

STRUCTURAL-FUNCTIONAL MODEL OF SOCIO-PSYCHOLOGICAL FEATURES OF PROFESSIONAL BURNOUT OF EMPLOYEES OF THE ORGANS AND UNITS OF THE STATE EMERGENCY SERVICE OF UKRAINE

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Щоденно працівники Державної служби України з надзвичайних ситуацій виконують складні завдання ліквідації наслідків ракетних обстрілів, розбору завалів, порятунку мешканців України та по забезпеченню захисту населення і територій від надзвичайних ситуацій. Важливим науково-психологічним напрямком є дослідження особливостей професійного вигорання працівники Державної служби України з надзвичайних ситуацій для вироблення векторів психологічної корекції та психокорекції при його появі.

У науковій статті представлено Структурно-функціональну модель соціально-психологічних особливостей професійного вигорання працівників органів і підрозділів Державної служби України з надзвичайних ситуацій.

Опорними структурами при проектуванні структурно-функціональної моделі стали: чотиривимірна структура особистості Рибалки-Шевцова та структурно-функціональна модель психологічних механізмів соціальної адаптації молоді з порушеннями опорно-рухового апарату І.Чухрій, А.Шевцова.

Професійне вигорання представлено у структурно-функціональній моделі у контексті розгляду соціально-психологічної адаптації (соціально-психологічна адаптованість, резильєнтність, самоефективність) та соціально-психологічної дезадаптації (соціально-психологічна дезадапованість, професійне вигорання).

До зовнішніх факторів, що впливають на утворення професійного вигорання працівників органів і підрозділів Державної служби України з надзвичайних ситуацій належать: освіта (наявність середньої спеціальної, вищої, середньої загальної освіти); профільне навчання (особливості підготовки працівників органів і підрозділів Державної служби України з надзвичайних ситуацій); стаж роботи; сімейний стан; екстремальні умови роботи.

Індивідуально-психологічні чинники групуються у такий спосіб: емоційно-афективний (емоційний комфорт/емоційний дискомфорт, ситуативна тривожність, особистісна тривожність, депресивність, агресивність, ворожість); комунікативний (лідерство, товариськість, рефлексивність); пізнавальний (когнітивні процеси, рефлексивність); поведінковий (домінування, ескопізм, відомість, залежність/незалежність, товариськість/нетовариськість); мотиваційно-вольовий (внутрішній контроль/зовнішній контроль, відомість, прийняття боротьби/неприйняття боротьби).

Сама ж структура особистості представлена у такий спосіб: віковий, генетичний вимір, індивідуально-психологічний вимір, діяльнісний вимір.

Важливо зазначити, що запропонована структурно-функціональна модель демонструє взаємозв'язок всіх її структурних компонентів, і висхідним її ядром є структура особистості фахівця, що формується у віковому, генетичному, індивідуально-психологічному та діяльнісному вимірах. Через індивідуально-психологічний вимір ми маємо можливість дослідити індивідуально-психологічні чинники, що впливають на виникнення професійного вигорання як складової процесу соціально-психологічної дезадаптації, або ж на формування соціально-психологічної адаптованості, резильєнтності та самоефективності як складових соціально-психологічної адаптації. Значне значення

у запропонованій моделі мають зовнішні (соціальні) фактори, що демонструють соціальні умови виникнення професійного вигорання, або ж можуть виступати факторами, що перешкоджають його появу (наявність сім'ї, можливості кар'єрного зростання та інші).

Ключеві слова: професійне вигорання, працівників органів і підрозділів Державної служби України з надзвичайних ситуацій, соціально-психологічна дезадаптація, соціальні фактори, індивідуально-психологічні чинники.

Every day, employees of the State Emergency Service of Ukraine perform complex tasks of eliminating the consequences of rocket attacks, clearing debris, rescuing Ukrainian citizens, and ensuring the protection of the population and territories from emergencies. An important scientific and psychological area is the research of the peculiarities of professional burnout of employees of the State Emergency Service of Ukraine in order to develop vectors of psychological correction and psycho-correction in case of its occurrence.

