

The Relationship between Sociability and Professional "Burnout" of Medical Workers with Different Professional Experience

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Abstract

The article considers the professional "burnout" from the standpoint of "emotional exhaustion", "depersonalization" and "reduction." The study of sociability performed by the system-functional approach of A.I. Krupnov, in which sociability is understood as a system of stable instrumental-style and motivational-semantic characteristics that provide the state of readiness and desire of the subject to interpersonal interaction. As a result of empirical research, it was revealed that medical staff (nurses), regardless of professional experience, are less susceptible to emotional "burnout" with an egocentric orientation of sociability. The specificity of the relationship between sociability and indicators of professional "burnout" among specialists with less work experience is manifested in the absence of significant associations of sociability variables with *depersonalization*. The specifics of the links of the interns are expressed in the relationship of social orientation and personal difficulties of sociability with the subjective perception of their professionalism, as well as in a larger number of connections of variables of sociability, instrumental-dynamic subsystem, increasing the risk of emotional exhaustion in professional activity.

Keywords: Relationship; Medical Worker; Sociability; Professional Burnout; System-Functional Approach; Motivational-Semantic Subsystem; Regulatory-Dynamic Subsystem.

1. Introduction

The professional activities of medical staff is associated with direct interaction with the public. The need for insight into the patient's problems, the ability to properly build the communication process implies a high level of sociability as a professionally necessary personality trait. A large flow of patients, a rigidly fixed time of admission leads to a professional "burning

out", and sometimes, leaving the profession. Despite the large number of studies on this issue, the study of the relationship of sociability and professional "burnout" among medical workers with different professional experience has not been conducted and seems to us relevant, in demand, as well as practice-oriented in modern society.

The purpose of the study is to identify the features of the relationship of sociability and professional burnout among health care workers with different professional experience.

We consider Professional "burnout" as a process of reducing or losing a person's experience of the significance of personal values, characterized by difficulties in their implementation and inadequate emotional response in value-relevant situations (Denisov, Terekhina, 2015; Drozdova, 2016). Foreign (Rada, Jonson-Leong, 2004; Grunfeld, Zitzelsberger, Coristine, 2005) and domestic researchers identify various reasons for professional (emotional) burnout: the level of development of reflexivity (Merkulova, 2013), long non-living by personal values (Leng, 2008), character traits. The signs of professional "burnout" are highlighted: emotional exhaustion (indifference), depersonalization (negative attitude towards their professional activities and colleagues), reduction (subjective self-perception of a non-professional) (Vodopyanova, Starchenkova, 2008) and the need for the help of a psychologist or psychotherapist in this category of professionals is confirmed (Chuvakov, Chuvakova, Yarmoshyna, 2016).

Sociability refers to one of the basic properties of the individual, therefore it can become a resource that improves resistance to external negative influences and promotes professional burnout of a specialist. The study of sociability performed using the system-functional approach A.I. Krupnov, in which the studied personality trait is understood as a system of stable instrumental-style and motivational-semantic characteristics, which provide the state of readiness and desire of the subject to interpersonal interaction (Krupnov, 2006). This approach presents two aspects of studying personality traits (sociability), motivational-semantic, including attitudes (socially significant or personality-significant), direction of motivation (sociocentric or egocentric), degree of awareness and understanding of sociability (meaningfulness or awareness), the scope of this personality traits (objectivity or subjectivity). In turn, the instrumental-dynamic subsystem is the central "core" of the aspirations of the personality, representing the intensity (energy - anergy) nature of the experiences (stenichnost- asthenichnost), type of volitional regulation (internality - externality), features of the manifestation of this property in problem situations (operational or personal difficulties) (Krupnov, Novikova, 2014). In the course of the system-functional approach, age-related (Fomina, Bakova, 2010), professional (Kudinova, Kudinov, 2016), ethnic (Kudinov, Vdovina, 2013) features of sociability, as well as the relationship of sociability with aggressiveness (Tolstova, 2013), adaptability, confidence (Volk, Akimova, 2010) and others were studied.

2. Materials and Methods

Testing and correlation analysis of Pearson, as well as methods: "Blank test-sociability" of A.I. Krupnov; questionnaire of "Professional burnout" of K. Maslach, S.Jackson in the adaptation of V.E. Vodopianova.

