XI Міжнародна науково-практична конференція

АВІАЦІЙНА ТА ЕКСТРЕМАЛЬНА ПСИХОЛОГІЯ У
КОНТЕКСТІ ТЕХНОЛОГІЧНИХ ДОСЯГНЕНЬ
23-24 квітня 2019 року

Збірник наукових праць

Київ 2019

Збірник містить матеріали XI Міжнародної науково-практичної конференції з актуальних проблем авіаційної та екстремальної психології у контексті технологічних досягнень, що відбулася 23-24 квітня 2019 року на кафедрі авіаційної психології Факультету лінгвістики та соціальних комунікацій Національного авіаційного університету.

Голова орккомітету:
ІСАЄНКО Володимир Миколайович – ректор Національного авіаційного університету, академік Академії наук Вищої школи України, заслужений працівник освіти України, доктор біологічних наук, професор

Заступники голови:
ЯГОДЗІНСЬКІЙ Сергій Миколайович – декан Факультету лінгвістики та соціальних комунікацій Національного авіаційного університету, доктор філософських наук, професор
ПОМИТКІНА Любов Віталіївна – завідувач кафедри авіаційної психології Факультету лінгвістики та соціальних комунікацій Національного авіаційного університету, доктор психологічних наук, професор

Рецензенти:
Бех Іван Дмитрович – директор Інституту проблем виховання НАПН України, доктор психологічних наук, професор, дійсний член Національної академії педагогічних наук України
Булах Ірина Сергіївна – декан факультету психології Національного педагогічного університету імені М.П. Драгоманова, доктор психологічних наук, професор
Романенко Оксана Вікторівна – професор кафедри юридичної психології Національної академії внутрішніх справ, доктор психологічних наук, професор

Рекомендовано до друку Вченою радою Факультету лінгвістики та соціальних комунікацій Національного авіаційного університету (протокол № 1 від 13 березня 2019 р.)

© Колектив авторів, 2019; © Національний авіаційний університет, 2019

A MENTAL HEALTH PROBLEM OF TODAY: JOB BURNOUT SYNDROME

Abstract. The aim of this study is to establish a conceptual framework relating the syndrome of job burnout. Job and career acquisition are indispensable for human life. Burnout syndrome which is one of today’s workings biggest problem, creates negative impact on working in their business life. Today, job burnout is an among emphasized issue. Job burn out is seen as one of the most important of today’s complex life circumstances, from individual, organizational and social aspects. Maslach and Jackson (1981) introduced the most widely accepted conceptualization of burnout that has three dimensions: emotional exhaustion, depersonalization, and reduced personal accomplishment. Burnout, shows itself by emotional, psychological, social, behavioural, physical and physiological symptoms. Job burnout can cause psychophysical problems such as, headaches, gastrointestinal illness, high blood pressure, diabetes, muscle tension, chronic fatigue, anomie anxiety, depression, and sleep disturbances. Furthermore negatively impacts teaching quality, student achievement, school climate, and social welfare. Along with burnout, there are consequences such as intention to leave work, conflict and incompatibility, and increase in work accidents. That is when burn out increases, the level of job satisfaction decreases. Job burnout affects both individual and organizational factors. Job burnout is a problem in many professions, but it significantly more prevalent in the helping professions. The findings also show that work overload, stress, gender, time pressure, lack of control, management approach, inequality, competitive relations, communication problems, low motivation, physical environment, and
lack of autonomy in decision making and similar factors are associated with burnout. In order to prevent and reduce burnout levels, some suggestions were also included in the study. Recently, the work on burnout has expanded internationally. The data gathered from results of the research were discussed in the relevant literature.

**Key words:** Job burnout, emotional exhaustion, depersonalization, personal accomplishment, effective factors.

1. INTRODUCTION

By the industrial revolution in the second half the 18th century, industrial production has been accelerated and the human race with the machinery has begun. As biological and emotional existence, adaptation of human beings to the speed and intensity of work life, have become more challenging. It was seen that the negative effects of this fast pace on human life was noticed in 1950’s and conceptualized in 1970’s. Previously these negative symptoms had been explained by “stress” concept, and later it has been expressed by "burnout" concept. In modern life reading the meaning of life through only work triggers this negative process. The problems encountered in work life, contain whole dimensions of human life and cause to harm on the human psyche. The concept of burnout is a concept that has entered the literature in the United States in the 1970’s in order to express the professional burnout of the employees in the service sector.

