

Lasota Dorota, Goniewicz Krzysztof, Goniewicz Mariusz, Czerski Robert. Analysis of the professional burnout syndrome in selected groups. *Journal of Education, Health and Sport*. 2018;8(8):81-96. eISSN 2391-8306. DOI <http://dx.doi.org/10.5281/zenodo.1298362>
<http://ojs.ukw.edu.pl/index.php/johs/article/view/5606>
<https://pbn.nauka.gov.pl/sedno-webapp/works/868479>

The journal has had 7 points in Ministry of Science and Higher Education parametric evaluation. Part B item 1223 (26/01/2017).
1223 Journal of Education, Health and Sport eISSN 2391-8306 7

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The authors declare that there is no conflict of interests regarding the publication of this paper.

Received: 01.06.2018. Revised: 08.06.2018. Accepted: 26.06.2018.

Analysis of the professional burnout syndrome in selected groups

Dorota Lasota¹, Krzysztof Goniewicz², Mariusz Goniewicz³, Robert Czerski²

¹ **Medical University of Warsaw, Department of Experimental and Clinical Pharmacology**

² **Polish Air Force Academy, Faculty of National Security and Logistics**

³ **Medical University of Lublin, Department of Emergency Medicine**

⁴ **Medical University of Warsaw, Department of Experimental and Clinical Pharmacology**

Abstract

The research was to analyze representations of burnout syndrome in four groups of professionals, including sex, age and susceptibility to stressful factors. The research was conducted out among: teachers, banks' employees, building administration employees, employees of renovation and construction companies. The highest rate of stress was observed among teachers and bank employees, but connected to the national sector, because of increased contact with multitudinous people. The stressful factors that were encountered: burden of work, conflicts with co-workers and superiors. Low income, fear from being judged were predominant causes in cases of teachers and bank employees; family issues were a stressful factor in a teacher's profession. The main components of burnout syndrome were distinguished among teachers and employees of renovation and construction companies

between the age of 31-40 and bank employees and building administration employees between the age of 41-50.

Key words: burnout syndrome; stress; teachers; employees.

Introduction

In recent years the concept of "stress" has become very popular in every aspect of life. This follows from the fact that modern people are exposed to continuous exposure stressors - practically from the moment of awakening, to fall asleep. It is all known that everyone reacts differently to stressors, but no one is able to completely rid of them, or isolate, because there are too many.

Stress can affect a man in a positive and negative. In the first case works to the advantage, rooting for further action, study and engage in more task currently carried out. Negative stress has an impact for a long time, becomes an obstacle that all costs be eliminated, because if it remains and will get worse, it can cause serious mental illnesses and disorders. Along with population growth in cities, urbanization and the pace of life is increasingly stressful situations are different, with varying severity. They change depending on the social and cultural development, making it difficult to counteract them. Stress affects all living organisms, and only refers to them. It is a reaction to the statement of the internal and external environment, which may be a threat to the proper organism functioning [1-3]

Man is a social being, and simultaneously satisfy a number of social roles and functions in many organizations, such as political parties, business, family, country, submitting to their rules. It is these psychosocial factors may be a source of stress [4]. Stress at work due to lack of fit individuals and the working environment, which relates the one hand, the possibility of an employee, on the other requirements of his job. Also important is the imbalance between effort and reward, when the significant involvement in the profession, the employee does not receive adequate remuneration, career advancement and a positive evaluation from supervisor. Affect the stress placed on the requirements, including the scope and pace of work, the conflict and control [3,5]. Chronic overwork leading to high exhaustion, or burnout. Burnout syndrome is an accepted concept in many countries, but some of them is treated as a variant of depression. It arises from consuming too much energy and an implicit, internal mental escape from work. Detachment occurs for the job, loss of interest in it and neglect the responsibilities arising therefrom [2-5] The aim of this study was to analyze the elements of burnout in the four occupational groups by gender and age and exposure to stressors.

Material and method

Occupational groups, which were examined are: teachers, bank officials, administrative staff and employees of residential renovation and construction companies.

Using a survey of his own design which attracted 200 people, 50 from each group. The results were statistically analyzed.

