Tetiana Nazarovets
Vinnytsia Mykhailo Kotsiubynskyi State Pedagogical University
Postgraduate student of the Department of Psychology and Social Work
bashmachok_57@i.ua
https://orcid.org/0009-0000-2268-9804

PSYCHOLOGICAL PECULIARITIES OF PROFESSIONAL BURNOUT AND RESILIENCE OF EMPLOYEES IN THE STATE EMERGENCY SERVICE OF UKRAINE

Важливим завданням психологічної науки в сучасному воєнному протистоянні держави є дослідження психологічних особливоостей працівників органів і підрозділів Державної служби України (ДСНС). Так як саме вони першими прибувають на місця ракетних ударів, техногенних катостроф, забезпечують захист населення і територій від надзвичайних ситуацій, тощо. Важливим є вивчення саме тих особистісних характеристик, які допомогають виконувати професійні завдання працівникам ДСНС і вчасно попереджувати професійне вигорання.

Для визначення психологічних особливостей, зокрема ознак професійного вигорання та резильєнтності, працівників органів і підрозділів ДСНС було скомпоновано психодіагностичний комплек методів до якого увійшли: Діагностика ступеня готовності до ризику Г. Шуберта, Шкала самоефективності Р.Шварца та М.Єрусалема, Шкала оцінки рівня реактивної та особистісної тривожності Ч.С.Спілберга, Шкала депресії А.Т.Бека, Опитувальник А.Басса і А.Дарки, Дослідження Синдрому професійного вигорання Тест Дж. Гринберг, Шкала резильєнтності.

Встановлено, що переважній кількості досліджуваних властиві показники низького та середнього рівня тривожності, що вказує на переважання їх внутрішньої стабільності.

При дослідженні переживання депресивних станів встановлено, що більшості досліджуваним притаманний нормальний стан. Проте у невеликої кількості досліджуваних є показники депресивності, які потребують психокорекції.

Встановлено, що у досліджуваних не виявлено показників професійного вигорання та наявний високий рівень резильєнтності.

За результатами емпіричного дослідження встановлено, що найбільш потужними у особистісній структурі працівників органів і підрозділів ДСНС є резильєнтність і професійне вигорання. Також виявлено потужні зв'язки депресивності, найменш зв'язаними (тобто ізольованими) виявилися показники індексу незалежності, рефлективності і самоприйняття. органів і підрозділів ДСНС Професійне вигорання є складним дисфункційно-особистісним.

Встановлено негативні зв'язки між професійним вигоранням та врівноваженістю і самоефективністю, тобто чим вище показники врівноваженості та сомоефективності, тим меньше показники професійного вигорання.

Встановлено позитивні зв'язки між професійним вигоранням та депресивністю, особистісною тривогою, тобто чим вище показники депресивності та тривожності, тим вище показники професійного вигорання.

Відповідно, для зниження ризиків професійного вигорання подальшу психокорекційну роботу потрібно спрямовувати на зниження особистісної тривожності та депресивності, а також на підвищення резильєнтності, самоефективності та врівноваженності.

Ключеві слова: професійне вигорання, працівників органів і підрозділів Державної служби України з надзвичайних ситуацій, резильєнтність, особистісна тривожність, депресивність, самоефективність, готовність до ризику.

An important task of psychological science in the modern military confrontation of the state is to study the psychological characteristics of employees in the organs and units of the State Service of Ukraine for Emergencies (SES). Since they are the first to arrive at the scene of missile strikes, man-made disasters, ensure the protection of the population and territories from emergencies, etc. It is important to study those personal characteristics that help SES employees perform their professional tasks and prevent professional burnout in time.

To determine the psychological characteristics, including signs of professional burnout and resilience, of employees in SES organs and units, a psychodiagnostic set of methods was compiled, which

included the following: G. Schubert's Risk Readiness Inventory, R. Schwartz and M. Jerusalem's Self-Efficacy Scale, C. Spielberg's Reactive and Personal Anxiety Scale, A. T. Beck's Depression Scale, A. Bass and A. Darkey's Questionnaire, J. Greenberg's Burnout Syndrome Test, and the Resilience Scale.

