

МЕДИЧНА ПСИХОЛОГІЯ

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THE DEFINITION OF “EMOTIONAL BURNOUT” IN MODERN PSYCHOLOGICAL SCIENCE: CONTENT, REASONS, PATTERNS OF OCCURRENCE

The article is devoted to theoretical analysis of modern views on the definition of “emotional burnout” in scientific literature. The views of eminent researchers of this phenomenon, such as H. Fraidemberger, G. Selie, V.V. Boyko, N.E. Vodopianov and others are analyzed.

The article deals with the problem of emotional burnout from the point of view of systemic, humanitarian, cultural, existential, humanistic approaches, the Yaroslavl school, medical point of vision, etc.

It is proved that a clear understanding of the patterns of the emergence and development of this phenomenon is absent. There is no unity in the definition of emotional burnout, which makes it difficult to know even today.

Key words: *emotional burnout, professional stress, support occupations, disadaptation, exhaustion, destruction.*

Problem statement in general form and its connection with important scientific or practical problems. Modern psychological science is facing an acute problem of evaluating and correcting the response to stress. The political and social crisis of Ukraine significantly increases the requirements for workers in various industries. The priority is given to representatives who, in their professional activities, are confronted with extreme working conditions. High risk of life and acute emotional stress lead to rapid emotional burnout, and working conditions do not allow for the restoration of personal internal resources. Thus, the development and implementation of stress assessment and psychocorrection technologies for employees of extreme professions is relevant. However, not only workers in extreme occupations are subject to significant emotional stress. Emotional stress worsens the psychological state of workers in support occupations after long and intensive contact with clients, students, or patients. The central task in the article is a theoretical and methodological analysis of the disclosure of views on the concept of “emotional burnout” in modern domestic and foreign psychological literature.

The formulation of the objectives of the article (problem statement). The objective of the research is a theoretical and methodological substantiation of the psychological characteristics of experiencing emotional burnout.

Presentation of the main research material with the full justification of the scientific results obtained. Analysis of recent research and pub-

lications. The psychological nature of emotional burnout began to be studied relatively recently. Terminologically and meaningfully, many of the meanings of this notion are revealed. In all sources, emotional burnout is seen as a complex multidimensional phenomenon, which is what causes the multidimensionality of filling its category-conceptual content and the ambiguous definition of its place in the system of psychological concepts.

Researchers mainly focus on burnout issues regarding stress at work.

The largest number of scientific robots arose over the last decade. The urgency of the issue is the result of the growth of technogenicity and informatization of the present, which has reached exorbitant values, which were reflected in the psychophysiological state of the working person. An integral part of life is the professional development of the individual, which can be recreated both in the direction of the formation of a high-class professional and in the direction of development in professional deformations – gradually accumulated changes in the structure of activity and personality that negatively affect the productivity of labor and relations with other participants of this process, as well as on the development of the person himself [11, 12]. The overcoming of violations of professional development is accompanied by psychic tension, psychological discomfort, and crisis phenomena.

One of the manifestations of professional dysonogenesis of a person is “distorted professional development” in the form of emotional burnout (according

to A.K. Markova [11]). Generalizations as domestic researchers of emotional burnout (V.V. Boyko, N.E. Vodopianova, V.O. Orel, T.I. Ronginskaya, T.V. Formanyuk, L.N. Yureva [6, 7, 9], etc.) and foreign authors (N.J. Freudenberger, S. Maslach, W. Schaufeli, A. Pines, etc.) allowed us to conditionally distinguish three stages in the history of the knowledge of emotional burnout as a psychic phenomenon.

The first studies of this phenomenon appeared in 1974. X. Freidenberger introduced the term "staff burn-out", which described the psychological state of auxiliary workers after prolonged and intense contact with clients (patients) [13].

Sometimes emotional burnout is also called the serving profession syndrome, referring to the phenomenon that occurred with the medical staff (doctors, nurses), as was first investigated in the first scientific studies. Thus, the professional burnout of a professional as a result of stress at work has stress, the first reference to which is dated 1944 [5].

Today, foreign studies confirm that burnout is a source of professional stress [6]. This term began to spread in the works of G. Selie. In his concept, stress explained all cases of personal disadaptation or negative changes in a person's life. Classically, the course of stress as a process (dynamic phenomenon), which has a three-phase structure and a characteristic development curve over time.