Results

The group surveyed the vast majority of teachers exposed to stress for the medium and high intensity. In the case of work-related stressful 56% is a few times a week, whereas 34% of daily experiences of stress in the performance of professional duties. Stress a heavy volume of more watching at home aged 1941-1960 years.

The work takes home 72% of teachers, the deterioration of family relations in 52% of teachers work affects sometimes, and in 24% - Always (dominated by people aged 31-40 years). 71% of teachers aged 31-40 years and 71% between 41 and 50 years of age resigns from social contacts because of the work only sometimes.

However, 29% of people between 41 and 50 years of age and 29% aged 51-60 years is always forced to resign from the meetings with friends. At worse family relationships complain about particular persons between 31 and 40 years of age, who declare that they devote to work 8 hours a day. In this professional group observed the frequent change of professional duties.

Among the stressors are mentioned most often by teachers: too many responsibilities, overwork, low pay, fear of appraising, limit social contacts, the deterioration in family relationships, perform several tasks which are difficult to reconcile professional, a lack of appreciation by superiors.

56% of the teachers acquire new skills on their own. This applies mainly to 78% of people aged 20-30 years and 59% of respondents between 31 and 40 years of age. 44% of teachers are using regular training - it is 71% of people aged 51-60 years and 47% of teachers aged 41-50 years.

Among the ailments that plague teachers to the most frequently mentioned in the group are 40 years of age: headache, problems of the gastrointestinal tract, smoking, low productivity at work, the decline in job commitment. After 40 years of age is dominated by back pain, insomnia, irritability, wanting to go on holiday. The results were presented in table 1.

Table 1. Reported symptoms in a group of teachers.

Lp.	Reported symptoms	Age of respondents			
		20-30 lat	31-40 lat	41-50 lat	51-60 lat
1.	Insomnia	12%	17%	13%	29%
2.	Backaches	0%	33%	41%	29%
3.	Headaches	78%	71%	23%	29%
4.	Gastrointestinal complaints	11%	35%	18%	28%
5.	Ailments of the circulatory system	0%	18%	24%	13%
6.	Alcohol	0%	6%	6%	14%
7.	Cigarettes	33%	29%	18%	13%
8.	The reduction in labor productivity	44%	35%	41%	12%
9.	Constant fatigue	67%	82%	65%	28%
10.	Decline in commitment to work	56%	41%	41%	13%
11.	Exasperation	42%	76%	76%	57%
12.	Frequent forgetfulness	44%	59%	34%	58%
13.	The desire to go on holiday	11%	6%	41%	0%

All teachers cope with stress by choosing mainly talk with loved ones, a walk, watching TV, reading books and listening to music. The results were presented in table 2.

Table 2. Ways of coping with stress among teachers.

Lp.	Ways of coping with stress	Age of respondents			
		20-30 lat	31-40 lat	41-50 lat	51-60 lat
1.	Talking with family	88%	85%	94%	57%
2.	Bath	22%	18%	4%	0%
3.	Reading books	34%	18%	41%	57%
4.	Listening to music	46%	56%	37%	44%
5.	Watching TV	33%	53%	76%	30%
6.	Walking	56%	22%	47%	57%
7.	Sport	23%	33%	23%	29%
8.	Relaxation exercises	8%	11%	8%	8%
9.	Substance abuse	0%	12%	12%	14%

In a stressful situation related to the work of 86% of bank employees is a daily, and 14% of people several times a week experiencing stress in the performance of professional duties. 100% of respondents aged 41-50 years feel they are daily exposed to stress. 48% of the bank employees take work home with him only occasionally, while 26% of people do so forever, and it is particularly those between the ages of 31 to 40 years. The most common cause of stress in the bankers are tired at work, overwork, low pay, fear of appraising, too many obligations. Worst relationships at home because of work 66% of the bank has only occasionally, and this is particularly true of those aged 41-50 years. Also, this age group often feel compelled to give up social contacts. 76% of all bank employees working 8 hours a day, and most are aged 20-30 years. However, more than 8 hours a day are 20% of respondents, of which 67% are aged 41-50 years. 86% of all bankers have to work always clearly defined tasks, which covers all the age groups. 54% of bank employees declared that his superiors never instruct them to carry out several tasks simultaneously to rip difficult - this particularly applies to 64% between 20 and 30 years of age. While 26% of such a situation happens only occasionally, mainly 36% of people aged 31-40. 16% of people struggling with such a situation often, mainly those aged 41-50 years. With impolite comments and behavior at work 68% of bank employees is sometimes encountered, and these are especially those aged 41-50

years. For assistance from colleagues can always count 94% of bank employees, while 6% of those not receiving any help from your colleagues - this group includes the elderly. Exhaustion after work, or are unhealthy rivalry involving the older age groups.

