ethics Committee with the date 06/10/2022 and number 126/22.

In translating the scale into Turkish, the method suggested by Brislin (1970) was used. In line with this method, firstly, the scale items were sent to 3 different instructors with an advanced level of English proficiency and whose field of study is organizational psychology and organizational behavior. The scale was translated into Turkish, and 11 different instructors working in the field of organizational psychology and organizational behavior were asked for their opinions on sentence structures, clarity and comprehensibility, and cultural compatibility. After the Turkish translation of the scale, it was sent to 3 field professionals to be translated back into English. This process aimed to understand whether there was consistency between the original form and the retranslated form. After this stage, the scale was sent to 2 Turkish language experts to evaluate meaning and grammar. Finally, a trial administration was carried out on a group of academics with the revised form. The results of this stage were analyzed, and the scale was given its final form.

After the final version of the scale was obtained, data were collected from teachers through online platforms (Google Forms). After the validity and reliability analyses on the teacher sample (Study 1), data were collected from the academics (Study 2) through an online platform (Google Forms) with the criterion measures. Participants were informed with a consent form. The answer process takes approximately 10 minutes. In Study 1, item analysis, reliability, and validity of the "Citizenship Fatigue Scale" were analyzed with the data collected from teachers working in public and private schools. In Study 2, criterion-related validity was tested with the data collected from academics working in public and private universities. At the same time, language validity was conducted.

The scale's construct validity was tested through both exploratory factor analysis (EFA) and confirmatory factor analysis (CFA). Cronbach's alpha (α) coefficient was calculated to assess the scale's reliability. In addition to the test-retest technique, corrected item-total correlation, lower-upper 27% item discrimination, and criterion-related validity analysis were conducted. All analyses were performed using SPSS and AMOS package programs.



3. FINDINGS

3.1. Study 1

3.1.1. Language Validity and Item Analysis

Brislin's (1970) method was used to test language validity. After these steps, first, the English form and then the Turkish form were sent to a total of 32 academics at 15-day intervals. For each item, Pearson correlation analysis was performed on the mean scores of the English and Turkish responses. The result of the analysis shows that the correlation coefficients between the English and Turkish versions of each item ranged from .72 to .87. In addition, the correlation coefficient of the total mean scores of both versions was calculated as .91. The method developed by Lawshe (1975) was used to test content validity. In this method, scale items are evaluated by 5-40 experts. The participants rated the items as "Appropriate=3", "Appropriate but should be modified =2" and "Not appropriate=1".

According to the scoring results obtained from each item, the Content Validity Ratio (CVR) value is calculated using the given formula. These values should not be below .64 at a .05 significance level (Ayre and Scally, 2014). As a result of the CVR, it was seen that the CVR values of each item ranged between .70 and 1. According to these results, it can be said that the scale has content validity.

Item analysis was performed to distinguish the discriminating power of the scale items, that is, to distinguish the items that have the desired feature to be measured from the items that do not. In the calculation of this index, 27% upper-lower item discrimination index was used.

When Table 2 is reviewed, it is seen that the mean values of the scale items vary between 2.83 and 3.22. When the skewness and kurtosis values are considered, it is understood that the skewness values vary between -.262 and .160, and the kurtosis values vary between -1.095 and -1.206. These values reveal that the data show normal distribution (Tabachnick and Fidell, 2013). According to Büyüköztürk (2020), in order for the scale items to be sufficiently discriminative, the corrected item-total correlation should be at least .30. Since the values in Table 2 are between .75 and .91, these values indicate that discriminant validity is achieved. In addition, in Table 3, the lower-upper 27% item discrimination index values of each item were examined and it was seen that the t values were different at $p < .001$ significance level. Furthermore, the table shows the change in the internal consistency coefficient when the items were removed and no item was found to increase reliability. Moreover, in the item analysis study, Hotelling's T^2 test was used to determine whether there were items measuring similar characteristics, i.e. whether the item means were equal to each other. As a result of the test, no item measuring the same characteristic was found (Hotelling's $T^2 = 79.990$; $F = 15,804$; $p < .001$).