The scientific article presents a structural and functional model of the socio-psychological features of professional burnout of employees of the organs and units of the State Emergency Service of Ukraine.

The supporting structures for the design of the structural and functional model were: Rybalka-Shevtsov's four-dimensional personality structure and the structural and functional model of psychological mechanisms of social adaptation of young people with musculoskeletal disabilities by I. Chukhriy and A. Shevtsov.

Professional burnout is presented in the structural-functional model in the context of considering socio-psychological adaptation (socio-psychological adaptation, resilience, self-efficacy) and socio-psychological maladjustment (socio-psychological maladjustment, professional burnout).

External factors that influence the formation of professional burnout among employees of the State Emergency Service of Ukraine include education (availability of secondary specialized, higher, secondary general education); specialized training (peculiarities of training of employees of organs and units of the State Emergency Service of Ukraine); work experience; marital status; and extreme working conditions.

Individual psychological factors are grouped as follows: emotional-affective (emotional comfort/emotional discomfort, situational anxiety, personal anxiety, depression, aggressiveness, hostility); communicative (leadership, sociability, reflectivity); cognitive (cognitive processes, reflectivity); behavioral (dominance, escapism, prominence, dependence/independence, sociability/unsociability); motivational and volitional (internal control/external control, prominence, acceptance of struggle/rejection of struggle).

The personality structure itself is presented as follows: age, genetic dimension, individual psychological dimension, and activity dimension.

It is important to note that the proposed structural-functional model demonstrates the interconnection of all its structural components, and its ascending core is the structure of the specialist's personality, which is formed in the age, genetic, individual psychological and activity dimensions. Through the individual psychological dimension, we have the opportunity to explore the individual psychological factors that influence the emergence of professional burnout as a component of the process of socio-psychological maladjustment, or the formation of socio-psychological adaptability, resilience and self-efficacy as components of socio-psychological adaptation. The external (social) factors that demonstrate the social conditions for the emergence of professional burnout or can act as factors that prevent its emergence (family, career growth opportunities, etc.) are of great importance in the proposed model.

Key words: professional burnout, employees of organs and units of the State Emergency Service of Ukraine, social and psychological maladjustment, social factors, individual psychological factors.

Formulation of the problem. Military operations on the territory of Ukraine require the fulfillment of new challenging tasks from the employees of the State Emergency Service of Ukraine (SES), who protect the population and territories from emergencies, prevent their occurrence, carry out the liquidation of emergencies, including firefighting, etc. SES employees are constantly saving lives, responding to the aftermath of rocket attacks, rescuing people from the rubble, eliminating the consequences of man-made disasters, and performing numerous other tasks. Their activities are accompanied by a risk to their own lives and health. Psychological science, accordingly, faces new challenges in providing psychological assistance to SES employees, developing new strategies for preventing professional burnout and developing personal stress resistance, resilience, and endurance.

The development of a structural-functional model of the socio-psychological features of professional burnout of employees of the organs and units of the State Emergency Service of Ukraine will facilitate a profound study and understanding of the specifics of the risk of professional burnout in SES employees and

the role of external (social) factors and internal (personal) factors in this process. The development of this model requires a detailed study of the problems: psychological characteristics of professional burnout, personality traits in emergency conditions, and the impact of external factors on the personality in extreme conditions. It is important in designing this model to reflect the functional features of professional burnout of employees of the SES and to identify the structural elements of this phenomenon.

Analysis of recent research and publications. Fundamental scientific provisions for designing a structural and functional model of socio-psychological features of professional burnout of employees of the organs and units of the State Emergency Service of Ukraine: four-dimensional structure of Rybalka-Shevtsov's personality and structural and functional model of psychological mechanisms of social adaptation of young people with musculoskeletal disabilities I. Chukhriy, A. Shevtsov.

The purpose of the article based on the results of the scientific and psychological generalization, to design a structural and functional model of the socio-psychological features of professional burnout of employees of the organs and units of the State Emergency Service of Ukraine.