Researchers distinguish three main stages (phases) of the development of a stress state in a person: an increase in tension; stress; reduction of internal tension. Terminologically, the stages of stress differ between different authors and scientific schools, however, all of them in content describe the general adaptive syndrome. Generally, stress represents a non-specific generalized reaction of the organism to any adverse environmental stimuli (hunger, fatigue, cold, threat, pain, etc.) G. Selie identified the above three steps as follows: 1) the phase of shock – the stage of anxiety during which the resistance of the body is first reduced; 2) the anti-shock phase – protective mechanisms are activated (activated); 3) the phase of resistance – if the agent who caused the stress reaction continues to act for a long time or is excessive; 4) the exhaustion phase, in which the failure of the defense mechanisms is revealed and the violation of the coordination of vital functions increases [6].

However, no less common is the point of view (for example, A. Shirom and E. Grunfeld) that burnout in the workplace is a separate aspect of stress, because it is defined and investigated by them as a definite reaction in response to chronic work stress, while focusing on the sphere of interpersonal relations specialist.

In this case, the components of emotional burnout – emotional exhaustion, depersonalization and

reduction of personal achievements, in their opinion, is the result of the actions of various work stressors that exceed the person's adaptive ability to cope with stress.

As a result, emotional burnout in primary research is defined as the result of the process of adaptation to work stress, and represents the signs of an unsatisfactory adaptation of an employee in stressful working conditions.

Consequently, the phenomenon of emotional burnout acquires reactive-adaptive psychological content with the appropriate definition of its place in the system of psychological concepts of stress theory. Further, the study of the phenomenon of emotional burnout is associated with the achievements of philosophy, medicine, psychology, where a systematic approach to the identified problem is formed. In this approach, system descriptions of burnout have been initiated and preliminary data have been integrated due to the system principle.

Within the framework of the system approach, the theories of functional systems of P.K. Anokhin and the subject-activity approach of S.L. Rubinstein. The integrative role of feedback mechanisms under stress "... as factors for the integration of the nervous and mental activity of animals and humans ..." is emphasized, and the systemic work of stress is a necessary condition for human adaptation and self-regulation [1].

V.A. Ganzen thus determines the modality of stress – is a praxical or negative motivational-orienting state, – because stress is present in both cases due to the solution by the psyche so-called heavy task [8].

Thus, M.V. Borisov [4] (and other representatives of the Yaroslavl school of research on emotional burnout, V.A. Orel, T.V. Bolshakov, A.B. Leonova) tend to view emotional burnout as a syndrome (EBS) – a dynamic multicomponent system, indirect professional activities of people. In addition, these researchers give the phenomenon of emotional burnout the status of the mental (versus the generally accepted predicate – emotional). At the same time, the more systematic value of emotional burnout is meant [10]. According to modern ideas of scientists of this school, the result of the process of emotional burnout is a system of experiences – emotional exhaustion (experiencing emptiness and powerlessness), depersonalization (manifestations of cynicism and rudeness), reduction of personal achievements (understatement of own achievements, loss of meaning and desire to invest personal efforts in the workplace) which develops over time and is called emotional burnout syndrome [9].

As a result of analyzing the systemic approach, it was definitely that a person has an open biopsychosocial system that is capable of self-organization, maintaining the integrity and expediency of its activity. Emotional burnout, in this case, means a powerful

increase in entropy (or a measure of system instability and irreversible dissipation of psychic energy) for a person's biopsychosocial system with corresponding consequences in the form of the EBS.

According to B. Perlman and E. Hartman, the state of emotional burnout systemically affects all structural elements of a person, as a system, namely, physiological (physical exhaustion), affective-cognitive (emotional exhaustion and depersonalization) and behavioral (symptomatic types of behavior, decrease working productivity) of the sphere of personality [12].

For our research, it is also important to mention the medical (psychiatric) point of view, which is close to the systemic one. Stress and emotional burnout lead to consequences in the form of adjustment disorders (a certain pathology and a corresponding series of nosological forms), which has long attracted the attention of social and borderline psychiatry. The semantic field of the effects of stress in psychiatry has a large volume and porous borders (social stress reactions, psychosocial stress, post-traumatic stress response, psychogenic adaptive reactions, etc.), are adjusted from time to time by viewing the classifiers of nosological units [2].