It was found that the vast majority of the subjects have low and medium levels of anxiety, which indicates the prevalence of their internal stability.

In the study of the depressive states expirience, it was found that the majority of the subjects are in a normal state. However, a small number of subjects have indicators of depression that require psychocorrection.

It has been found that the respondents did not show indicators of professional burnout and have a high level of resistance.

According to the results of the empirical study, it was found that the most powerful in the personal structure of employees in the SES organs and units are resilience and professional burnout. The study also revealed powerful connections between depression and the least connected (i.e. isolated) were the indicators of the index of independence, reflexivity and self-acceptance.

Negative relationships between professional burnout and balance and self-efficacy have been established, i.e., the higher the indicators of balance and self-efficacy, the lower the indicators of professional burnout.

Positive relationships between professional burnout and depression and personal anxiety have been established, i.e., the higher the indicators of depression and anxiety, the higher the indicators of professional burnout.

Accordingly, to reduce the risks of professional burnout, further psychocorrectional work should be aimed at reducing personal anxiety and depression, as well as increasing resilience, self-efficacy, and balance.

Key words: professional burnout, employees of the State Emergency Service of Ukraine, resilience, personal anxiety, depression, self-efficacy, risk tolerance.

Formulation of the problem. An important task for psychological science in the modern military confrontation of the state is to study the psychological characteristics of employees of the organs and units of the State Service of Ukraine (SES). Since they are the first to arrive at the sites of missile strikes, man-made disasters, ensure the protection of the population and territories from emergencies, etc. It is important to study those personal characteristics that help SES employees perform their professional tasks and prevent professional burnout in time.

To determine the psychological characteristics, including signs of professional burnout and resilience, of SES employees, it is necessary to select appropriate psychodiagnostic tools. The results of the empirical study can be used in planning psychocorrectional programs, development programs and training programs aimed at psychocorrection of negative emotional states, prevention of emotional burnout and development of internal stability and resilience.

Analysis of recent research and publications. The theoretical basis of the empirical study was the scientific provisions on professional burnout (Onishchenko N.V., Platonov V.M.) [1; 2] and resilience (Kokun O., Chukhriy I.) [3], etc. The psychodiagnostic set of methods was compiled in accordance with the author's Structural and Functional Model of the Social and Psychological Peculiarities of Professional Burnout of Employees of the Organs and Units of the State Emergency Service of Ukraine [4].

The purpose of the article is to conduct an empirical study of the psychological characteristics of professional burnout and resilience of employees of the bodies and units of the SES.

Outline of the main material. In times of military confrontation, the mental health of professionals who ensure the protection and security of the state, in particular employees of the SESU, is an important problem. Everyday work that involves significant health risks, threats to life and threats to witness difficult life events of other people can lead to professional burnout and complicate the processes of resilience.

Professional burnout can occur as a result of constant excessive professional demands, psychological pressure, and as a result, specialists lose motivation, deformation of the inner world of a person occurs, which further makes it impossible to work [4].

An empirical study was conducted to investigate the psychological characteristics of professional burnout and resilence of employees of the SES. Based on the results of the preliminary theoretical analysis of the research problem, a psychodiagnostic set of research methods was compiled, which included: G. Schubert's Risk Readiness Diagnostic, R. Schwartz and M. Jerusalem's Self-Efficacy Scale, C. Spielberg's

Reactive and Personal Anxiety Scale, A. T. Beck's Depression Scale, A. Bass and A. Darkey's Questionnaire, J. Greenberg's Burnout Syndrome Test, and the Resilience Scale.

According to the results of the study of diagnostics of the degree of risk readiness by G. Schubert (Table 1), it was found that the vast majority of the surveyed employees of the SES organs and units have indicators of average risk readiness (52%). Also, a significant part of the respondents (23.43%) have high indicators, which indicates their readiness to work in risky, difficult circumstances. Only 4% of respondents have a stable risk propensity, which may indicate risky behavior. It is worth pointing out that risk propensity is considered in psychological science as a stable personality trait (Y. Kozeletsky), as a psychological phenomenon characterized by the desire to take risks, a tendency to choose risky situations and an emotional preference for risky activities. It is also possible to assume that individuals with high scores on the risk propensity scale may increase the riskiness of the current situation by their actions [1].