Outline of the main material. Every day, employees of organs and units of the SESU face critical situations that require a high level of personal stability, endurance and stress resistance to resolve. Difficult working conditions, risk to life, personal experiences and other factors can cause professional burnout. To determine the vectors of preventive and psycho-corrective work, it is necessary to identify the main external factors and internal factors that contribute to the formation of professional burnout among employees of SESU bodies and units, and it is important to predict their structure and possible impacts, which will be presented in the structural and functional model.

Professional burnout as a dysfunctional and personal phenomenon that arises as a result of constant excessive professional demands that are placed on human resources, abilities, character, and personal competencies. According to O. Khairulin, professional burnout occurs as a result of constant psychological pressure, as a result of which a specialist not only regresses in his or her professional development, but also becomes insufficiently motivated and involved in the constructive performance of tasks. Professional burnout syndrome is a deformation of the psychological organization of a person's inner world, which makes it impossible for them to be productive in their work, self-realization, and life satisfaction. [4].

In domestic psychology, the problem of professional burnout has been studied in the scientific works of S. Maksymenko, L. Karamushka, T. Zaichikov and others. The authors note that professional burnout negatively affects all aspects of human life (social, emotional, intellectual, physiological), their behavior, and develops quite quickly [1; 4; 6].

Professional burnout occurs in conditions of intense professional interaction of the subject of professional activity under the influence of numerous external and internal factors (C. Maslach, V. Moskalets, H. Freudenberger), develops as a result of chronic stress as a result of accumulation of negative emotions that accumulate and cannot be reacted to [2; 4; 6].

In his scientific work, Kovrovsky identifies the following groups of factors that influence the formation of professional burnout at different stages (tension, resistance, and exhaustion): personal, organizational-professional, socio-demographic, and socio-economic characteristics of the personnel) [1].

According to the author, personal characteristics include emotional-volitional and intellectual characteristics of the personality, extraversion and neuroticism. To the organizational and professional characteristics, the author attributed: educational and job characteristics (level of education, category of personnel, specialization, position), work experience, presence of military combat training, medical and physiological characteristics, and the availability of incentives or penalties. Socio-demographic characteristics are age, gender, place of birth, marital status, presence of children, and peculiarities of relationships with family members. Socio-economic characteristics of the personnel include living conditions, social and domestic difficulties, and the existence of credit obligations [1].

According to the results of the theoretical study, it was found that professional burnout is formed as a result of the influence of external factors on the personality and, accordingly, under the influence of internal individual-personal factors, which was demonstrated when designing the Structural and Functional Model of the Socio-Psychological Features of Professional Burnout of Employees of the Organs and Units of the State Emergency Service of Ukraine (Figure 1).

The supporting structures for the design of the structural-functional model were: Rybalka-Shevtsov's four-dimensional personality structure and the structural-functional model of psychological mechanisms of social adaptation of young people with musculoskeletal disorders I.Chukhriy, A.Shevtsov [5].