88% of the bank employees do not feel appreciated by their superiors, even though they do a good job, including 97% of the age group of 20-30 years and 71% of the group between 31 and 40 years of age. 94% of respondents developed through participation in periodic training, which primarily benefit those aged 31-50 years. Among the effects of stress at work are most often mentioned by bank employees in the age of 30 are: insomnia, headaches, constant fatigue, decline in commitment to work, forgetfulness, a willingness to go on holiday. Patients over age 40 smoke cigarettes. The results were presented in table 3.

Table 3. Reported symptoms among employees of the bank.

Lp.	Reported symptoms	Age of respondents		
		20-30 lat	31-40 lat	41-50 lat
1.	Insomnia	15%	7%	0%
2.	Backaches	9%	7%	0%
3.	Headaches	24%	13%	0%
4.	Gastrointestinal complaints	5%	0%	0%
5.	Ailments of the circulatory system	0%	0%	0%
6.	Alcohol	0%	0%	0%
7.	Cigarettes	18%	0%	67%
8.	The reduction in labor productivity Constant fatigue	49%	50%	32%
9.	Constant fatigue	45%	13%	0%
10.	Decline in commitment to work	42%	39%	0%
11.	Exasperation	30%	29%	33%
12.	Frequent forgetfulness	45%	13%	0%
13.	The desire to go on holiday	48%	29%	0%

Among the ways of discharging stress, respondents chose the most: a conversation with friends or family members, reading books, walking, listening to music, smoking cigarettes. The results were presented in table 4.

Table 4. Ways of coping with stress among bank employees.

Lp.	Ways of coping with stress	Age of respondents		
		20-30 lat	31-40 lat	41-50 lat
1.	Talking with family	48%	35%	100%
2.	Bath	16%	8%	33%
3.	Reading books	11%	11%	67%
4.	Listening to music	39%	11%	0%
5.	Watching TV	13%	50%	0%
6.	Walking	37%	43%	35%
7.	Sport	37%	43%	35%
8.	Relaxation exercises	0%	0%	0%
9.	Substance abuse	2%	3%	0%

The stress situation 48% of government employees housing part of everyday life, especially those between 51 and 60 years of age. Takes work home with him sometimes 38% of workers, and always - 20% of the people. Stress in this industry is due mostly to workers: evaluating the fear, too many professional responsibilities, overwork. Most respondents did not report family problems that would result from the nature of their work lives.

22% of housing government employees working more than 8 hours a day, and most are aged 41-50 years. However, 8 hours per day working 74% of respondents, of which 83% is between 20 and 30 years of age. 46% of housing government employees receive at work declares only clearly defined tasks. However, in 30% of job duties change frequently, and this concerns mainly the 40% of respondents between 51 and 60 years of age.

58% of housing government employees in the work meets the impolite comments and behavior only occasionally. This applies especially to 64% of people aged 31-40. Difficult to achieve deadlines are sometimes placed before 64% of respondents, especially before 80% of those aged 51-60 years. However, often must deal with this situation 22% of respondents.

94% of housing government employees can count on help from colleagues. Respondents aged 20-30 years and 51-60 years are 100% sure that you always get help from colleagues.

Unhealthy competition takes place at work sometimes in only 28% of the administrative staff of residential buildings. I have never met with the wrong competition at work 56%, 75% aged 20-30 years and 60% between 51 and 60 years of age. 46% of housing government employees do not feel appreciated, despite the good work, of which 64% of people in age group 41-50 years. 54% of people believe that their efforts are fully appreciated. This mainly applies to 70% of respondents aged 51-60 years, 58% of people between 20 and 30 years of age and 57% of respondents aged 31-40. New skills 50% of government employees housing gains through self-study, which focuses on 57% of people aged 41-50 years. In contrast, 30% of people develop through participation in periodic training, which primarily uses 43% of people aged 31-40. Among the ailments that result from stress at work, respondents who report 40 years of age, the majority of insomnia, headaches and migraines, and fatigue. Among people over 40 years of age is dominated by complaints from the gastrointestinal tract, reduced productivity at work, forgetfulness, irritability. The results were presented in table 5.