When the concept of burnout handled individually in psychological base, borders of the issue expands and extends to the various dimensions of social life. Considering in organizational level, burnout is limited with the working life working environment and a professional, and the effects of these factors on individual person are handled. In this context, transition can be possible from concept of "burnout” to "job burnout" (Boyar, 2011: 16).

Fredenberger (1974) first coined the term to describe emotional depletion, motivational loss and commitment reduction experienced by human service workers after prolonged and extensive stress conditions (Soderfelt and Soderfelt, 1995; cited by Khezorlou, 2012). The concept was further popularized in social sciences in the writings of Maslach (1976) who defines burnout as “a syndrome of emotional exhaustion and cynicism that occurs frequently among individuals who do “people-work" of some kind” (Maslach and Jackson, 1981).
Based on the pioneering work of Freudenberger (1974) and Maslach (1976), Maslach and Jackson (1981) introduced the most widely accepted conceptualization of burnout and construed it as a psychological syndrome that has three dimensions: emotional exhaustion (EE) referring to feelings of being emotionally drained by intense contact with other people, depersonalization (DP) referring to negative attitudes or callous responses toward people, and reduced personal accomplishment (PA) referring to a decline in one’s sense of competence and of successful achievement in working with people (Maslach, 1982; Maslach and Leiter, 1997; Maslach, Schaufeli and Leiter, 2001).

Burnout is quite prevalent in all professions in the modern world and can certainly cause considerable economic, social and psychological costs to employees and employers. Burnout “can cause such physical problems as headaches, gastrointestinal illness, high blood pressure, muscle tension, and chronic fatigue”, and it also “may lead to mental distress in the form of anxiety, depression, and sleep disturbances”. The relationship between the burnout syndrome and the psychological characteristics of the individual is one of the most frequently mentioned topics in business life in recent years. The problems that arise with burnout lead to a decrease in productivity, job dissatisfaction and the prevention of professionalism.

2. THEORETICAL AND CONCEPTUAL FRAMEWORK

2.1. Definition of Job Burnout

There are many definitions of the concept of burnout. Some of these definitions:

- According to Maslach (1982) burnout is psychological syndrome that occurs in a long time as a reaction to the stress building factors in the workplace.
- According to Pines and Aranson (2010) burnout is situations that require emotional demands as a state of physical, emotional, and mental exhaustion caused by prolonged exposure.
- According to Furner (2017) job burnout is a term used to describe a state of physical, emotional, and mental exhaustion, which occurs after long-term exposure to situations that are emotionally demanding.
- According to Özipek (2006) burnout is defined as an internal psychological life situation that occurs as a personal level of weariness,
which includes mental, physical exhaustion, expectations, attitudes and perceptions.

- According to Galanikis (2009) burnout is a professional person, the profession to break with the original meaning and purpose, is no longer interested in the people of the service is no longer interested in the former.
- The concept of depletion is in the dictionary of Turkish Language Institution (TDK) burnout is explained as the power of being lost, not being effortless.
- Burnout is defined as “a work-related syndrome that stems from an individual’s perception of a significant discrepancy between effort (input) and reward (output)” (Farber, 1991: 24).

### 2.2. Maslach's Burnout Model

Maslach & Jackson (1981) introduced the most widely accepted conceptualization of burnout that has three dimensions: “Emotional exhaustion (EE)”, “depersonalization (DP)” and “Reduced Personal Accomplishment (PA)” (Maslach & Leiter, 1997; Maslach, Schaufeli & Leiter, 2001; Tsigilis, Koustelios & Togia, 2004: 668).

According to Maslach's burnout model, these reactions are classified in three dimensions as emotional exhaustion, depersonalization and personal sense of accomplishment. (Maslach, Schaufeli & Leiter, 2001).

#### 2.2.1. Emotional Exhaustion

Emotional exhaustion indicates the individual stress dimension of burnout and decreases the emotional and physical resources of the individual. The first signs of burnout are seen at this stage. It is the most important component of 3 sub-dimensions of burnout. Emotional exhaustion starts to lose self-confidence by thinking that it is not as productive as it used to be, prefer loneliness and start to escape from people (Dinç, 2018: 24).

#### 2.2.2. Depersonalization or Cynicism

Depersonalization (or cynicism) referring to negative attitudes or callous responses toward people (Maslach, Schaufeli and Leiter, 2001). It represents the interpersonal dimension of burnout and refers to negative, rigid attitudes and unresponsiveness to work. The individual perceives himself/herself and the people he serves in non-human manner. It represents the interpersonal dimension of burnout and refers to negative, rigid attitudes and unresponsiveness to work. The individual
perceives himself/herself and the people he serves in non-human manner (Garden, 1987). The person remains cold, indifferent and indifferent to the feelings of the people outside him. In this dimension of burnout, employees minimize the level of relationship with the concern of the perpetual evil coming from the people around them.

