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СОЦІАЛЬНО-ПСИХОЛОГІЧНІ ФАКТОРИ ЕМОЦІЙНОГО ВИГОРАННЯ ПРАЦІВНИКІВ МІЖНАРОДНИХ МІСІЙ В УКРАЇНІ

CZYNNIKI SPOŁECZNO-PSYCHOLOGICZNE EMOCJONALNEGO SPALANIA PRACOWNIKÓW MIĘDZYNARODOWYCH MISJI NA UKRAINIE

Streszczenie Zespół wypalenia emocjonalnego (zawodowego) to stan emocjonalnego, wyczerpania psychicznego i zmęczenia fizycznego, który wynika z chronicznego stresu w pracy. Jest to konsekwencja interakcji obiektywnych stresujących wpływów środowiska i subiektywnych cech społeczno-psychologicznych pracownika. Struktura, etapy i wskaźniki zespołu wypalenia zawodowego zostały przeanalizowane teoretycznie.

Badanie czynników przyczyniających się do wypalenia zawodowego przeprowadzono na przykładzie pracowników Misji Konsultacyjnej Unii Europejskiej (EUMC) na Ukrainie. Stwierdzono, że około jedna czwarta z nich ma wysoki zintegrowany wskaźnik wypalenia zawodowego, który częściej objawia się depersonalizacją i ograniczeniem osiągnięć zawodowych i osobistych, ale wyczerpanie emocjonalne jest mniej powszechne u naszych badanych.

Analiza związku między wskaźnikami emocjonalnego wypalenia zawodowego a niektórymi wskaźnikami społeczno-psychologicznymi badanych wykazała, że najważniejsze w zapobieganiu jego wystąpieniu są impulsywność, praktyczność i wewnętrzna motywacja. Doświadczenie w misji i strategię radzenia sobie, takie jak poszukiwanie wsparcia społecznego, ostrożne, manipulacyjne, aspołeczne i agresywne działania, pozytywnie korelują ze wskaźnikami wypalenia, to znaczy mogą przyczynić się do jego powstania.

СОЦІАЛЬНО-ПСИХОЛОГІЧНІ ФАКТОРИ ЕМОЦІЙНОГО ВИГОРАННЯ ПРАЦІВНИКІВ МІЖНАРОДНИХ МІСІЙ В УКРАЇНІ

Анотація. Синдром емоційного (професійного) вигорання – це стан емоційного, розумового виснаження, фізичного стомлення, що виникає в результаті хронічного стресу на роботі. Він є наслідком взаємодії

об'єктивних стресових впливів середовища та суб'єктивних соціально-психологічних характеристик працівника. Теоретично проаналізовано структуру, стадії та показники синдрому вигорання.

Дослідження факторів, які сприяють виникненню професійного вигорання проводилось на прикладі працівників Консультативної місії Європейського Союзу (КМЄС) в Україні. Було виявлено, що близько чверті з них мають високий інтегральний індекс вигорання, який частіше проявляється через деперсоналізацію та редукцію професійних і особистісних досягнень, а от емоційне виснаження рідше зустрічається у наших досліджуваних.

Аналіз взаємозв'язку показників емоційного професійного вигорання та деяких соціально-психологічних показників досліджуваних показав, що найбільше значення для попередження його виникнення мають у нашій вибірці імпульсивність, практичність та внутрішня інтринсивна мотивація. Досвід роботи в місіях та такі копінг-стратегії, як пошук соціальної підтримки, обережні, маніпулятивні, асоціальні та агресивні дії позитивно корелюють з показниками вигорання, тобто можуть сприяти його виникненню.

СОЦИАЛЬНО-ПСИХОЛОГИЧЕСКИЕ ФАКТОРЫ ЭМОЦИОНАЛЬНОГО ВЫГОРАНИЯ СОТРУДНИКОВ МЕЖДУНАРОДНЫХ МИССИЙ В УКРАИНЕ

Аннотация. Синдром эмоционального (профессионального) выгорания – это состояние эмоционального, умственного истощения и физического утомления, которое возникает в результате хронического стресса на работе. Он является следствием взаимодействия объективных стрессовых влияний среды и субъективных социально-психологических характеристик сотрудника. Теоретически проанализировано структуру, стадии и показатели синдрома выгорания.