**Table 2.** Item analysis results for citizenship fatigue scale

| No | \bar{x} | Sd. | Skewness | Kurtosis | CITC (N=330) | %27 Lower (N=95) | | %27 Upper (N=91) | | t | Hedges's g |
|-----|-----------|------|----------|----------|-----------------|---------------------|------|---------------------|------|------------|---------------|
| | | | | | | \bar{x} | Sd. | \bar{x} | Sd. | | |
| CF1 | 3.02 | 1.33 | -.124 | -1.096 | 0.75 | 1.72 | 0.94 | 4.43 | 0.72 | -22.324*** | 0.323 |
| CF2 | 3.09 | 1.38 | -.074 | -1.206 | 0.91 | 1.47 | 0.58 | 4.69 | 0.46 | -41.651*** | 0.610 |
| CF3 | 3.22 | 1.33 | -.221 | -1.095 | 0.86 | 1.63 | 0.68 | 4.65 | 0.48 | -34.643*** | 0.508 |
| CF4 | 3.22 | 1.36 | -.262 | -1.103 | 0.88 | 1.60 | 0.78 | 4.71 | 0.45 | -33.173*** | 0.734 |
| CF5 | 2.96 | 1.35 | .040 | -1.182 | 0.90 | 1.41 | 0.49 | 4.49 | 0.67 | -35.723*** | 0.524 |
| CF6 | 2.83 | 1.33 | .160 | -1.128 | 0.81 | 1.48 | 0.62 | 4.27 | 0.84 | -25.824*** | 0.379 |

Notes: \bar{x} : Mean; Sd.: Standart deviation; CITC: Corrected Item-Total Correlation

Another analysis conducted to determine the discrimination of the scale items is the comparison of the 27% lower-upper group. As a result of this analysis, the "t" value should be significant. The results showed that all calculated values were statistically significant ($p < .001$), that is, all of the items in the scale were discriminative for the participants in the lower group and the upper group. The differences between the averages and the strength of the relationship were determined by calculating the "Hedges' g" coefficient, one of the effect size methods. The reason why this method was preferred was that the number of samples constituting the 27% subgroup ($n=95$) and the upper group ($n=91$) were different (Hedges, 1981). The cut-off points specified by Cohen (1988) are used in the interpretation of the results. Accordingly, Hedges'g coefficient .20 indicates a small effect size, .50 indicates a medium effect size, and .80 indicates a high effect size. The fact that the values calculated in the study are between .323 and .734 shows that the effect size is at a medium level.

3.1.2. Validity and Reliability Analysis

In this study, language, content and construct validity studies were carried out to determine the validity of the Citizenship Fatigue Scale.

EFA and CFA were conducted to test the construct validity of the scale. The data is randomly divided into two. EFA was made with the first part and CFA was made with the second part. Barlett Sphericity and Kaiser-Meyer-Olkin (KMO) Sampling Adequacy tests were conducted to test the applicability of EFA. As a result of the test, it was found that the KMO value was .92 and the Barlett Sphericity test result was significant ($\chi^2 = 2075,841$, $df=15$, $p < .001$). These results indicate that the data are suitable for factor analysis (Tabachnick and Fidell, 2013). Principal component analysis and varimax rotation method were used for EFA. This method was preferred because it facilitates the interpretation of the data, reduces the dimensions and maximizes the variance (Jolliffe and Cadima, 2016). Table 3 shows the EFA results.



Table 3. EFA analysis results in teacher sample

| Item No | Item | Factor Loadings | CR | AVE | MSV | α |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----|-----|-----|----------|
| CF1 | Because of going the extra mile for my organization, I feel "on edge" about various things. (Çalıştığım kurum için benden beklenenden daha fazla çaba gösterdiğimden çeşitli konularda kendimi "gergin" hissediyorum.) | .81 | | | | |
| CF2 | I feel worn out because I go beyond call of duty for my organization. (Çalıştığım kurum için benden beklenen görevlerden fazlasını yaptığım için kendimi yıpranmış hissediyorum.) | .95 | | | | |
| CF3 | Doing so much for my organization leaves me mentally or physically exhausted. (Çalıştığım kurum için çok fazla şey yapmaktan zihinsel veya fiziksel olarak yorgun düşünüyorum.) | .92 | .96 | .82 | .23 | .96 |
| CF4 | I often lack energy because I go beyond my job duties at work. (İş yerinde üzerime düşenden fazlasını yaptığım için çoğu zaman enerjim tükeniyor.) | .92 | | | | |
| CF5 | I am tired of going beyond the call of duty for my organization. (Çalıştığım kurum için benden beklenen görevlerden fazlasını yapmaktan yoruldum.) | .94 | | | | |
| CF6 | Volunteering to take on extra tasks and assignments at work has left me feeling drained. (İş yerinde ekstra görev ve sorumluluklar üstlenmeye gönüllü olmak beni bitkin hissettiriyor.) | .87 | | | | |