Today, the study of the phenomenon of emotional burnout is carried out in the framework of the humanitarian-cultural approach to the consideration of emotional burnout. That is, the process of transforming the subject of the content of his own consciousness.

Such representatives of humanistic psychology (C. Rogers, A. Maslow, E. From, etc.) relate to the individual as an integral system capable of self-actualization. Life (existential) crisis of personality is considered by them as a set of specific experiences of a person of the world and of himself in it as the main psychic reality. This approach involves not only the threat to self-actualization of an individual, but also certain opportunities for the growth of self-consciousness in an emotional burnout. The difference lies in the level of maladaptive disorders, when their certain "critical mass" is determined, after reaching which one can speak about a qualitatively new state of the biopsychosocial system of a specialist: the assessment of the level of symptoms of the EBS in the continuum is "formed / not formed" (by V.V. Boyk) or "Low / high" (by A.A. Rukavishnikov, N.E. Vodopianov, and others).

In modern psychological science, burnout researchers use, besides the standard concepts of stress theory and system descriptions, existential ones as well [12].

Thus, N.V. Grishina from the analysis of emotional burnout uses the existential level of describing the influence of emotional burnout on human life, the notion of the highest achievements of person – acme, which is systematically connected with the quality of life, his personality traits, etc. The acmeological context of the problem, in this case, embraces the

values, meaning, the motivational sphere of the specialist, and not only in the professional activity. The author believes that the development of emotional burnout is not limited to the professional environment and manifests itself in various life situations of a person, and work, as a means of obtaining meaningfulness of life, which has a powerful influence on all life situations of a person [11, 13].

A similar opinion is also observed by D.G. Trunov, who sees in the emotional burnout "positive" signals for a specialist about the processes occurring in his "soul" [6]. The researcher determines emotional burnout as a manifestation of the protective mechanisms of the psyche, aimed at mitigating adverse professional factors – the consequences of changes in the motivational sphere of the personality of a specialist. These research results are in perfect agreement with the views of V.V. Boyko, who considers emotional burnout as a protective mechanism and indicates its functionality (it allows to spend more energyfully on the "mental", according to the author, the energy) and destructive effects [3, 9]. The analysis of scientific literature has shown that in a certain psychological nature of the phenomenon of emotional burnout there is a known problem of "double essence", which, according to K.A. Abulkhanova-Slavsky [1]: emotional burnout is considered in the statics (structure) and dynamics (process). Static forms of the phenomenon of emotional burnout correspond to the definitions of it as: states (borderline, fatigue, exhaustion), signs (alienation), symptom complex (syndrome, system of experiences), result (positive signal, response to stress, consequences of prolonged overload, certain manifestations, disorder adaptation process), etc.

Thus, according to the research of T.V. Bolshakova, emotional burnout is a symptom complex, the action of which covers all the main structural levels of a personality:

- Socio-psychological, which reflects the change in interpersonal relationships;
- Personal – change personal traits;
- Motivational – qualitative and meaningful changes in motivation;
- Regulatory and situational – reflects a change in states and emotional relationships [3].

According to research by N.M. Bulatevich, emotional burnout as a psychogenic disorder is associated with professional disadaptation, and especially with the style of behavior of the teacher in the learning environment [9] while V.O. Orel denotes burnout as "the state of physical, emotional and mental exhaustion, which is manifested in the professions of the social sphere" [12]. The researcher summed up the review of many classifications and emphasized the individual and organizational factors of emotional burnout.

N.Y. Vodopianova determines the syndrome of professional burnout as a professional destruction of the individual, in the form of persistent mental expe-

periences with subsequent changes in professional activity [6].

Such destruction occurs in professional-difficult situations that are subjectively perceived by workers as stressful and are of a non-adaptive nature. The researcher draws attention to the complex multi-level determination of emotional burnout (organizational, role and individual factors) and the fact that these experiences are associated with a change in meaning and life orientations, as well as the dissatisfaction of the individual in self-realization [6].

A similar conclusion is obtained by N.S. Pryazhnikov, who also relates the emotional extinction to destructive professional phenomena, which lead to professional deformation [12].

The researcher A.K. Markova considers emotional burnout as a tendency in professional dysonotogenesis, which is caused by distorted professional development, deviations that cause changes in the personality profile [11]. According to the author, emotional burnout is a professional deformation and a barrier to the person's way to professionalism.