Исследование факторов, способствующих возникновению профессионального выгорания, проводилось на примере сотрудников Консультативной Миссии Европейского Союза (КМЕС) в Украине. Было выявлено, что около четверти из них имеют высокий интегральный индекс выгорания, который чаще проявляется через деперсонализацию и редукцию профессиональных и личностных достижений, а вот эмоциональное истощение реже встречается у наших испытуемых.

Анализ взаимосвязи показателей эмоционального профессионального выгорания и некоторых социально-психологических показателей испытуемых показал, что наибольшее значение для предупреждения его возникновения имеют в нашей выборке импульсивность, практичность и внутренняя интринсивная мотивация. Опыт работы в миссиях и такие копинг-стратегии, как поиск социальной поддержки, осторожные, манипулятивные, асоциальные и агрессивные действия позитивно коррелируют с показателями выгорания, т.е. могут способствовать его возникновению.

The current state of Ukrainian society is tense and stressful. Armed conflict and violation of the integrity of the country, socio-political tensions, economic difficulties, numerous losses (material and psychological) have led to significant violations in the functioning of the economy and the socio-psychological structure of the country. Ukraine is looking for solutions to this challenging situation with the support of other countries and states, including the European Union.

The Common Security and Defense Policy (CSDP) allows the European Union (EU) to assume a leading role in peace-keeping, conflict prevention and strengthening of international security. It is an integral part of the EU's integrated approach to crisis management using civilian and military capabilities.

The list of CSDP tasks includes: humanitarian and rescue measures; conflict prevention and peacekeeping activities; the participation of combat forces in crisis management; joint disarmament operations; provision of military support; post-conflict activities to stabilize the environment.

CPDP missions and operations are a unique tool that, if necessary, allows you to overcome a conflict or to halt the crisis in a very complex environment. This is usually done at the request of the assisted country, and always in full compliance with international law. When deciding on the deployment of a mission or operation, it takes into account not only EU security interests, but also local circumstances and tasks that need to be addressed.

The European Union Advisory Mission (EUAM) in Ukraine officially began its work in Kyiv on December 1, 2014 after the Revolution of Dignity and after receiving an invitation from the Government of Ukraine. The Mission provides support to state bodies of Ukraine in the civil security sector reform through strategic consultations and practical support for reform measures in line with EU standards and international principles of good governance and human rights.

A team of more than 300 Ukrainian and international professionals works in Kyiv, and, from May 2016, also in regional offices in Lviv and Kharkiv.

The team of EUAM international advisers consists of representatives of the European Union countries. Experienced security, police, judicial, anti-corruption, human rights and public relations experts share their expertise with Ukrainian partners in the joint effort to accelerate the process of reforming the civil security sector.

Functionally, in addition to their work with documents, their work consists of meetings with a large number of people, conducting negotiations, establishing contacts, which sometimes requires significant psychological strain. Therefore, despite considerable experience and training, all of them tend to be emotionally burned out.

A person, facing a certain complexity, cannot fully realize the accumulated energy that is caused by the physiological mechanism of stress. After a while, this energy begins to destroy the person himself. As a result, instead of completely normal stress reactions, people begin to "break into pieces" the mechanisms of distress, when energy cannot be realized in any constructive actions [9].

As a result, the psychological, emotional stress associated with stress in the workplace increases. Symptoms of this are anxiety, depression, psychosomatic disorders, dependence on psychoactive substances, emotional burnout.

The syndrome of emotional burnout ("syndrome of mental burnout", "informational neurosis", "professional burnout") is a state of emotional, mental exhaustion, physical tiredness, arising as a result of chronic stress at work. Its development is inherent in the first "helper" professions, where the provision of help to people (medical workers, teachers, psychologists, social workers, law enforcement officers, State Emergency Service of Ukraine (SESU) staff members (rescuers, firefighters), etc.) prevails. Information started to appear some time ago about the burnout of other professionals – managers, information

technology professionals, drivers, etc. We believe it can be argued that there is a possibility of burnout for employees of international missions. After all, any work due to its high demands, special responsibility and emotional load potentially involves the danger of serious work-related experiences and is likely to lead to a professional stress.