Eigenvalue = 4.902

Explained variance = % 81.699

KMO=.91 $\chi^2= 1438.389$, $df=15$, $p<.001$

Notes: CF: Citizenship Fatigue

Table 3 shows that the factor loadings of the scale items ranged between .77 and .93, the CR value was calculated as .95, the AVE value as .77 and the MSV value as .21. In addition, the eigenvalue of the scale, which was found to have a single factor structure as in the original form, was 4.849 and the variance explained was 80.8%. According to these results, it was understood that the factor loadings were above .50 (Nunnally, 1978), the composite reliability (CR) value was above .70, the average variance explained (AVE) value was smaller than the CR value and higher than .50, and the maximum squared shared variance (MSV) value was smaller than AVE (Fornell and Larcker, 1981). In addition, the internal consistency coefficient (Cronbach's α) being above .70 indicates that the scale is highly reliable (Nunnally, 1978). Furthermore, the slope accumulation graph showing that the scale has a unidimensional structure is given in Figure 1.



Figure 1. Scree-Plot

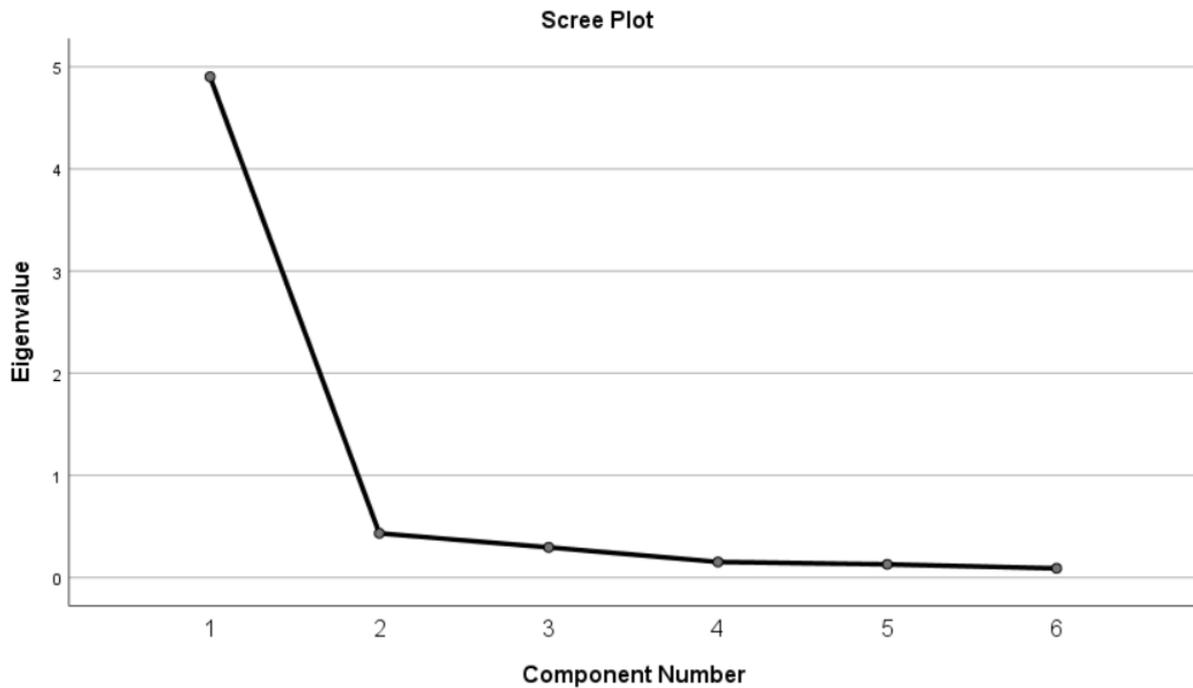


Table 4. CFA results

| χ^2/df | CFI | TLI | GFI | RMSEA | SRMR |
|-------------|-----|-----|-----|-------|------|
| 1,439 | .99 | .99 | .97 | .062 | .019 |

Notes: df=degrees of freedom, CFI (The Comparative Fit Index), TLI (Tucker Lewis Index), GFI (Goodness of Fit Index), RMSEA (Root Mean Square Error of Approximation), SRMR (Standardized Root Mean Square Residual).

The scale's construct validity, which was found to have a unidimensional structure according to the EFA results, was also tested with CFA. Table 4 shows the CFA results. $\chi^2/df < 3$, CFI and TLI $> .97$, GFI $> .90$, RMSEA and SRMR $< .080$ indicate good fit (Hu and Bentler, 1999). According to Table 4, the CFA results of the scale show a good fit.

