

Personal factors social risk of their frustration and professional burnout of the employees of crisis centers of EMERCOM of Russia

Khripunova S.V.

*Volgograd Institute of Management
- branch of the FSEIHE "Russian
Academy of National Economy and Public
Administration under the President of the
Russian Federation"*
Volgograd, Russia
domsvh@rambler.ru

Zinovyeva D.M.

*Volgograd Institute of Management
- branch of the FSEIHE "Russian
Academy of National Economy and Public
Administration under the President of the
Russian Federation"*
Volgograd, Russia
zinovyeva.dina@yandex.ru

Dolgopolova O.A.

*Volgograd Institute of Management
- branch of the FSEIHE "Russian
Academy of National Economy and Public
Administration under the President of the
Russian Federation"*
Volgograd, Russia
dolgopolova34@mail.ru

Pankratova E.V.

*Volgograd Institute of Management
- branch of the FSEIHE "Russian
Academy of National Economy and Public
Administration under the President of the
Russian Federation"*
Volgograd, Russia
romaneelena@yandex.ru

Abstract — The problem of search of personal factors of professional readiness, stress resistance of specialists of crisis centers of EMERCOM of the Russian Federation is among the relevant due to the fact that their activities are carried out in extreme situations. Their psychological stability affects the health and lives of people in emergency situations.

The aim of the work is to identify the risk factors of social frustration and professional burnout of employees of the crisis centers of EMERCOM of the Russian Federation. The study revealed a significant number of EMERCOM specialists with a high level of burnout and social frustration. This is due to the fact that the work in the "emergency – psychologist-rescuer – victims" is accompanied by high psycho-energy costs. This creates a high risk of professional burnout and social frustration. On the basis of the identified factors, recommendations are formulated for the personnel of the crisis centers of EMERCOM of the Russian Federation in order to organize and conduct psychological support and monitoring of their psycho-emotional state and personal resources, by practical psychologists of EMERCOM of the Russian Federation.

Keywords — *personal factors of professional readiness, social frustration, professional burnout, measures of psychological support, crisis centers of EMERCOM of Russia, extreme situation.*

I. INTRODUCTION

The problem of search of personal factors of professional readiness, of stress resistance of specialists of crisis centers of EMERCOM of the Russian Federation relates to being one of the actual ones due to the fact that their activity is carried out in extreme situations. It is on their psychological stability the health and life of people caught in extreme circumstances depends largely on (Shoigu Yu. S, 2009, Tarabrina I.V., 2002, E. Ashanina, 2011) [1,2,3].

The risk factors include emotionally difficult pictures of destruction, death and injury of people, the suddenness of the situation, the lack of experience, the duration of extreme situation and constant changes, the lack of control, emotional experiences associated with grief and losses and other frustrating factors. Therefore, they can lead to violation of mental, emotional, volitional processes, slow down or even eliminate in people control over their actions. This is also directly related to the level of stress resistance in extreme situations, the absence of burnout and frustration syndrome (N.E. Vodopyanova 2005, A.B. Leonova 2000) [4,5].

In domestic and foreign psychology a significant number of studies related to the problem of professional readiness to work in extreme situations was conducted (A.G. Maklakova (1996), N.In. Tarabrinoy (1999), A.A. Derkach (1998), V. Agarkov (1997) [6,7,8,9]. However, numerous studies mainly concern the employees of fire departments of

EMERCOM of the Russian Federation and not enough attention is paid to the personnel of the crisis centers of EMERCOM of the Russian Federation, which are also in the epicenter of work in extreme situations. They, like other units of the EMERCOM of the Russian Federation, are the first to react, organize and participate in emergency situations. Therefore, an important factor understands of the laws of formation and prediction of psychological readiness of employees to work in extreme situations. It is very interesting to consider the relationship between the conditions of formation of readiness for activity by reducing the social frustration and achieving optimal psycho-emotional state during the service and professional activities.