General theoretical and experimental approaches to the study of the syndrome of emotional burnout in domestic and foreign psychology (I. Abdullaeva, V. Boyko, M. Burish, N. Vodopianova, N. Grishina, S. Jackson, E. Zeyer, L. Karamushka, A. Kufliyevskiy, K. Condo, A. Längle, S. Maksymenko, C. Maslach, V. Moskalenko, L. Mitin, L. Orban-Lembrik, V. Orel, T. Ronginska, O. Starchenkova, T. Formanyuk, H. Freudenberger) converge on the fact that development of burnout is not limited to the professional sphere and its consequences begin to manifest significantly in the personal life of participants, their interaction with other people, in other situations of life. Painful disappointment in work as a way of gaining meaning colours the entire life situation [1 - 9].

V. Boyko regards burning as a personality-generated mechanism of psychological protection in the form of total or partial exclusion of emotions in response to certain psycho-traumatic influences, acquired a stereotype of emotional, often occupational behavior. Burnout, in his opinion, is a partially functional stereotype, since it allows a person to dose and economically spend energy resources. At the same time, it can provoke the emergence of dysfunctional effects, and they have a negative impact on the performance of professional activities [1].

Burnout can be manifested through the following symptoms: emotional deficiency, emotional distancing, depersonalization and psychosomatic and psycho-vegetative disorders. Psychologists emphasize that there are distinctive stages of the burnout process. Often, psychologists consider its three stages.

Important consideration of our research is the issue of the determinants of burnout. The main reason for the emergence of a syndrome of emotional burnout is psychological, mental fatigue.

There are three main groups of factors that play an essential role in the emotional burnout syndrome: personal, role and organizational.

1. The personal factor is the presence of certain qualities that can contribute to the onset of burnout symptoms (H. Freunderberger, E. Maxer, V. Boyko). These include instability, introspection, emotional coldness, a tendency to intensive experience of negative circumstances of professional activity, poor motivation for emotional impact in professional activities, etc. [1; 7].

2. The role factor. Role conflict and uncertainty, ill-defined or unevenly distributed responsibility for their professional actions, high workload, professional situations, in which united efforts are not coordinated, absence of integrated approach to actions, and competition, increase the possibility of workers' burnout.

3. Organizational factor. The main organizational factors contributing to the burnout are: high workload; absence or insufficient social support from colleagues and leadership; insufficient remuneration for work; high degree of uncertainty in the evaluation of the work performed; impossibility to influence decision making; ambiguous work requirements; constant risk of penalties; monotonous, and dead-end activity; the need to demonstrate emotions that do not correspond to reality; destabilizing organization of activities and disadvantaged psychological atmosphere in a team, etc. [4; 6; 8].

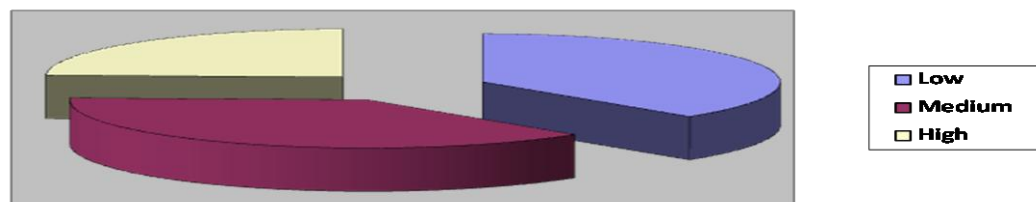
It should also be remembered about the social factors that, according to researchers, are related to the syndrome of emotional burnout: young age, lack of life and professional experience, working conditions, etc.

The study of these and other socio-psychological factors of the emotional professional burnout of the employees of the European Union Advisory Mission (EUAM) in Ukraine was the purpose of our work.

The research was conducted by us with the staff of the named Mission. The sample consisted of roughly equal parts of men and women aged 30 to 66 years. Majority of these individuals have previously been involved in similar military or civilian missions, that used to be or still remain serving law enforcement / military officers.