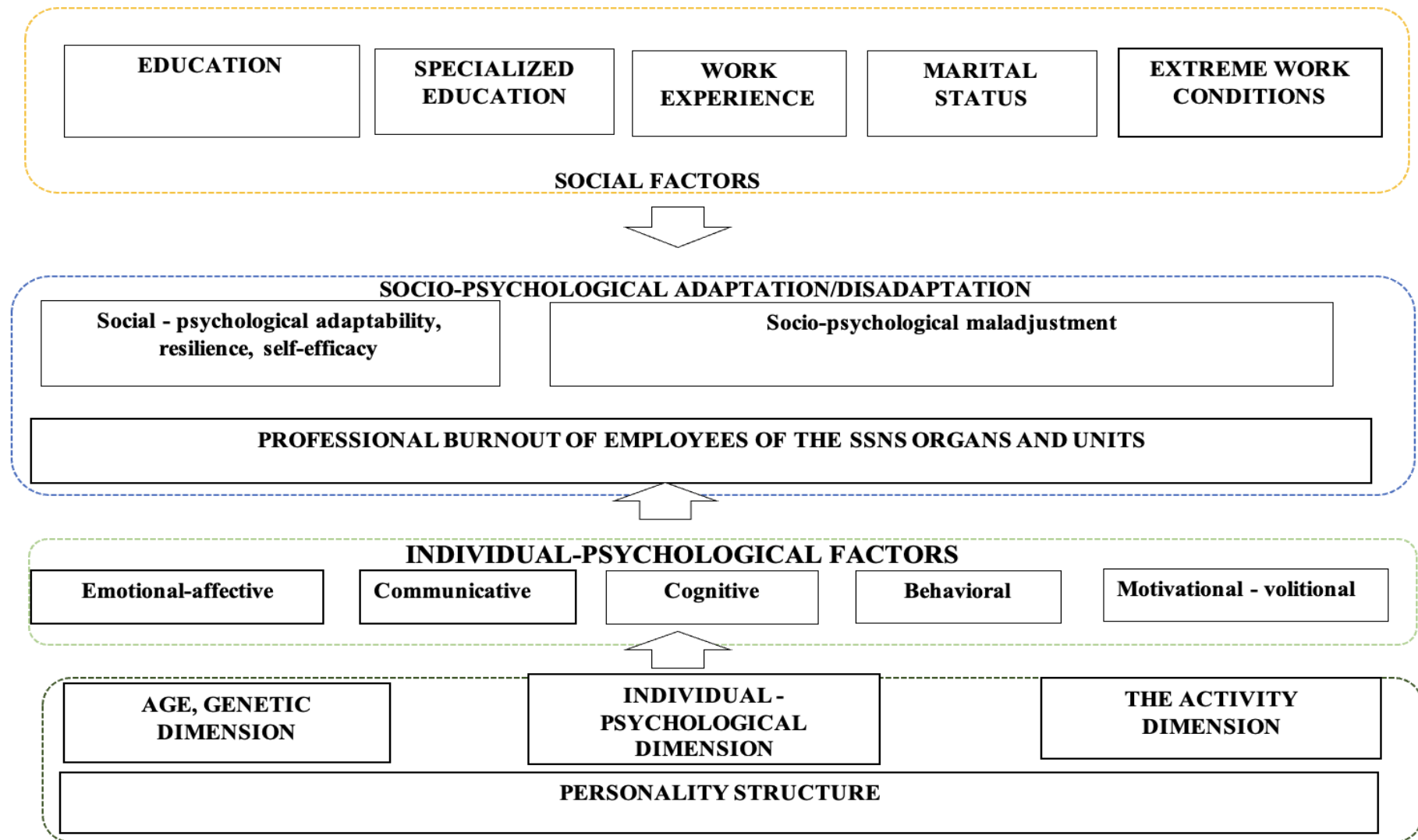


Figure 1. Structural and Functional Model of Socio-Psychological Peculiarities of Professional Burnout of Employees of Organs and Units of the State Emergency Service of Ukraine

Professional burnout is presented in the structural-functional model in the context of considering socio-psychological adaptation (socio-psychological adaptability, resilience, self-efficacy) and socio-psychological maladjustment (socio-psychological maladjustment, professional burnout). Such a division is associated with the consideration of socio-psychological adaptation as a process and result of individual adjustment.

In their scientific concepts, C. Bernard and H. Selye described the general adaptation syndrome (stress response) as a result of a mismatch between a person's needs and the requirements of the social environment. According to this theory, the degree of a person's adaptability is determined by the specifics of his or her emotional well-being. H. Selye distinguished two levels of adaptability, in particular, adaptability as the absence of anxiety in a person and maladaptation as the presence of anxiety experienced by the individual. [7].

H. Selye noted in his scientific works that prolonged exposure of the human body to extreme conditions leads to significant physiological, psychological, and socio-psychological changes of an irreversible nature. Changes in the body are manifested as pathological damage [7].

Violation of the adaptation process leads to maladjustment, which is expressed in the inability of the individual to adapt to the conditions of the environment due to the emergence of several unfavorable individual psychological characteristics [7].