To determine whether the scale provides measurement invariance, a comparison was made according to gender, and the results are given in Table 5. Looking at the chi-square (χ^2) differences in the comparison, it is seen that the difference between the structural model and all other models is not significant ($p > .05$). In addition, ΔCFI value should be less than .01 (Gürbüz and Şahin, 2015) and $\Delta RMSEA$ value should be less than .030 (Błachnio et al., 2021). For the metric, scale and strict equivalence models, ΔCFI values were calculated as -.002, -.001, .003, $\Delta RMSEA$ values were calculated as .018, .017, .016, respectively. These results show that the scale has measurement invariance in terms of gender.

**Table 5.** Measurement invariance results by gender

| | χ^2 | df | CFI | RMSEA | $\Delta\chi^2$ | Δ df | Δ CFI | Δ RMSEA | p |
|-------------------------|----------|----|------|-------|----------------|-------------|--------------|----------------|------|
| Structural Equivalence | 36,753 | 12 | .988 | .079 | | | | | |
| Metric Equivalence | 37,639 | 17 | .990 | .061 | .886 | 5 | -.002 | .018 | .968 |
| Measurement Equivalence | 40,383 | 18 | .989 | .062 | 3.630 | 6 | -.001 | .017 | .727 |
| Strict Equivalence | 55,113 | 24 | .985 | .063 | 18.360 | 12 | .003 | .016 | .105 |

Notes: df=degrees of freedom, CFI (The Comparative Fit Index), RMSEA (Root Mean Square Error of Approximation)

3.2. Study 2

In this part of the study, in addition to the basic analyses, split-half reliability, test-retest, CFA and criterion-related validity analyses were conducted in a second sample (academics).

3.2.1. Validity and Reliability Analyses

According to the results in Table 6, it is seen that the Citizenship Fatigue Scale shows a normal distribution in the academic sample, the CR value is above .70, the AVE value is above .50, the MSV value is smaller than the AVE value, and the Croanbach's alpha value is .94. In addition, Spearman Brown test results were examined for the split-half reliability. This result was calculated as .92. This value being greater than .70 indicates that the scale is reliable (Robinson et al., 1991).

Table 6. Reliability results of citizenship fatigue scale

| Item No | Factor Loadings | \bar{x} | Sd. | Skewness | Kurtosis | CR | AVE | MSV | α | Split-half Reliability |
|---------|-----------------|-----------|------|----------|----------|-----|-----|-----|----------|------------------------|
| CF1 | .74 | 2.96 | 1.24 | .065 | -1.146 | | | | | |
| CF2 | .85 | 2.93 | 1.19 | .177 | -1.038 | | | | | |
| CF3 | .91 | 3.03 | 1.89 | .065 | -1.031 | | | | | |
| CF4 | .89 | 3.05 | 1.89 | .022 | -1.057 | .94 | .73 | .21 | .94 | .92 |
| CF5 | .93 | 2.87 | 1.19 | .198 | -1.004 | | | | | |
| CF6 | .80 | 2.78 | 1.22 | .287 | -.967 | | | | | |

According to Table 7, it is seen that the goodness of fit values of the scale indicate a good fit. According to these results, it is understood that the scale has construct validity. In addition, the organizational support and burnout scales included in the study to test criterion-related validity were also found to have construct validity.

**Table 7.** CFA analysis results in academic sample

| Measures | χ^2/df | CFI | TLI | GFI | RMSEA | SRMR |
|----------------------------------|-------------|-----|-----|-----|-------|------|
| Citizenship Fatigue | 1,974 | .99 | .99 | .98 | .056 | .013 |
| Perceived Organizational Support | 2,720 | .98 | .97 | .96 | .0074 | .024 |
| Burnout | 2,663 | .98 | .97 | .96 | .073 | .031 |

Notes: df= degree of freedom, CFI (The Comparative Fit Index), TLI (Tucker Lewis Index), GFI (Goodness of Fit Index), RMSEA (Root Mean Square Error of Approximation), SRMR (Standardized Root Mean Square Residual).

In addition, according to the normality test results in Table 8, the skewness value is between -.284 and .747 and the kurtosis values are between -.956 and .015. According to these results, the scales show normal distribution (Tabachnick and Fidell, 2013). In addition, when the reliability results of the scales are examined, it can be said that citizenship fatigue is .94, organizational support is .93 and burnout is .91, and according to these results, the scales have a high level of reliability (Nunnally, 1978).

3.2.2. Criterion Related Validity

To determine the criterion-related validity of the Citizenship Fatigue Scale, the perceived organizational support and burnout variables in Bolino et al.'s (2015) study were used and the relationships between these variables and citizenship fatigue were examined. The results of the analysis are shown in Table 8. As can be seen from Table 8, it is revealed that citizenship fatigue is significantly negatively correlated with organizational support ($r=-.503$; $p<.01$) and positively correlated with burnout ($r=.565$; $p<.01$).