Desensitization syndrome is a negative feeling state that gradually increases and consumes the individual. Symptoms, cold, unrelated to people around him, indifferent, distant and even non-human attitudes and behaviors are shown. To use a humiliating, humiliating and cynical language in their relations is to be strict, prescriptive and inelastic behaviors and attitudes towards their job and institution in their profession (Maslach & Jackson, 1981; Maslach ve Goldberg, 1998; Tsigilis, Koustelios & Togia, 2004).

2.2.3. Reduced Personal Accomplishment

Reduced personal accomplishment referring to a decline in one’s sense of competence and and/or productivity at work. Feeling of personal failure is to evaluate itself as negative (Maslach, 2003). Because of the negative way of thinking that an individual develops about himself, he perceives himself as inadequate and unsuccessful in terms of work, event and situation.

The person loses his self-esteem with the feeling of inadequacy and becomes depressed with self-blame. The third sub-dimension of burnout, the feeling of low personal accomplishment, causes negative thinking and judgmental attitudes about others (Dinç, 2018: 24).

The individual who feels a fall in personal accomplishment feels himself inadequate. In this dimension, the individual feels a general disadvantage in his evaluations, considers that he has not made any progress in his work, or even regressed, that the effort he has made is of no use and makes no difference in his environment. The person who evaluates himself/herself as unsuccessful will not be able to perform the actions that he/she can accomplish or can realize and to avoid self-pacification and occupational behavior.

2.3. Symptoms of Job Burnout

The main symptoms that may occur in the case of exhaustion are evaluated in three types as psychophysiological, psychological and behavioral:

2.3.1. Psycho-physiological Symptoms

- Fatigue and exhaustion
- Energy loss
- Chronic colds and sleep disorders
- Gastrointestinal disorders and weight loss
- Difficulty in breathing
- Psychosomatic diseases
- Increased incidence of coronary heart disease

### 2.3.2. Psychological Symptoms

- Expressive exhaustion
- A chronic irritability
- Irritability
- Difficulty in cognitive skills
- Frustration
- Depressed mood
- Anxiety
- Unrest
- Impatience
- Fall in respect
- Değersizlik
- Hypersensitivity to criticism
- Inability to make decisions
- Apathy
- Feel and sense of meaninglessness
- Hopelessness

### 2.3.3. Behavioral symptoms

- Making mistakes
- Keep some postponement or creep
- Don't come late
- Failure to work without permission or due to illness
- Tendency to leave work
- Service distortion
- Disturbance in relations outside of work and work
- Increase in accidents and injuries
- Demonstrating a cynical attitude towards the people and the servants
- Instead of dealing with other things
- Loss of interest (Sabuncuoğlu, 1996).

Kalimo and Mejman (1987) offer an additional comprehensive list of burnout symptoms “such as low morale, a negative attitude towards
patients, clients, or similar types of person at work, a cynical attitude towards the achievement of working goals, exaggerated confidence expressed in overt behavior, absenteeism, frequent changes of job, and other escapist behavior such as using drugs”.

2.4. Job Burnout Risk Factors
You might be more likely to experience job burnout if:

- You identify so strongly with work that you lack balance between your work life and your personal life
- You have a high workload, including overtime work
- You try to be everything to everyone
- You work in a helping profession, such as health care
- You feel you have little or no control over your work
- Your job is monotonous

2.5. Handling Job Burnout
Try to take action. To get started:

- Evaluate your options. Discuss specific concerns with your supervisor. Maybe you can work together to change expectations or reach compromises or solutions. Try to set goals for what must get done and what can wait.
- Seek support. Whether you reach out to co-workers, friends or loved ones, support and collaboration might help you cope. If you have access to an employee assistance program, take advantage of relevant services.
- Try a relaxing activity. Explore programs that can help with stress such as yoga, meditation or tai chi.
- Get some exercise. Regular physical activity can help you to better deal with stress. It can also take your mind off work.
- Get some sleep. Sleep restores well-being and helps protect your health.
- Mindfulness. Mindfulness is the act of focusing on your breath flow and being intensely aware of what you're sensing and feeling at every moment, without interpretation or judgment. In a job setting, this practice involves facing situations with openness and patience, and without judgment.
- Keep an open mind as you consider the options. Try not to let a demanding or unrewarding job undermine your health (www.mayoclinic.org).