The methodology bank included: burnout questionnaire (C. Maslach Burnout Inventory); five-factor personal questionnaire “Big Five” (Big Five) (R. McCrae, P. Costa); Personality Survey "Strategic Approach to Coping Scale" (SACS) S. Hobfoll; The Work Extrinsic and Intrinsic Motivation Scale (WEIMS) (Tremblay, Blanchard, Taylor, Pelletier, Villeneuve).

Let's start with an analysis of the indicators of professional burnout.



Picture 1. Levels of professional emotional burnout among EUAM staff (%)

According to these data, almost a quarter of the subjects have a high index of burnout syndrome, which means that they have high rates of emotional exhaustion, depersonalization and reduction of professional and personal achievements, and can be the threat of negative influence on the results of their professional activity. According to our data, an average and low level of professional burnout among the respondents of our sample are distributed equally (37.8% each).

Consequently, a significant part of the staff of the international missions, who participated in our study, have a low level of professional burnout. Many of them show only some of its signs, therefore they have only average levels of the system index of burnout syndrome (integral index). Our research shows that depersonalization and reduction of professional and personal achievements are more prevalent, with emotional exhaustion being the least common occurrence in our sample.

Let's turn to the analysis of the psychological characteristics of the participants in our study.

The analysis of the indicators of the five basic personal qualities of the staff of international missions showed that they are more characterized by the predominance of introversion, focus on their inner world, level-headedness and prudence, steady, but often decreased, emotional background, desire for independence and autonomy, an attempt to keep distance, have a detached position in interaction with others, a tendency to rash, impulsive actions, self-sufficiency, self-confidence, emotional maturity, realism, and practicality.

A survey of the strategies and models of coping behavior of EUAM staff in Ukraine has shown that our subjects often use strategies such as avoidance and impulsive actions in difficult situations. They are dominated by social, passive and direct copings, which, however, are quite constructive, and contribute to the success of overcoming professional stress and, accordingly, reduce the probability of emotional burnout.

The study of the motivation of professional activity among international mission staff revealed that they are mostly based on internal, autonomous regulation, and those that are completely dependent on the individual motivational factors. Among them, internal procedural motivation and integration play a leading role. The smallest value are external regulation and amotivation.

The purpose of our study was to identify socio-psychological factors of professional emotional burnout in the personnel of the European Union

Advisory Commission (EUAM) in Ukraine. This became possible due to the discovery of links between the indicators of burnout and the social and psychological characteristics of our subjects.

To do this, we conducted a correlation analysis of the data obtained during the study of the data using the Spearman rank correlation coefficient and compared the results of the selected groups (if only two can be distinguished) according to the U Mann-Whitney criterion. Let's start with an analysis of the social factors of burnout (Table 1).

Table 1

Relationship between indicators of professional burnout and some social characteristics of the subjects (correlation coefficient)

Social characteristics	Burnout indicators ¹			
	EB	D	RPPA	BS
Age	0,000959	-0,092407	0,119180	-0,086441
Duration of service in missions	0,256690	0,454451**	-0,105707	0,363771*
Mission number	0,182670	0,263767	0,088153	0,129564

Note: bold numbers indicate significant coefficients: * - $p \leq 0,05$, ** - $p \leq 0,01$

That is, with the increase in the length of service of the research participants, certain deformations of relations with other people become more pronounced. In some cases, this may be an increase in dependence, and in others, an increase in negativism, cynicism, and attitudes towards other people. This can be manifested in arrogant behavior, use of professional slang, specific humor, labelling etc. And this is really so, because any lengthy work is connected with the formation of professional stereotypes and typecasts, the formation of a semantic field, in which these experts exist. Therefore, the longer a person is employed by the same organization, especially when he or she are unable to switch and relax, the greater the likelihood of them developing depersonalization as a symptom of burnout.

¹ EB – Emotional burnout, D – Depersonalization, RPPA – Reduction in professional and personal achievements, BS – Burnout syndrome

No significant links were found in the indicators of burnout with other social characteristics of the subjects (their age and number of missions in which they worked). Although we noted the fact that age negatively, though insignificantly, correlated with depersonalization and the general indicator of burnout. This makes it possible to assume the correctness of the claim that mostly young specialists are prone to burnout. By the way, a negative correlation was also obtained with an indicator of reduction of professional achievements. The number is not significant, but it indicates a trend and provides a direction for further research.