According to V.V. Boyko, the phenomenon of emotional burnout is "... a personality-generated mechanism of psychological protection in the form of a complete or partial exclusion of emotions (reduction of their energy) in response to certain psycho-traumatic actions ...", which arises, in particular, due to the chronic tense "emotional activity" and intense communication that is associated with the unfavorable atmosphere of professional activity [4].

The researcher relates the emotional burnout to one of the forms of professional deformation of the individual and considers the development of emotional burnout in the form of a three-phase process (phase of stress, resistance and exhaustion).

So, as the course of certain events in the life of a specialist, the process of emotional burnout reproduces the dynamics of their changes and characteristics of the respective stages; as a diagnosed condition with relevant indicators – is a static picture at the given time, which makes it possible to assess the actual situation of the studied at a certain stage of the development of professional destruction. It is this situation that is usually diagnosed as EBS – a number of symptoms that are the result of a long process of professional deformation, the intermediate results of which are the corresponding psychophysiological states of the subject, manifestations of which are present in all of its spheres of personality (emotional, motivational, axiological, behavioral, etc.). In our opinion, the decision of this controversy is recognition of the phenomenon of emotional burnout at the same time of both its modalities – the structure and process, that is, the understanding of the psychic phenomenon of emotional burnout as procedural (dynamic manifestations in time, stage) and, at the same time, structural (stable certain forms).

Conclusions of this research and prospects of further development in this direction. Summarizing the above, we can draw the following conclusions:

It is shown that in the history of the study of emotional burnout conditionally distinguished three stages: the first – scientist identified emotional burnout with the notion of stress, considering it the result of stress of job; the second – systemic, when emotional burnout was described as a systemic structure in the unity of the static and dynamic aspects, the criteria for their definition; the third – a humanist, which considers emotional extinction as a complex of specific experiences and sees in it constructive possibilities for self-actualization of a specialist.

Found a lack of unity in the definition of emotional burnout specialists. This makes it difficult to know even today.

Also, there is no clear idea about the patterns of occurrence and development of this phenomenon.

The psychological nature of emotional burnout is determined by scientists as an adaptive property of the psychosocial system of a specialist to identify the purposeful behavior in adapting to the stressful working environment. At the same time, the following common features are taken into account in most approaches: emotional burnout is a specific process, the result of which is the state of psychosocial disadaptation of a specialist with a characteristic decrease in the level of his psychophysiological resources, whose features are applied in all spheres of the person, but mainly on emotional and semantic.

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Астремська І. В. Дефініція «емоційне вигорання» в сучасній психологічній науці: зміст, причини, закономірності виникнення

Стаття присвячена теоретичному аналізу сучасних поглядів на дефініцію «емоційне вигорання» в науковій літературі. Проаналізовано погляди видатних дослідників зазначеного феномена, таких як Х. Фрейденберґера, Г. Сельє, В.В. Бойко, Н.Е. Водоп'янової.

Розглянуто проблему емоційного вигорання з точок зору системного, гуманітарно-культурологічного, екзистенціального, гуманістичного підходів, Ярославської школи, медичної точки зору.

Доведено, що ясного уявлення про закономірності виникнення і розвитку вищевказаного явища відсутнє, немає єдності у визначенні емоційного вигорання, що ускладнює його пізнання навіть на сьогоднішній день.

Ключові слова: емоційне вигорання, професійний стрес, професії допомоги, дезадаптація, виснаження, деструкція.

Астремская И. В. Дефиниция «эмоциональное выгорание» в современной психологической науке: содержание, причины, закономерности возникновения

Статья посвящена теоретическому анализу современных взглядов на дефиницию «эмоциональное выгорание» в научной литературе. Проанализированы взгляды выдающихся исследователей указанного феномена, таких как Х. Фрейденберґера, Г. Сельє, В.В. Бойко, Н.Е. Водоп'янової.

Рассмотрена проблема эмоционального выгорания из точек зрения системного, гуманитарно-культурологического, экзистенциального, гуманистического подходов, Ярославской школы, медицинской точки зрения.

Доказано, что ясного представления о закономерностях возникновения и развития вышеуказанного явления отсутствуют, нет единства в определении феномена эмоционального выгорания, что затрудняет его познание даже на сегодняшний день.

Ключевые слова: эмоциональное выгорание, профессиональный стресс, профессии помощи, дезадаптация, истощение, деструкция.