2.6. Stages of Burnout
Exhaustion defined in four stages:

**Stage I. Enthusiasm:** In this stage, a high level of happiness, increase in energy and non-realistic dimensions are observed. For the person the profession is the forefront of everything.

**Stage II. Stagnation:** In this stage there is a decrease in desire and hope. The person began to feel uncomfortable with the difficulties they encountered in practicing his profession. Sorgulanmaya başlanan işden başka bir şey yapmıyor olmaktır.

**Stage III. Frustration:** In this stage, the person experiences an intense sense of disability.

**Stage IV. Apathy:** In this stage, there is a very deep emotional rupture or infertility, deep disbelief and hopelessness. After all, one does not enjoy his profession anymore (Çitil, 2014: 7).

3. **LITERATURE REVIEW**

The first phase of burnout research emerged in America in the 1970’s. The first studies on the subject are based on the experiences and case studies of employees who work in social services and health sector and whose aims are to help people. The first articles on burnout were written by German psychiatrist Freudenberger (1974) and Maslach, who was a social psychologist in 1976. Researches on burnout began to be carried out in the 1980s. Many books and articles have been published. Various new scales and research methods have been developed to measure burnout. In the 1990s, there have been different applications. Nowadays, the extinction phenomenon, which has a large literature, has been the subject of research in many different fields and continues to be (Boyar, 2011: 21). There are many studies on burnout. Its treatment is very rare, with little treatment.

**Results of some research on burnout:**

According to the results of the study conducted by Mahmood (2017) statistically significant differences in levels of teachers’ burnout were found in the cases of their gender, ages, teaching experiences, age groups taught by the teachers, classroom population and type of institution (in an independent preschool-in a preschool classroom in a primary school). Furthermore, there was a statistically significant difference in their burnout level in the cases of their educational level and their working status (hourly paid-salaried). (Mahmood, 2017: 8)

According to the results of the study conducted by Özgür (2007) a significant negative relationship has been found between job
satisfaction and burnout in the research. According to this, when job satisfaction level increases, burnout level decreases, and when job satisfaction level decreases, burnout level increases.

According to the results of the study conducted by Dincerol (2013) investigated for the differentiation levels of teachers’ job burnout and professional burnout. The results of the study indicate that there is a meaningful differentiation between the job burnout levels of teachers and their professional burnout levels. Besides, an increase in the professional burnout levels has also been observed according to the results. Especially, this differentiation level is high regarding the school where teachers work.

According to the results of the study conducted by Khezerlou (2012) the results revealed that Turkish teachers experience more Emotional Exhaustion (EE) burnout than Iranian teachers who perceive more reduce personal accomplishment (PA) than Turkish teachers, whereas, Iranian and Turkish teachers experience Depersonalization (DP) burnout almost equally.

The results of qualitative part displayed Iranian teachers considered the administrational factors as the main source of burnout, while Turkish teachers concentrated on school-level factors. Revealed that Turkish teachers experience more EE burnout than Iranian teachers who perceive more PA than Turkish teachers, whereas, Iranian and Turkish teachers experience DP burnout almost equally.

According to the results of the study conducted by Cui, Chao, Han, Zhang, Ren & Shi (2018) the modern society puts great stress on the Science and Mathematics Teachers in basic education schools. Stress of interpersonal relationship positively predicts one’s decreased sense of achievement, emotional exhaustion and depersonalization while employment stress also positively predicts on emotional exhaustion. However, by contrast, stress of job reputation has a backward prediction on depersonalization. The Science and Mathematics Teachers in basic education schools are under stress of career development, workload, examinations, interpersonal relationship, roles, responsibility and unemployment. These stresses have positive correlation with emotional exhaustion obviously. It comes to the conclusion that job stress in different surroundings leads to the 3 reasons for the Science and Mathematics Teachers’ job burnout, which shows a remarkable correlation between job stress and job burnout.
According to the results of the study conducted by Çitil (2014) it has been determined that midwives have a normal emotional exhaustion and apathy level in terms of age, education, marital status, income, number of children and the existence of the people they have to care; and they have a high level of exhaustion in terms of personal success. It is found that emotional intelligence levels are higher in 25 and below 25 age group that is high school graduated, having more incomes than expenses, married, having no children and having no care burden. It is indicated that emotional exhaustion and depersonalization levels of midwives working in hospitals are higher and their individual success is lower. It is indicated that the mean scores of the emotional exhaustion scale and the depersonalization scale of midwives are normal and they have lower levels of individual success and a good level of emotional intelligence.