Emotional burnout is not connected with other social characteristics (gender, mission type and place of work of its employees).

Thus, the main social factor contributing to the professional emotional burnout of the experts of the European Union's Advisory Mission in Ukraine is the duration of their time in missions. It is significantly reflected in the indicators of depersonalization of the studied subjects and, accordingly, in the overall rates of burnout.

Let's turn to the analysis of the psychological factors that were investigated by us (Table 2). The table shows only the indicators between which significant correlations have been detected.

According to the data presented in Table 2, among the personal characteristics studied by us, an important place among the burnout factors belongs to self-control ($\rho = -0.319733$, $p \leq 0.05$ with an index of depersonalization). Since the detected connection is negative, this means that self-control contributes to preserving the integrity of the individual and counteract the emergence of such an indicator of professional burnout as depersonalization.

Another personality factor that is substantially related to depersonalization is the expressiveness ($\rho = -0.390815$, $p \leq 0,01$), which is a protective factor of depersonalization, where the connection is inverse. Consequently,

expressiveness can act as a counterweight to the professional burnout of specialists.

Among the strategies of coping behavior, the search for social support, cautious, manipulative and social actions that are significantly (at the level of $p \leq 0,05$) related to the integral indicator of professional burnout, are important in the sense of burnout. This linkage is especially expressed with the strategy of seeking social support, since there is a positive relationship with certain indicators of burnout (with emotional burnout at the level of $p \leq 0.05$ and depersonalization at the level of $p \leq 0,01$), indicating that the fact that search for social support as a protective strategy often leads to damages in the emotional sphere and communication.

By the way, the indicators of all the above-mentioned defense strategies positively correlate with the indicator of depersonalization, although among them there are prosocial (search for social support), antisocial (antisocial and aggressive actions), indirect (manipulative actions) and protective strategies (precautionary action). Consequently, we can assume that the use of coping strategies can accelerate the emergence of such a symptom of professional burnout, as depersonalization.

And, finally, the last indicator, which revealed the most significant relationships with all the symptoms of professional burnout and its overall indicator is internal (intrinsic) motivation. As can be seen from Table. 2, it is inversely proportional to emotional exhaustion, depersonalization, and the overall rate of burnout at a high level of significance ($p \leq 0.001$ and $p \leq 0.01$) and is directly proportional to the reduction of professional achievement.

Table 2

Relationship between indicators of professional burnout and psychological characteristics of the subjects (correlation coefficients)

Psychological characteristics	Burnout indicators			
	EB	D	RPPA	BS
Self-control – impulsiveness (C)	-0,161594	-0,319733*	0,189921	-0,247588

Expressivity-Practicality (O)	-0,114731	-0,390815**	0,016783	-0,280367
Search of social support	0,337801*	0,441258**	-0,005721	0,320959*
Cautious actions	0,159034	0,345062*	-0,152013	0,317697*
Manipulative actions	0,269512	0,303056*	-0,119444	0,302227*
Antisocial actions	0,275802	0,314197*	-0,088650	0,311462*
Aggressive actions	0,157345	0,302019*	-0,015557	0,237989
Internal motivation	-0,453931**	-0,477954***	0,429118**	-0,524882***

Bold numbers indicate significant coefficients: * - $p \leq 0,05$, ** - $p \leq 0,01$, *** - $p \leq 0,001$.

Such data indicate that high rates of internal motivation increase the likelihood of an employee's dissatisfaction, both personally and professionally, and a negative assessment of their competence and productivity. At the same time, they reduce the probability of occurrence of emotional exhaustion (decrease of emotional tone), depersonalization (emotional detachment and indifference) and the general level of professional burnout. Consequently, the development of such a motivation can contribute to the prevention and correction of burnout.

Thus, the analysis of the relationship between the indicators of professional burnout has shown that the most important for preventing its occurrence in our sample are impulsiveness, practicality and internal intrinsic motivation. Coping strategies, such as search for social support, cautious, manipulative, antisocial and aggressive actions positively correlate with the indicators of burnout and may facilitate its emergence. These data should be taken into account when organizing preventive and corrective work with international missions, which we plan to organize later. This can be considered as a research perspective.

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