Table 5. Reported symptoms among administrative workers.

Lp.	Reported symptoms	Age of respondents			
		20-30 lat	31-40 lat	41-50 lat	51-60 lat
1.	Insomnia	42%	21%	29%	30%
2.	Backaches	0%	28%	30%	0%
3.	Headaches	33%	64%	14%	40%
4.	Gastrointestinal complaints	0%	21%	0%	60%
5.	Ailments of the circulatory system	0%	0%	14%	50%
6.	Alcohol	0%	7%	14%	0%
7.	Cigarettes	32%	14%	57%	30%
8.	The reduction in labor productivity	31%	27%	50%	40%
9.	Constant fatigue	67%	35%	50%	20%
10.	Decline in commitment to work	23%	43%	43%	30%
11.	Exasperation	32%	57%	57%	30%
12.	Frequent forgetfulness	41%	38%	50%	40%
13.	The desire to go on holiday	17%	29%	14%	20%

As the most used methods in releasing stress, respondents mention: a conversation with friends and family, walking, watching television, listening to music. The results were presented in table 6.

Table 6. Ways of coping with stress among administrative staff.

Lp.	Ways of coping with stress	Age of respondents			
		20-30 lat	31-40 lat	41-50 lat	51-60 lat
1.	Talking with family	44%	41%	41%	70%
2.	Bath	41%	43%	30%	10%
3.	Reading books	18%	21%	21%	30%
4.	Listening to music	40%	57%	29%	10%
5.	Watching TV	67%	63%	71%	90%
6.	Walking	41%	50%	57%	30%
7.	Sport	42%	37%	30%	0%
8.	Relaxation exercises	25%	21%	16%	0%
9.	Substance abuse	17%	15%	21%	20%

Employees of renovation and construction firms. Feeling any sort of daily stress at the time of his employment declares 46% of renovation and construction workers. In this group, dominated by people between 31 and 60 years old, which is also often take work home. Stressful situations they are most often poor working conditions, too much responsibility, a sense of his own imperfections, relationships with superiors. Respondents do not report more family problems associated with the work. This only occurs in 20%. A similar situation is noticed in connection with the need to abandon the social contacts because of their work, which concerns 18% of the people. Over 8 hours per day working 44% of the employees of renovation and construction, and most are aged 31-40 years. However, 8 hours per day working 48% of respondents, of which 63% are between 20 and 30 years of age. 8% of the surveyed people spend at work less than 8 hours, including 25% of persons aged 20-30 years. 40% of all employees of renovation and construction work shall be replaced to complete the task clearly defined. However, in 28% of job duties change frequently - this refers mainly to 40% of respondents between 31 and 40 years of age. 52% of the employees of renovation and construction happens sometimes simultaneously perform tasks that are difficult to rip each other, especially 75% of respondents between 20 and 30 years of age. In contrast, 30% of such a situation happens frequently, 60% aged 31-40. Only 6% of all employees of renovation and construction supervisors will never outsource to perform at the same time the tasks which

are difficult with each rip. With impolite comments and behavior at work is sometimes encountered 56% of the employees of renovation and construction, especially 71% of people aged 41-50 years. Quite often, this situation is shared by 22%, 40% between 31 and 40 years of age. Appointments, which are hard to keep sometimes imposed 58% of people, including 75% aged 20-30. However, often must deal with this problem 30% of respondents.

