

# THE CORRELATION BETWEEN SOCIONOMIC SPECIALISTS' INDIVIDUAL AND PSYCHOLOGICAL FACTORS AND EMOTIONAL BURNOUT SYNDROME OCCURRENCE

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**Онуфрієва Л.А. Взаємозв'язок індивідуально-психологічних факторів представників соціономічних професій та виникнення синдрому емоційного вигорання.** Констатовано стійкий інтерес дослідників до явищ професійного стресу і синдрому емоційного вигорання. Стрес визначено як напружений стан організму, тобто неспецифічна відповідь організму на висунуту до нього вимогу (стресову ситуацію). Симптоми синдрому емоційного вигорання розділено на три такі групи: психофізичні, соціально-психологічні і поведінкові. Зазначено, що у своїй динаміці синдром емоційного вигорання проходить фази напруження, резистенції та виснаження. Показано, що генеза синдрому емоційного вигорання має індивідуальний характер та визначається відмінностями в емоційно-мотиваційній сфері, а також умовами, в яких відбувається професійна діяльність людини. У результаті дослідження чинників, що породжують синдром емоційного вигорання виділено причини: індивідуальні й організаційні. Встановлено, що особистісні особливості працівників соціономічних професій визначають різну міру вияву синдрому емоційного вигорання, саме вони виступають його базовими передумовами виникнення. Зазначено, що вищі показники міри вияву вигорання діагностуються в осіб, які демонструють схильність до тривожності, чутливості та інтровертованості, найменші показники притаманні особам, схильним до спонтанності та ригідності. Показано, що групу ризику становлять, в основному, молоді фахівці незалежно від статі. Встановлено, що причиною поширеності синдрому емоційного вигорання фахівців соціономічних професій з невеликим стажем роботи є насамперед недостатній рівень професіоналізму, тому що у більш зрілому віці вже віднайдено шляхи адаптації до професії, визначено професійні цілі, інтереси, вироблено адекватні механізми професійного самозбереження.

**Ключові слова:** синдром емоційного вигорання, фахівці соціономічних професій, професіоналізм, механізми професійного самозбереження, стать, схильність, тривожність.

**Онуфриева Л.А. Взаимосвязь индивидуально-психологических факторов представителей социномических профессий и возникновения синдрома эмоционального выгорания.** Констатировано устойчивый интерес исследователей к явлениям профессионального стресса и синдрома эмоционального выгорания. Стресс определен как напряженное состояние организма, то есть неспецифический ответ организма на выдвинутую к нему требование (стрессовую ситуацию). Симптомы синдрома эмоционального выгорания разделены на три следующие группы: психофизические, социально-психологические и поведенческие. Отмечено, что в своей динамике синдром эмоционального выгорания проходит фазы напряжения, резистенции и истощения. Показано, что генезис синдрома эмоционального выгорания имеет индивидуальный характер и определяется различиями в эмоционально-мотивационной сфере, а также условиями, в которых происходит профессиональная деятельность человека. В результате исследования факторов, порождающих синдром эмоционального выгорания выделено причины: индивидуальные и организационные. Установлено, что личностные особенности работников социномических профессий определяют разную степень проявления синдрома эмоционального выгорания, именно они выступают его базовыми предпосылками возникновения. Отмечено, что высокие показатели степени проявления выгорания диагностируются у лиц, которые демонстрируют склонность к тревожности, сенситивности и интровертированности, наименьшие показатели присущи лицам, склонным к спонтанности и ригидности. Показано, что группу риска составляют, в основном, молодые специалисты независимо от пола. Установлено, что причиной распространенности синдрома эмоционального выгорания специалистов социномических профессий с небольшим стажем работы является прежде всего недостаточный уровень профессионализма, так как в более зрелом возрасте уже найдены пути адаптации к профессии, определены профессиональные цели, интересы, произведено адекватные механизмы профессионального самосохранения.

**Ключевые слова:** синдром эмоционального выгорания, специалисты социномических профессий, профессионализм, механизмы профессионального самосохранения, пол, склонность, тревожность.

**The topicality of the research.** The global development of civilization, the intensification of life, deepening of economic and political crisis in society, ecological, natural, man-made, man-made disasters cause overloading of human with factors that injure the psyche, cause psycho-emotional stress, traumatic stress with its prolonged consequences in the form of post-traumatic stress disorder. The strong influence of stressors is found in groups of pro-

fessions «man – man», particularly in the medical, psychological, educational activities that provide emotional saturation, psychophysical stress and the presence of high percentage of the factors causing stress, like: increased responsibility for life and health, conflict situations, the need for rapid decision making under risk and highly uncertain success criteria, active interpersonal interactions, lack of social evaluation so on. The representatives of these professions are threatened to have so-called syndrome of emotional burnout. It is a complex psycho-physiological phenomenon, defined as emotional, mental and physiological exhaustion due to prolonged emotional stress.