The study was conducted on the basis of Polyclinic No 1 of Ufa. The study involved 62 medical workers (nurses) with different professional experience: up to 5 years 30 people and from 5 to 10 years 32 people, the average age is 41 years.

3. Results

Five significant relationships were identified, out of 48 possible, one of which is negative (Figure 1).

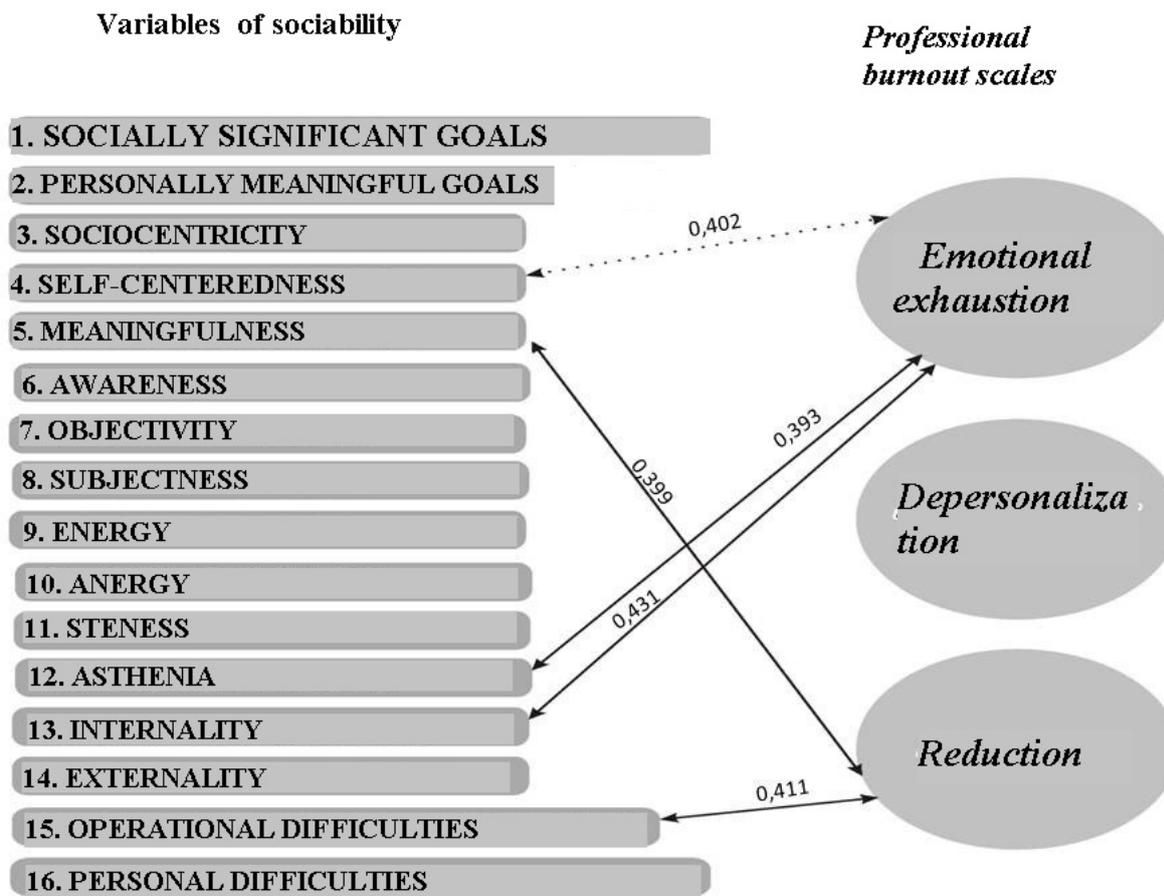


Figure 1. Correlation coefficients of variables of sociability and indicators of professional burnout among medical workers with professional experience of up to 5 years ($N = 30$)

Positive correlations have sociability variables — asthenia, internality, and the indicator of professional burnout, emotional exhaustion ($r = 0.393$; $r = 0.431$). The more often the experts feel embarrassed when the patient fails to answer, annoyed, when they fail to hide the negative attitude, attribute their own failures to internal factors, the more psychological exhaustion, loss of interest in activities and positive feelings, dissatisfaction with life in general. In other words, psychological exhaustion increases with an increase in the frequency of negative emotions, the internal locus of control.