It has been found that 19.43% of the subjects have low risk appetite, and only 1.14% of the subjects are characterized by excessive caution. These features may interfere with professional activity.

According to the results of the study of negative emotional states experienced by the employees of the SES (Table 2), it was found that the vast majority of them have low and medium indicators of reactive (54.29%) and situational (51.43%) anxiety.

It is worth pointing out that these indicators indicate that the subjects did not experience stress during the diagnosis and anxiety is not a personal trait. However, it is worth paying attention to the increase in activity and the motivational component in activity.

A significant part of the subjects showed average indicators of reactive (45.71%) and personal (45.14%) anxiety. That is, the subjects' anxiety indicators correspond to the norm, and both activity and internal balance are well-balanced.

Table 1.

The study of the degree of risk readiness by G. Schubert of employees of the SES organs and units n=178

scale level	Degree of risk readiness in %.				
	Excessive caution	Reduced indicators	Average value	Increased indicators	Risk appetite
Indicators of employees in SES organs and units	1,14	19,43	52	23,43	4

Only 3.43% of the subjects have a high level of personal anxiety, which indicates that this is a personal trait that is the basis for the development of negative states, such as depression, aggression, or others. High levels of anxiety can be a significant obstacle to performance and make it impossible to make sober decisions.

Table 2.

Results of the methodology for diagnosing anxiety of SES employees using the Spielberger-Khanin methodology (N/%)

Anxiety level	Reactive anxiety		Personal anxiety	
	N	(%)	N	(%)
Low	95	54,29	90	51,43
Medium	80	45,71	79	45,14

High	-	-	6	3,43

According to the results of the study to determine the indicators of depressive states according to the method of A. Beck, it was found that the vast majority of the subjects (75.43%) have a normal condition. Mild depression is observed in 13.14% of the subjects, which indicates a slight decrease in mood and the need for psychological support.

Indicators of mild depression were detected in 9.71% of the subjects, and manifestations of severe depression in 1.71%. These data indicate a depressed mood, fatigue, difficulty concentrating and the need for psychological support.

Indicators of mild depression were detected in 9.71% of the subjects, and manifestations of severe depression in 1.71%. These data indicate a depressed mood, fatigue, difficulty concentrating and the need for psychological support.

A study was conducted to identify indicators of professional burnout syndrome among employees of SES organs and units (Table 4) according to the J. Greenberg test. According to the results of the study, it was found that all the subjects (100%) have a low level of professional burnout, which is not entirely consistent with the existing indicators of high personal anxiety and depression. Otherwise, these indicators of negative experiences are not related to professional activities.

Table 3.

Results of depressive states among the respondents according to the A. Beck methodology (%)

scale Level	Normal state	Light depression	Mild depression	Severe depression
depression	75,43	13,14	9,71	1,71

Professional burnout is a syndrome that occurs as a response to the effects of chronic stressors associated with professional activities. In the leading countries of the world, a series of trainings has been developed to overcome the risks of professional burnout [2].

Table 4.

The results of the indicators of professional burnout syndrome in the researchers according to the J. Greenberg test (%)

scale Level	Low level	Medium level	High level
Professional burnout	100	-	-

To study the peculiarities of resilience of employees of SES organs and units, a study was conducted using the Connor-Davidson questionnaire (Table 5). It was found that the overwhelming majority of the respondents have high resilience (100%).

Table 5.

Study of resilience of employees of SES organs and units using the Connor-Devinson questionnaire n=178

scale Level	Resilience level in %.				
	Low	Below average	Medium	Above average	High

Indicators of employees in SES organs and units	-	-	-	-	100

Resilience is the ability to resist and find constructive methods of overcoming stressful situations. Resilience in the psychological literature is considered as: positive, favorable social conditions, search for the meaning of life, awareness of one's own responsibility for one's life, adequate self-esteem, sense of humor [3].