In this case it is necessary to identify personal resources that would provide the optimal psycho-emotional state and the ability to counteract the negative effects of stress factors in extreme situations during the period of professional activity. Therefore, a particularly important scientific and practical direction of studying and development of the problem of professional readiness to work in extreme situations is the development of an algorithm of identification the relationship between the level of psycho-emotional state and risk factors of social frustration and professional burnout among employees of crisis centers of EMERCOM of the Russian Federation. It is also necessary to formulate recommendations for the personnel of the crisis centers of EMERCOM of the Russian Federation in the organization and conduction of activities of psychological support and monitoring of their psychological state and personal resources by the practical psychologists of EMERCOM of the Russian Federation. All this is aimed at maintaining effective performance both for employees of the crisis centers of EMERCOM of the Russian Federation and the organization as a whole. The aim of the present work is to identify the risk factors of social frustration and professional burnout of the employees of the crisis centers of EMERCOM of the Russian Federation.

II. RESEARCH METHODOLOGY

Theoretical analysis on the problem of psychological readiness to work in extreme situations is presented. Organizational method is comparative, empirical are psychodiagnostic, methods of statistical processing.

The survey involved 105 people of the personnel of the EMERCOM of the Russian Federation in the Volgograd region. In accordance with the procedure the sample at all stages of the study were the respondents who are employees of the EMERCOM of the Russian Federation in the Volgograd region. The main requirements for inclusion in the sample were the following:

- 1) continuous work experience at the last workplace for more than 3 months for the date of the study;
- 2) completed higher or specialized secondary education;
- 3) age from 25 to 65.

The above-mentioned characteristics allowed organizing a sample adequate to the goals and objectives of empirical research. Our study involved 105 people aged 25 to 65 years, including 77 men and 28 women.

For the study of social frustration and professional burnout were used:

- Questionnaire "Professional burnout" (N.E. Vodopyanova, E.S. Starchenkova 2005) [10]. The measured indications were emotional exhaustion, depersonalization, reduction of personal achievements, integral burnout index.

- Questionnaire "Strategies to overcome stressful situations – SACS" (N.E. Vodopyanova, E.S. Starchenkova). The measured indicators were "resource" copying strategies ("AP" – the sum of the indicators of the sub-scale "assertive action", "entry into social contact", "search for social support"), the indicator of passive – resource-destroying copying strategies ("PA" – the sum of indicators of the sub-scale "avoidance", "asocial actions", "aggressive actions") and the index of constructive copying strategies ($IC = AP/PA$)

- L.I. Wasserman Questionnaire. The indicator of the level of their frustration (USF) was measured:

- "16-factor personal questionnaire of R. Kettell" form A, factors of emotional stability, domination, self-sufficiency, control of desires, frustration are measured.

The choice of methods is due to the semantic content of the measured indicators that characterize the psycho-emotional state, frustration of employees, as well as the choice by them of certain strategies to overcome stressful situations.

III. THE RESEARCH RESULTS AND THEIR DISCUSSION

By means of one-factor dispersive analysis of variance using the N-Kruskal-Wallis test were determined the ratio of the measured factors with the groups by sex, age, experience and education. The combinations of socio-psychological characteristics, professional burnout and social frustration are revealed.

The age groups most exposed to professional burnout and demonstrating a higher level of integral burnout index are identified. Combinations of groups of positions showing the greatest propensity to professional burnout are also defined. This also applies to groups formed by work experience and education.

Age, position, educational and work experience groups which most effectively use optimum copying strategies of overcoming behavior are revealed.

Correlation analysis using Pearson's coefficient contributed to the identification of the relationship of psycho-emotional state with the level of social frustration and professional burnout.

A significant number of specialists of the crisis center of EMERCOM of the Russian Federation with a high level of burnout and social frustration were identified. The correlation analysis revealed the following:

- the more expressed is the burnout, the greater is the social frustration and the greater is the risk of professional unavailability;

- the higher the index of constructive coping strategies, the lower the frustration and greater the likelihood of professional readiness and Vice versa;

- the more often active resource coping strategies are used, the less pronounced are social frustration and Vice versa;

- the more often passive coping strategies are used, the more pronounced are social frustration and less probability of professional readiness of EMERCOM specialists.

While conducting the correlation analysis, multiple relationships were established between the indicators "emotional exhaustion", "depersonalization", "reduction of personal achievements", "levels of integral burnout indicator", "level of social frustration", "index of constructive coping strategy", "active coping strategies", "passive coping strategies. Direct correlation was found between "emotional" exhaustion", "depersonalization" and "social level of their frustration", and "passive coping strategies" and "social level of their frustration", and the reverse correlation between the "reduction of personal achievements" and "social level of their frustration" and "active coping strategies", "an index of constructive coping strategies" and "social level of their frustration".