Table 8. Results on criterion-related validity

| Variables | \bar{x} | Sd. | Skewness | Kurtosis | α | 1 | 2 | 3 |
|-------------------------------------|-----------|------|----------|----------|----------|---------|---------|---|
| 1. Citizenship Fatigue | 2.94 | 1.06 | .143 | -.956 | .94 | 1 | | |
| 2. Perceived Organizational Support | 3.23 | .88 | -.284 | -.709 | .93 | -.503** | 1 | |
| 3. Burnout | 2.90 | 1.18 | .747 | .015 | .91 | .565** | -.550** | 1 |

Notes: Sd= Standart deviation

4. DISCUSSION and CONCLUSION

The current study was conducted to adapt the "Citizenship Fatigue Scale (CFS)" developed by Bolino et al. (2015) to Turkish culture in order to measure citizenship fatigue, which is a new concept in the literature. Organizations expect their employees to exhibit organizational citizenship behavior. These behaviors effectively increase the performance of the organization and other employees. On the other hand, it is also mentioned that organizational citizenship



behavior negatively affects employees (Bolino et al., 2015). This negative experience, known as citizenship fatigue, is not fully recognized by managers and employees and is therefore ignored. However, with its collectivistic structure, Turkish culture is in a position where employees have organizational citizenship behaviors, and therefore the possibility of employees experiencing citizenship fatigue increases. It is thought that the "Citizenship Fatigue Scale", adapted in this context, may significantly contribute to determining the employees who experience citizenship fatigue in workplaces and organizations and may be useful in examining citizenship fatigue from a cultural perspective.

This adaptation study conducted validity and reliability analyses on two different samples (academics and teachers). Based on the analyses, it can be concluded that it can be said that the six-item unidimensional CFS is a valid and reliable measurement tool and can be used to measure employees' citizenship fatigue in both academic and teacher samples.

While developing the scale, Bolino et al. (2015) emphasized the difference between citizenship fatigue and burnout. For this reason, the Burnout Scale was used as the criterion scale in this adaptation study. Based on the analyses, it was shown that citizenship fatigue and burnout are two distinct constructs with a positive relationship between them. Bolino et al. (2015) reported that burnout is a broader emotional state than citizenship fatigue. While they said that after experiencing burnout, employees may experience a decline in their performance and their relationships with others, citizenship fatigue is a situation experienced after employees engage in organizational citizenship behaviors and is a response to whether or not to reduce these behaviors over time. Therefore, when the employee reduces organizational citizenship behaviors, task performance may not be reduced.

At the same time, this study tested the relationship between perceived organizational support and citizenship fatigue based on the Conservation of Resources Theory (Hobfoll, 2001). As a result of the analysis, it was determined that as the perceived organizational support increases, citizenship fatigue decreases. Bolino et al. (2015) found that perceived organizational support has a moderating role in the effect of citizenship fatigue on organizational citizenship behavior. Bolino et al. (2015)'s research indicates that perceived organizational support has a moderating role in the impact of citizenship fatigue on organizational citizenship behavior. They emphasized that when employees perceive organizational support, their organizational citizenship behaviors will increase by feeling more energy. Thus they will experience less fatigue, whereas in the absence of organizational support, employees' organizational citizenship behaviors will cause fatigue due to lack of resources.

Although our study has important findings, it has some limitations and we suggest future research to address them. We only collected each of the three variables once so, the temporal effect was ignored. In order to see this effect the structure can be tested with longitudinal studies. Although our sample was two different groups (academics and teachers), testing the construct in other occupational groups in future studies would expand the knowledge about the scale. Besides, since demographic data were not included in this study's analysis, the data's



homogeneity was ignored during data collection. The normal distribution of the collected data was accepted as a prerequisite (Table 2, Table 6). We suggest that future studies test the effect of demographic data on citizenship fatigue.

In conclusion, the "Citizenship Fatigue Scale" adapted to Turkish culture is a valid and reliable measurement tool in the sample of academics and teachers. It can be used by researchers in future studies to measure the citizenship fatigue experienced by employees after they exhibit citizenship behavior at work. Citizenship fatigue is a concept that has been studied in the literature in recent years. It offers a different perspective, reflecting a dark side of organizational citizenship behavior. It needs to be tested with new variables and concepts to completely understand the construct. Therefore, the "Citizenship Fatigue Scale" can be used in future studies.

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