**The review of recent researches.** The problem of content and structure of the syndrome of emotional burnout is reflected in the numerous works of foreign and domestic scientists (O. Baranov, M. Burysh, H. Dion, V. Zenkovskiy, L. Karamushka, L. Kytaiev-Smyk, L. Kolesnikova, N. Levytska, H. Lozhkin, M. Leiter, Y. Lvov, S. Maksymenko, V. Nykonov, V. Orel, A. Rean, M. Smulson, T. Formaniuk, K. Freidenberher, A. Shafranova, U. Shufeli etc.). Methods of diagnosis are presented by the researchers: V. Boiko, N. Vodopianova, S. Jackson, K. Maslach, T. Ronhynska, O. Starchenkova and others. There are studies of the characteristics of professional stress and certain manifestations of professional burnout of hospital workers: H. Kaplan, I. Kusch, K. Maslach, G. Roberts, B. Sedok, V. Semenikhina, K. Chernis, A. Yuriev, L. Yurieva and others; of social workers: T. Marek, K. Wang et al.; of sportsmen: B. White, V. Mohran, R. Smith, R. Weinberg, R. Flippin, A. Hackney and others.

Despite a broad representation of the problem in the scientific literature, the further study is necessary for the peculiarities of manifestation of professional burnout syndrome in workers of different specialties, a comprehensive analysis of the determinants of its origin, according to age, gender, work experience, psychological climate in the working group, individual psychological characteristics, development of preventive methods.

**The purpose of our work** is theoretical and methodological study on actual problem of the relationship of individual and psychological factors of the representatives of socioeconomic professions and emotional burnout syndrome occurrence.

**The main material research.** Among the characteristics of the professions, significantly affecting the development of professional stress and emotional burnout syndrome, there are noted to be the monotony of work; high degree of uncertainty in the assessment of

the work; dissatisfaction with social status. Only after that the scientists consider the stressful factors of low payment level and poor working conditions, considering them important, but not essential sources of professional stress of socio-economic specialists (health workers, psychologists, teachers, etc.) [1; 6].

Emotional burnout may be conditioned by structural and organizational features of the company; nature of the activities; personal features of employees and the nature of their interpersonal interactions. The main factors of the emotional burnout syndrome include:

- inadequate professional requirements to a specialist;
- insufficient individual adaptive abilities to these requirements (reduced resources of the personality);
- shortage of external support;
- situational constraints affecting the professional adaptation;
- low level of the professional self-esteem;
- emotional exhaustion, which leads to lower professional performance;
- depersonalization (anonymity and the desire to formalize the work).

The work in the area of «man – man» involves the following factors:

- emotional richness;
- psychophysical stress;
- increased responsibility for the life and health of patients or clients;
- high sense of personal responsibility for others;
- the need for rapid decision making;
- active interpersonal interaction;
- insufficient social assessment [8].

However, there is a close relationship between burnout and motivation of activities. Burnout can lead to lower professional motivation: hard work is becoming a meaningless occupation, apathy and even negativity towards working duties appear. A «workaholicism» and active enthusiasm for the professional activities contributes to the development of symptoms of burnout. Workers disposed to prolonged professional stress, often have an internal cognitive dissonance: the harder people work, the more actively they avoid thoughts and feelings associated with the internal burnout [2; 6].

People working in the socio-economic field are often disposed to great personal stress. They are difficult to be disclosed to anyone else. For example, the predominant feature of the medical profes-

sion is to deny the problems related to personal health. The development of this condition is influenced by certain personality traits – a high level of emotional liability, high self-control, especially in terms of negative emotions expressing, rationalization of motives of one's behavior, tendency to increased anxiety and depressive reactions associated with inaccessibility of «internal standard» and blocking negative experience, rigid personality structure. The paradox is that the ability of medical workers to deny their negative emotions can sometimes be necessary, but often it is weakness [3].

There are groups of factors causing stress and, consequently, lead to the emotional burnout syndrome.

Organizational factors mean overloading or very small work loading, i.e. a task that should be completed in a specific time period. A worker is charged with an excessive number of tasks or unreasonable level of output for a given period of time. In this case, anxiety, frustration (feeling of crash), and the sense of hopelessness and material losses appear. But underemployment can cause the same feelings. An employee having no job corresponding to his abilities, usually feels frustration, anxiety regarding its value and position in the social structure of the organization.