This reflects the fact that the more pronounced the burnout is, the higher is the level of social frustration. There are also direct correlations between the indicators of "emotional exhaustion" and "level of frustration" (0,445, $p < 0.01$), "depersonalization" (0,485, $p < 0.01$), "levels of integral burnout index" (0,291, $p < 0.01$). It follows that the more pronounced the burnout is, the stronger are the social frustration and higher the risk of professional unavailability. However, we can see the inverse correlation "reduction of personal achievements" (0, -335, $p < 0.01$) with indicators of frustration, from which we can conclude that this confirms the presence of a high level of burnout, which is evidenced by the indicators of "emotional exhaustion" and "depersonalization". It follows from this that employees have a lower estimate of their capabilities and achievements, are less satisfied with their implementation in professional terms, so they have a more pronounced syndrome of professional burnout. We also note that these indicators have their own age and gender characteristics.

We observe inverse correlations between the indicators of "constructive index of coping strategy" (0,-247 <0.05) and "level of frustration", as well as "active coping strategies" (0,-204 <0.05). A direct correlation between "passive coping strategies" (0,142) and "level of social frustration" was established. From what we can conclude that the higher the index of constructive coping strategies, the lower the level of frustration and more likely professional readiness of personnel to work in extreme situations and Vice versa.

The more often active resource coping strategies are used, the less pronounced social frustration.

The more often passive coping strategies are used, the more pronounced is the level of social frustration, and the lower is the probability of professional readiness to work in extreme situations among the personnel.

IV. CONCLUSION

Work in the system "emergency-rescue – victims" is accompanied by high psycho-energy costs. This creates high risk of professional burnout and social frustration. One of the important parts of ensuring the psychological safety of

the personnel of the crisis centers of the Ministry of emergency situations is the assessment of psychological readiness to activities in extreme situations, as well as determining the relationship of optimal state of mental and emotional low of their frustration of the employees of crisis centers of the Ministry. Development on its basis of technologies of formation of psychological security in preparation for work in shifts, support during work in shifts and recovery between shifts is fundamental.

It is necessary to develop and implement in practice training and advanced training algorithms for assessing psychological readiness, built on the basis of identifying the relationship between the phenomenon of professional burnout and social frustration of personnel in the work in emergency situations. On the basis of the identified factors, recommendations can be formulated for the personnel of the crisis centers of the EMERCOM of the Russian Federation in order to organize and conduct activities of psychological support and monitoring of their psycho-emotional state and personal resources, by practical psychologists of the EMERCOM of the Russian Federation.

REFERENCES

- [1] Yu. Shoigu Psychology of extreme situations M-SPb: publishing House "Peter", - 2009, p. 272
- [2] I. Tarabrina, V. Agarkov Traumatic stress. Clinical psychology in social work: textbook. Moscow: Academy, 2002. p. 61-78
- [3] E. Ashanina Psychology of coping behavior of employees of the State fire service of EMERCOM of the Russian Federation: concepts, model, technology: dis.doctor of psychological Sciences. Saint-Petersburg: SPB UGPS MCHS Rossii. 2011 p. 340
- [4] N. Vodopyanova, E. Starchenkov Burnout Syndrome: diagnostics and prevention of STDs.: Publishing House №Peter". 2005. p. 336
- [5] A. Leonova Basic approaches to the study of occupational stress. Bulletin of Moscow University, Series 14 "Psychology". 2000. №3 p. 4-21
- [6] A. Maklakov Bases of psychological maintenance of professional health of the military personnel: Dissabstract..doctor of psychology. Saint-Petersburg, 1996. p. 45
- [7] I. Tarabrina, V. Agarkov, D. Zakharova Psychological features of post-traumatic stress at rescuers. Materials Of 4 Scientific-practical conference " post-Traumatic and post-military stress. The problem of rehabilitation and social adaptation of the participants of emergency situations: an interdisciplinary app
- [8] A. Derkach, V. Zazykin Professional activity in special and extreme conditions (psychological and acmeological bases). Moscow: rags publishing House. 1998. 251.
- [9] V. Agarkov, N. Tarabrina, N. Lasko Relationship between peritraumatic dissociation and severity of the long-term psyhopctolog. ISTSS XV Annual Meeting Montreal. 1997. V.4. p.315-317
- [10] N. Vodopyanova. Psychodiagnostics of stress M.-SPb: Publishing house "Piter". 2009. pp. 336.