For assistance from colleagues can definitely count 76% of the employees of renovation and construction. While 24% of those not receiving any help from your colleagues - they must fend for themselves. 60% of the employees of renovation and construction does not feel appreciated, despite the good work performed, including 73% of the age group of 31-40 years and 63% of group 20-30 years. While 40% of people feel appreciated at work properly. This mainly applies to 60% of respondents aged 51-60 years and 41% of those between 41 and 50 years of age. 48% of employees renovation and construction companies acquire new skills on their own - it is mainly 65% aged 41-50 years and 60% of respondents between 51 and 60 years of age. However, 22% of people provide professional development training, which primarily uses 33% of people aged 31-40. 34% of the employees of renovation and construction, mainly 70% of people aged 51-60 years, meets on the job. Among the effects of stress in the work of builders and 40 years of age most frequently mention: headaches, backaches, increased irritability, reduced involvement in work. After 40 years of age is dominated by symptoms from the gastrointestinal tract, forgetfulness. The results were presented in table 7.

Table 7. Reported symptoms among employees of the construction and renovation

Lp.	Reported symptoms	Age of respondents			
		20-30 lat	31-40 lat	41-50 lat	51-60 lat
1.	Insomnia	0%	6%	24%	20%
2.	Backaches	25%	13%	29%	10%
3.	Headaches	38%	40%	30%	10%
4.	Gastrointestinal complaints	25%	13%	29%	30%
5.	Ailments of the circulatory system	6%	18%	10%	0%
6.	Alcohol	13%	15%	18%	0%
7.	Cigarettes	50%	34%	29%	40%
8.	The reduction in labor productivity Constant fatigue	13%	20%	29%	0%
9.	Constant fatigue	50%	34%	53%	30%
10.	Decline in commitment to work	63%	40%	41%	10%
11.	Exasperation	12%	53%	42%	30%
12.	Frequent forgetfulness	24%	33%	53%	30%
13.	The desire to go on holiday	24%	32%	35%	10%

A large percentage of surveyed members of the profession smoke cigarettes, and stress discharges mostly by watching television and talking with friends and family. The results were presented in table 8.

Table 8. Ways of coping with stress among employees and building renovation.

Lp.	Ways of coping with stress	Age of respondents			
		20-30 lat	31-40 lat	41-50 lat	51-60 lat
1.	Talking with family	37%	40%	59%	40%
2.	Bath	13%	40%	23%	0%
3.	Reading books	0%	20%	24%	20%
4.	Listening to music	38%	33%	23%	20%
5.	Watching TV	75%	67%	65%	30%
6.	Walking	13%	20%	29%	30%
7.	Sport	13%	20%	29%	30%
8.	Relaxation exercises	13%	0%	0%	0%
9.	Substance abuse	50%	47%	29%	10%

Discussion

Mileage burnout like a spiral, which is characterized by the celebration of the beginning of the contradictory feelings that result from excessive involvement in the task performed, associated with coercion and pressure of time and the exhaustion and lack of power [6-8] Burn occurs in those occupations in which you are exposed to high emotional stress associated with continuous contact with other people, as in the case of a social worker, teacher, doctor, nurse, journalist, psychologist, officer, lawyer and police officer [8-10].

In Germany, according to the reports of the Federal Ministry of Health, dropped the number of patients belonging to the state health insurance funds, which is explained by the fact that many people have come despite the light conditions to work because I'm afraid to lose. Survey results Market Research Institute of Labour and Vocational Training of 1999 showed that 50% of employed persons working under time pressure and performance. Every fifth person is forced to work to the limits of endurance. The sickness of the technology industry in Hamburg shows that every tenth woman and every twenty man recorded in 2000 at least once a depressive medication [8-11].

Conclusion

1. The greatest exposure to stress was observed among the teachers and employees of banks, the state sector, in contact with many people.
2. Among the factors most frequently mentioned stressors were: excessive workload, conflicts with superiors and colleagues. Low wages, fear prevailed among the evaluating teachers and bank employees and family problems related to work among teachers.
3. Most elements of burnout was observed among the teachers and the renovation and construction firms in the century 1931-1940 and the bank employees and administrative staff in residential aged 41-50 years.
4. Among the ways of coping with stress in the majority of respondents chose the passive forms, such as talking with friends, listening to music, watching television. Among the employees of banks and the renovation and construction companies appear to be negative forms such as the use of stimulants.
5. Greater emphasis on involvement in the work and retraining of workers is observed in the younger age groups, the private sector, while in the public sector more appreciated already gained experience of the elderly.

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