Conflict of roles. The conflict of roles arises when an employee is imposed contradictory requirements. For example, a seller can get a task to respond immediately to the request of customers, but when he is seen speaking with a client, they say him not to forget to fill the shelves with products.

The conflict of roles can also arise as a result of differences between the rules of informal group and requirements of formal organization. In this situation, the individual may experience stress and anxiety because he wants to be accepted by the group, on the one hand, and to comply with requirements management – on the other.

Uncertainty of roles. Uncertainty of roles occurs when the employee is not sure what is expected of him. Unlike conflict of roles, the demands are not contradictory, but they are uncertain. People should have a correct imagination of expectations of the management – what they should do, how they should do and how they will be judged afterwards.

Uninteresting work. Some studies show that some individuals, having more interesting work, show less anxiety and are less disposed to physical ailments than those dealing with uninteresting work. However, views on the concept of «interesting» work are different: an interesting job for somebody may seem boring for another person.

There are also other factors. Thus, professional stress can result from poor physical conditions, such as variations in room temperature, poor lighting or excessive noise. Improper correlation between powers and responsibilities, poor channels of information exchange in the organization and unreasonable demands of staff to each other can also cause stress [7].

The researcher of emotional burnout syndrome V.V. Boiko identifies the following factors:

*External factors:*

1. Chronically stressful psycho-emotional activities (This occurs when a professional who works with people has to reinforce various aspects of activities with emotions).

2. Destabilizing organization of activities (Destabilizing circumstances of activities affect not only a professional, but also the subject of communication – client, patient, partner).

3. Increased responsibility in the performance of functions and operations (First of all, it concerns doctors, teachers, social workers, lawyers and employees of the judiciary).

4. Unfavorable psychological atmosphere of professional activities (It depends on two main factors: conflictness on «vertical», i.e., between superior and subordinate, and conflictness on «horizontal» – between colleagues).

*Internal factors:*

1. The tendency to emotional rigidity (Emotional burnout often occurs in people who are less reactive and expressive, and more emotionally restrained. The formation of burnout syndrome is slower in impulse people. Increased vulnerability and sensitivity can completely block the psychological defense mechanism).

2. Intensive interiorization (People with high responsibility have all chances to have the syndrome).

3. Weak motivation of emotional impact in professional activities (In this case two options are possible:

- a professional does not consider it necessary for any reason or any interest to show empathy to the object of activity;
- a person is not used, cannot promote himself to empathy and complicity that appear to the subjects of activities).

4. Ethical defects and disorientation of people [8].

Thus, the development of professional stress reactions and their effect phenomenon – the syndrome of emotional burnout – has complex multifactor conditionality: from structural and organizational characteristics, organizational culture, the nature

of the work to the personal characteristics of workers and the nature of their interpersonal interactions.

First of all, emotional burnout syndrome genesis has an individual character, being determined by differences in emotional and motivational sphere and the conditions of human professional activities [4; 6; 9; 10].

The problem of professional stress is focused on the correlation between a professional's potential possibilities and social conditions of his activities. Therefore this problem is seen in the complex «socioeconomic specialist – his social environment».

N.Y. Vodopianova describes the risk group when it concerns burnout [3]:

- employees who are obliged to communicate with different people, friends and strangers tend to burnout faster. First of all they are managers, sales managers, medical and social workers, counselors, teachers, police officers and so on. Employees with introvert character especially quickly «burn out». They do not have an excess of vital energy, they are characterized by humility and modesty, and they are disposed to isolation and concentration on the subject of professional activities. They can accumulate emotional discomfort without «dumping» negative experiences in the environment;
- people experiencing ongoing intrapersonal conflict in connection with work tend to get burnout syndrome. It is often, in practice, women experiencing domestic conflict between work and family, as well as «pressure» in connection with the need to prove their professional opportunities in the highly competitive conditions with men.
- workers whose professional activity is in acute instability and chronic fear to lose job are disposed to burnout syndrome. This group includes primarily people over 45, for whom the possibility of finding a new job is sharply reduced because of age.
- on the background of permanent stress the burnout syndrome is found in those circumstances, when a person gets a new environment where he must reveal high efficiency. For example, after studying at full-time department at higher educational establishment a young specialist begins to perform work associated with high responsibility, and he feels his incompetence. In this case, the symptoms of burnout may be after six months of work;

- the burnout syndrome often happens at residents of large cities, living in conditions imposed to communication and interaction with a lot of strangers in public places.