The sociable sociability of the meaningfulness and operational difficulties with the indicator of professional “burnout” reduction ($r = 0.399$) are positively significantly interrelated. Such data suggests that the more deeply specialists understand sociability as a means of knowing oneself and others, the degree of a person’s readiness for interpersonal interaction, the more often they cannot render the necessary interaction to a patient, the sooner their professional incompetence is realized. Understanding that insufficient development of effective interaction skills and the presence of difficulties from outside exacerbate the subjectivity of the perception of their lack of professionalism.

The negative significant relationship of variable sociability, self-centeredness and the indicator of professional “burnout”, emotional exhaustion ($r = -0.402$) indicates that the higher the level of orientation of a person towards himself, the pursuit of his own goals, the lower his emotional exhaustion and, conversely, with a low level of variable self-centeredness in communication increases the level of emotional exhaustion. In other words, the expressed

orientation of sociability towards oneself increases the safety of the emotional sphere and is the prevention of emotional exhaustion.

Consider the correlation of the variables of sociability and emotional burnout in nurses with work experience of five to ten years (Figure 2).

In the structure of sociability and emotional "burnout", thirteen significant correlations of 48 possible, of which five are negative, were identified. The sociability variables are positively related: awareness ($r = 0.381$), stichiness ($r = 0.389$), externality ($r = 0.431$), personal difficulties ($r = 0.374$), negatively variable self-centeredness ($r = -0.396$, $p = 0.025$) with an emotional scale exhaustion. Such indicators suggest that the more widely and more extensively a person understands sociability, the more brightly are positive emotions; more often, experts see the reasons in external factors, on which the success of communicativeness depends and more personal difficulties: shyness, confusion, embarrassment at the realization of sociability, the more specialists are subject to emotional exhaustion.