According to the results of the study conducted by Boyar (2011) it was determined that although the role ambiguity has impact on other dimension of the burnout the greatest impact was on reduced personal accomplishment. Excessive workload is found to be effective in most dimensions of emotional exhaustion and depersonalization.

In 1992, a study by Cherniss was shown that young workers could not sufficiently resist burnout and could easily abandon their work with great ideal and dreams. Results showed that subjects who were more burned out early in their careers were less likely to change careers and more flexible in their approach to work as rated by confidants at the time of follow up. The results suggest that early career burnout does not seem to lead to any significant, negative, long term consequences. However, burnout occurring later in the career might have more serious long term effects.

4. EVALUATION AND CONCLUSION

Research on burnout; showed that the results of burnout may have serious effects on the individual, and that there may be waves growing in terms of the individuals they serve in the field and in which they serve. Burnout is a common problem especially in occupational groups serving people.

When the studies about burnout are examined, the results of burnout after the symptoms and reasons are emphasized. Burnout develops and maintains over time and is more static situation. People who feel burnout could not use their potential well enough, as a result of
this the productivity of organizations drops. Burnout can cause psychophysical problems such as, headaches, gastrointestinal illness, high blood pressure, diabetes, muscle tension, chronic fatigue, anomie anxiety, depression, and sleep disturbances. Moreover, teacher burnout is a major concern in educational settings and negatively impacts teaching quality, student achievement, school climate, and social welfare. Therefore, the study was useful for educational purposes. Job burnout refers to physical and mental exhaustion caused by job stress.

Job burnout is the result of long-term job stress that wasn't recognized and addressed before it spun out of control. It involves mental, emotional or physical exhaustion, frequently accompanied by an overwhelming sense of hopelessness. Job burnout doesn't happen overnight. It is a gradual process that begins with chronic stress and evolves over time. Let's take a look at some of the signs and symptoms. As you read through the list, think about your own situation. Could you possibly be on the path to job burnout? The early symptoms of burnout may be subtle, but they will continue to get worse over time unless corrective measures are taken. Job burnout is a special type of work-related stress — a state of physical or emotional exhaustion that also involves a sense of reduced accomplishment and loss of personal identity. "Burnout" isn't a medical diagnosis. Some experts think that other conditions, such as depression, are behind burnout. Some research suggests that many people who experience symptoms of job burnout don't believe their jobs are the main cause. Whatever the cause, job burnout can affect your physical and mental health. Consider how to know if you've got job burnout and what you can do about it (www.mayoclinic.org).

Studies on various professions reveal that the workers are not interested in the problems in the work environment, they withdraw themselves and they spend less time on their works. Employees' health problems, as well as, not to come, late, report, such as increasing tendencies It has been observed. The impact of all these problems on work quality and efficiency is undeniable. Depletion starts with the damage of the individual in the center, and as a social problem affecting the social environment and causing financial damages such as productivity and quality is emerging.

Burnout is not a passive mood that affects the individual. The negative effects of the person living near burnout are progressing at a
circular speed towards the most distant ones. Not only himself; it affects the student, his colleagues, superiors, the functionality and even the region of the institution.

**References**


Online links:
Ашурбеков Розмат Хомутбекович
кандидат технических наук, доцент
Ташкентский Государственный технический университет
имени Ислама Каримова
Ташкент (Узбекистан)

СРАВНИТЕЛЬНЫЙ АНАЛИЗ КУЛЬТУР МЕНЕДЖЕРОВ
США, ГЕРМАНИИ, РОССИИ, КАЗАХСТАНА И
УЗБЕКИСТАНА
НА УРОВНЯХ МЕР И ЦЕННОСТЕЙ КУЛЬТУР

Национальная культура влияет на все аспекты развития экономики и жизни страны [1]. Национальная культура определяет состояние сфер науки и образования, а также влияет на развитие международного сотрудничества в этой сфере. Культура определяет поведение пилотов, членов экипажа, бортпроводников, авиадиспетчеров и наземного персонала УВД в обычных и необычных ситуациях [2,3]. Такие меры национальных культурных ценностей, как: Дистанция власти, Индивидуализм-Коллективизм, Избегание неопределённостей критичны для обеспечения безопасности полётов [3]. Следовательно, развитие и укрепление знаний о сходствах и различиях национальных культур у работников гражданской авиации необходимы для обеспечения безопасности, регулярности и эффективности полётов как на местных, так и на международных маршрутах.

Развитие международного сотрудничества привело к росту количества исследований о сравнительных изучениях культур населений стран мира. В свою очередь, знания, полученные в результате этих исследований, повлияли на ускорение интеграции экономик стран в мировую экономику, тем самым, увеличивая