The workers experience burnout syndrome with less risk to health and a less pronounced decline in the efficiency of work: they are people with good health and consciously, purposefully take care of their physical well-being (they always go in for sports and take healthy life) and people with high self-esteem and confidence in themselves, their abilities and capabilities [4; 9].

It should also be emphasized that burnout is less characteristic to people with experience of successful overcoming professional stress and able to be changed constructively in stressful conditions.

Speaking about the character of these people, it is necessary to allocate such individual psychological characteristics like high mobility, openness, sociability, independence and the desire to rely on their own strength.

Finally, an important distinctive feature of people, resistant to professional burnout is their ability to form and maintain positive, optimistic values to themselves as well as to others and life in general [5].

Thus there is cognitive dissonance: the more intense socioeconomic specialist is, more actively he avoids thoughts and feelings associated with internal burnout [10].

However, some life situations that cause stress can include: changing phases of development and formation of a family or biologically caused changes in the body which are characteristic for each of us; other unexpected and unpredictable situations, especially sudden ones (accidents, natural disasters, death of a loved person). There are also situations caused by human behavior, the adoption of certain decisions, certain course of events (divorce, change in job or residence, etc.). Each of these situations can cause emotional discomfort. In this regard, a person needs good adaptive abilities to help survive the most difficult life situations, endure life in the toughest tests. These adaptive capabilities can be developed inside a personality and improved by using different methods and techniques that will be reflected in our further researches.

**Conclusion.** A strong interest of researchers to the phenomena of professional stress and emotional burnout syndrome is stated. Stress is defined as an intense state of the organism, i.e. nonspecific response to the proposed claim (stressful situation). Symptoms of the emotional burnout syndrome are divided into three groups: psychological and physical, social and psychological and behavioral.



The emotional burnout syndrome in the dynamics has the following phases: phase of emotional stress, phase of resistance and exhaustion. It is shown that emotional burnout syndrome genesis has an individual character and is determined by differences in emotional and motivational sphere as well as conditions of the human professional activities. In the result of the study of factors that give rise to emotional burnout syndrome there have been allocated the following reasons: individual and organizational. It is established that personal characteristics of socioeconomic specialists define different measure of manifestation of the emotional burnout syndrome. They are the basic prerequisites of the syndrome occurring. The highest determinants of burnout expression are diagnosed in individuals who show a predisposition to anxiety, sensitivity and introvert character; the lowest rates are characteristic to individuals disposed to spontaneity and rigidity. It is shown that risk group mainly comprises young professionals regardless of gender. It is established that the cause of the prevalence of the young socioeconomic specialists' emotional burnout syndrome is primarily lack of professionalism, because adult specialists discover ways to adapt to the profession, define professional goals and interests, made adequate mechanisms of professional self-preservation.

The prospects of research consist in the design and implementation of the emotional burnout syndrome based on the integrative analysis of the psychocorrection program.

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**L.A. Onufriieva. The correlation between socioeconomic specialists' individual and psychological factors and emotional burnout syndrome occurrence.** A strong interest of researchers to the phenomena of professional stress and emotional burnout syndrome is stated. Stress is defined as an intense state of the organism, i.e. nonspecific response to the proposed claim (stressful situation). Symptoms of the emotional burnout syndrome are divided into three groups: psychological and physical, social and psychological and behavioral. The emotional burnout syndrome in the dynamics has the following phases: phase of emotional stress, phase of resistance and exhaustion. It is shown that emotional burnout syndrome genesis has an individual character and is determined by differences in emotional and motivational sphere as well as conditions of the human professional activities. In the result of the study of factors that give rise to emotional burnout syndrome there have been allocated the following reasons: individual and organizational. It is established that personal characteristics of socioeconomic specialists define different measure of manifestation of the emotional burnout syndrome. They are the basic prerequisites of the syndrome occurring. The highest determinants of burnout expression are stated to be diagnosed in individuals who show a predisposition to anxiety, sensitivity and introvert character; the lowest rates are characteristic to individuals disposed to spontaneity and rigidity. It is shown that risk group mainly comprises young professionals regardless of gender. It is established that the cause of the prevalence of the young socioeconomic specialists' emotional burnout syndrome is primarily lack of professionalism, because adult specialists discover ways to adapt to the profession, define professional goals and interests, made adequate mechanisms of professional self-preservation.

**Key words:** emotional burnout syndrome, specialists of socioeconomic professions, professionalism, mechanisms of professional self-preservation, sex, disposition, anxiety.

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