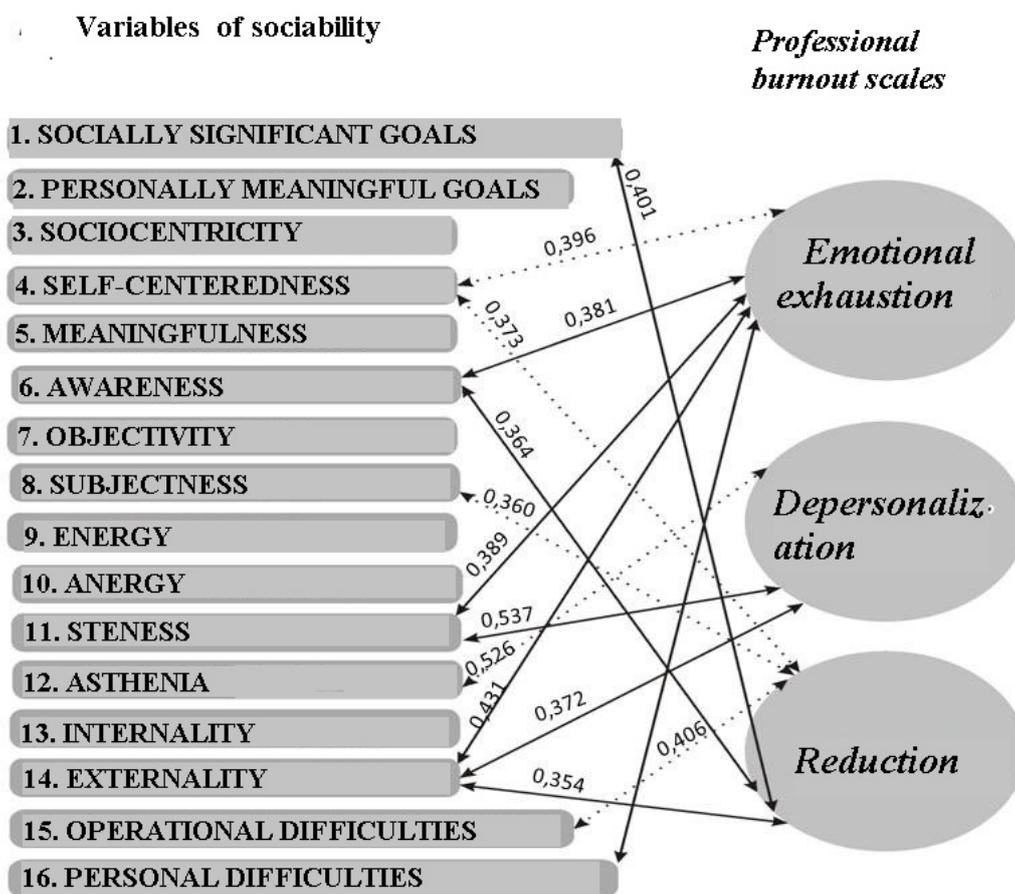


Figure 2. Correlation coefficients of variables of sociability and indicators of professional burnout among health care workers with professional experience from 5 to 10 years

On the other hand, (egocentricity $r = -0.396$), the more the desire to gain independence and independence, to satisfy their desires, to improve themselves and their abilities, realizing sociability, the lower the level of emotional exhaustion. In other words, the superficiality of knowledge about sociability, excessive emotionality, executing rules from the outside and personal difficulties in realizing sociability contribute to the likelihood of emotional exhaustion, and the egocentric orientation of sociability reduces this probability.

The positive associations of the sociability community variables ($r = 0.537$), externality ($r = 0.372$) and the negative association of the asthenia variable ($r = -0.526$) with the indicator of professional burnout depersonalization were revealed. Such data suggests that the higher the level

of admiration when meeting new people, joyful emotions from the process of communication, creative attitude to this process, personal dependence on external factors and conditions, opinions of others, the more often ignoring their colleagues, indifference and detachment to their professional activities. In turn, negative emotions, accompanying sociability and hindering its development, prevent the manifestation of negativity and detachment, a cynical attitude towards others, arrogant behavior. In other words, the brightness of the manifestation of positive emotions and compliance with the internal rules promotes the growth of negativism towards their colleagues, emotional “relaxation” on colleagues, and irritation on patients reduces negativity towards colleagues and their professional duties.

The sociability variables are positively related: socially significant goals ($r = 0.401$), awareness ($r = 0.364$), externality ($r = 0.401$) with the indicator of professional “burnout” reduction. The more often the sociability of medical interns is aimed at achieving social recognition in a team, the more active is the desire to be a respected person, the shallowness of knowledge and understanding of sociability and the tendency to assertion, the more often the success of sociability depends on secondary factors from the outside, the more subjective perception of their professional qualities as insufficiently developed. On the other hand, the reduction is negatively related to the variables egocentricity ($r = -0.373$), subjectivity ($r = -0.360$), operational difficulties ($r = -0.406$). That is, the greater the maintenance of one’s health, the achievement of material well-being, family life, the development of new interests, detente and elevation of one's mood, lack of understanding of another person, the less subjective is the perception of oneself as a non-professional. In other words, social orientation, lack of awareness, strict routine lead to growth subjectivity to itself as a non-professional and focus on themselves, produce sociality results for themselves and difficulties do not depend on the personality, help to reduce the subjective negativity, that is, more objective perception of themselves in their professional activities.

4. Conclusion

More correlations were found in the group of medical workers with experience from 5 to 10 years than in the group with experience of up to 5 years, characterized by different content and fullness.

The general negative relationship between the variable self-centeredness of sociability and the scale of professional “burnout” emotional exhaustion, regardless of the length of service, was revealed.

The specificity of the correlation of nurses with professional experience of up to five years is manifested in the absence of significant associations of sociability with the scale of professional burnout depersonalization, which in our opinion is associated with interest in their professional activities, interaction with colleagues, and specialists are at the beginning labor way. Medical personnel with professional experience from five to ten years have their specifics in the interrelations of variables, socially significant goals and personal difficulties of sociability and scale reduction (subjective perception of their professionalism), as well as the presence of connections of variables of sociability (awareness, style, externality, personal difficulties) that increase the risk of emotional exhaustion in professional activities.

According to the results of empirical research, the training program on the prevention of professional “burnout” of medical workers has been compiled, tested and implemented in the work of the psychological service of medical institutions.

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