That is, it can be assumed that most of the subjects have high levels of resilience, which is important in the performance of professional activities. It is resilience that is important in difficult life situations and depends on difficult external circumstances [3].

The connections between different measured indicators of burnout and resilience were analyzed. For this purpose, Spearman's correlation coefficients were calculated and their statistical significance was estimated. Correlations were calculated specifically between indicators from different methods. We paid special attention to the total number of connections and the number of strong connections for each indicator. Below is a table of the measured indicators ordered in descending order of the number of correlations (Table 6).

Table 6.

**Indicators related to burnout and resilience
by the number of significant connections**

	Number of significant correlations (0.01)	Number of significant correlations (0.05)
Depression	15	3
Balance	15	2
Resilience	14	3
Acceptance of others	14	3
OT	14	3
Adaptation	13	3
Burnout	11	5
Impulsivity	11	4
Sociability	11	3
Self-efficacy	12	1
Leadership	9	4
RT	7	7
Hostility	9	1
Physical activity	8	2
Emotional comfort	7	2
Internalization	4	8

Domination	5	4
Aggressiveness	6	2
Activity	3	4
Readiness to risk	3	3
Sociability index	2	4
Index of "fight" acceptance	1	6
Self-acceptance	3	1
Reflectiveness	1	4
Index of independence	1	3

From the above, we can see that the indicators of resilience and burnout in terms of the number of strong connections are quite powerful - third and seventh place, respectively. Resilience has 14 strong and medium connections (significance level 0.01), that is, almost 61%, and burnout has 11 such connections (almost 48%). The most powerful in this sense was the depression indicator - 15 strong and medium connections (significance level 0.01). The least connected, that is, to some extent isolated, were the indicators of the index of independence, reflexivity, and self-acceptance.

Let's consider in more detail the significant connections between burnout and resilience. The strongest correlation for burnout was with the indicator of balance (-0.46). The correlations with depression (0.43) and personal anxiety (0.40) were slightly lower. In terms of resiliency, the highest correlation is with the indicator of personal anxiety (-0.54), which is one of the highest among all the correlation coefficients calculated. The second strongest correlation was with self-efficacy (0.43). Other significant correlation coefficients did not reach values above 0.40.

Conclusions and Prospects for Further Research. The results of the empirical study revealed that resilience and professional burnout are the most powerful in the personal structure of SES employees. The study also found strong correlations of depression, and the least connected (i.e., isolated) were the indicators of the index of independence, reflexivity, and self-acceptance.

Negative correlations between professional burnout and balance and self-efficacy have been established, i.e., the higher the indicators of balance and self-efficacy, the lower the indicators of professional burnout.

Positive correlations between professional burnout and depression and personal anxiety have been established, i.e., the higher the indicators of depression and anxiety, the higher the indicators of professional burnout.

Accordingly, to reduce the risks of professional burnout, further psychocorrectional work should be aimed at reducing personal anxiety and depression, as well as increasing resilience, self-efficacy, and balance.

References

[1] Оніщенко Н.В, Платонов В.М. Особливості схильності до ризику у майбутніх фахівців ДСНС України. Вісник Національного університету оборони України. 4 (62), 2021. С. 106-112.

[2] Теренда Н.О., Павлів Т.Б., Теренда О.А. Професійне вигорання – одна з невирішених проблем системи охорони здоров'я. Вісник соціальної гігієни та організації охорони здоров'я України. 2021. №2 (88). С. 29–33.

[3] Chukhrii I., Kravchuk V. Theoretical analysis of the problem of developing personal resilience. Personality and environmental issues. Vinnytsia: VSPU, 2024. Volume 3 Issue 1. P 12-17.
https://intranet.vspu.edu.ua/pei/index.php/journal/article/view/26/29

[4] Chukhrii I., Nazarovets. T. Structural-functional model of socio-psychological features of

professional burnout of employees of the organs and units of the state emergency service of ukraine. Personality and environmental issues. Vinnytsia: VSPU, 023. №2(6). P 66-71
https://intranet.vspu.edu.ua/pei/index.php/journal/issue/view/6/9

Review received 19.12.2024