Maladaptation is a process that leads to a disruption in interaction with the environment, deepens problem situation, and is accompanied by interpersonal and intrapersonal conflicts. The diagnostic criteria for maladaptation include disturbances in professional activity and the interpersonal sphere, as well as reactions that go beyond the norm and expected reactions to stress (aggression, depression, anxiety, etc.). [3].

In the scientific literature, maladjustment is defined as a process of disruption of adaptation that occurs when environmental changes do not lead to adaptive behavioral changes, which causes destructive changes in the emotional, cognitive, motivational-volitional, and behavioral spheres of the individual, as well as mental and psychological health disorders.

The causes of maladjustment can be psychosocial stress (professional problems, divorce, chronic diseases, etc.), extreme situations (in which a person was directly involved or witnessed), complications of relationships in a social group, etc. [3].

In the activity context, professional burnout represents the inability to adapt to the complex external conditions and factors that accompany the professional activities of specialists due to emerging the negative individual psychological formations that arise (negative emotional states, behavioral disorders, complications of interpersonal interaction, etc.)

External factors that influence the formation of professional burnout among employees of organs and units of the State Emergency Service of Ukraine include education (availability of secondary specialized, higher, secondary general education); specialized education (peculiarities of training of employees of organs and units of the State Emergency Service of Ukraine); work experience; marital status; extreme work conditions.

Taking into account the resultant and procedural nature of socio-psychological maladjustment, the formation of professional burnout is influenced by individual psychological factors, which can also be formed as a result of the process of professional burnout itself.

Individual psychological factors are grouped as follows:

Emotional-affective, which includes the following components: emotional comfort/emotional discomfort, situational anxiety, personal anxiety, depression, aggressiveness, and hostility).

Communication, which includes the following components: leadership, sociability, and reflexivity).

Cognitive, whose components include cognitive processes, reflexivity).

Behavioral, which includes the following components: dominance, escapism, prominence, dependence/independence, sociability/unsociability.

Motivational-volitional, which includes the following components: internal control/external control, awareness, acceptance of struggle/rejection of struggle.

The personality structure itself is presented as follows:

1. **An age-related, genetic dimension** that defines the temporal quality of the four-dimensional personal hyperspace and characterizes the level of development of personality traits, dispositions, abilities, and mental properties.

2. **The individual-psychological dimension** consists of the following basic substructures of personality: 2.1. Ability to communicate. 2.2 Directionality. 2.3 Character. 2.4 Self-awareness. 2.5. Experience. 2.6. Intellectual processes. 2.7. Psychophysiological qualities of personality.

3. **Activity dimension:** 3.1. The need and motivational component. 3.2. Information and cognitive component. 3.3. Goal-forming component. 3.4 Operational and effective component. 3.5. Emotional-sensual component of activity [5].

It is important to note that the proposed structural-functional model demonstrates the interconnection of all its structural components, and its ascending core is the structure of the specialist's personality, which is formed in the age, genetic, individual-psychological, and activity dimensions. Through the individual-psychological dimension, we have the opportunity to investigate the individual psychological factors that influence the occurrence of professional burnout as a component of the process of socio-psychological maladjustment, or the formation of socio-psychological adaptability, resilience, and self-efficacy as components of socio-psychological adaptation. In the proposed model, external (social) factors that demonstrate the social conditions for the emergence of professional burnout or can act as factors that prevent its emergence (family, career advancement opportunities, etc.) are of great importance.

Conclusions and Prospects for Further Research. Professional burnout is a complex dysfunctional personal phenomenon that arises as a result of constant professional demands that require the expenditure of a person's resources, character, and competencies. Professional burnout can occur as a result of extreme working conditions of a person and is an integral part of the process of social and psychological maladjustment.

For forecasting the vectors of preventive work and psycho-correctional work aimed at reducing the risk of professional burnout, a theoretical study of the problem of professional burnout was conducted, based on the results of which a structural-functional model of professional burnout of employees of the organs and units of the State Emergency Service of Ukraine was designed. In the proposed model, professional burnout is presented as the result of the interaction of external factors and internal individual psychological factors, which will further help to build psycho-correctional and psycho-preventive programs to overcome and prevent professional burnout.

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