



Inclusive-Resource Center Specialists' Mental Health

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Abstract. The article analyzes the impact of special conditions of professional activity on the individual's mental health. The purpose of this article is to study the impact of special conditions of professional activity on the inclusive resource centres specialists' mental health indicators. The experimental study was conducted based on inclusive resource centres of the Cherkasy region. The method of interview, Leontev's test of semantic-life orientation, purpose in life test methodology; manual of instructions for the purpose in Life test, Bojko's diagnosis of the emotional burnout level, emotional burnout syndrome in professional communication have been used in the course of research. The participants' survey of the experimental study allowed identifying socio-psychological factors that affect their mental health. The analysis of the basic social and psychological factors influencing person's mental health of various conditions of its activity has been carried out.

Keywords: Mental health · Emotional burnout · Specialist · Phases · Symptoms · Factors · Inclusive resource center

1 Introduction

The dynamism of modern life has led to the actualization of the problem of mental health in society. According to Ritchie and Roser (2018), 792 million people, representing 10.7% of the world's population, have various mental disorders [1]. At the same time in the world as a whole, the spread of mental schedules has a positive dynamic. The main factors that create the preconditions for the spread of various mental developments, in our opinion, are modern life and the virtualization of social relations. Thus, the transformation of the structure of the global economy has led to an increase in the share of services and, consequently, changed the way people live. In the 1950s and 1960s, lifestyle-related diseases, previous, with excessive alcohol consumption, smoking, coincidence, added to this list the placement of drugs. The diseases of the lifestyle of the

2010s are, in advance, poor nutrition, sedentary lifestyle and stressful situations. The virtualization of social relations, along with the undoubtedly positive consequences, has led to the transformation of the nature of people's work, voluntary self-isolation, and minimized the need for live interpersonal communication. The above factors are potentially catalysts for the development of nervous disorders. Similarly, it is important to study the features of special professional activities on the indicators of mental health of the individual.

Rogers and Pilgrim (2014) present the study of the main components of mental health and the interpretation of the concept of happiness in the social context [2].

The article (Davydov, Stewart, Ritchie, and Chaudieu, 2010) states that the issue of mental health in modern society is given insufficient attention. The authors summarize the research of other scientists on the practical aspects of mental health care. It is suggested that various conceptual models, such as multi-level protection, which have been developed to better understand resistance to somatic disorders, may help in the study of resistance to mental disorder. The authors note that a comparison of two similar concepts (somatic and mental 'resilience') will help address a number of issues in mental health research [3].

Walsh (2011) investigated the impact of therapeutic lifestyle changes on mental health. The main therapeutic lifestyle changes include physical activity, nutrition and diet, recreation, stress management, religious and spiritual practice, relationships with other people, time in nature. The author also examines the implications of modern lifestyle in the context of mental health. In particular, the author focuses on the spread of technopathologies and media addiction, which can cause various mental disorders [4].

The purpose of this article is to study the impact of special conditions of professional activity on the mental health indicators of specialists in inclusive resource centers.

The experimental study was conducted based on inclusive resource centers of Cherkasy region. One hundred fifty-three employees of inclusive resource centers (psychologists, speech therapists, speech pathologists, rehabilitation specialists) took part in the study. The age of the respondents was 24–45 years, and the gender aspect was not taken into account. The interview method was used in the research process. The application of the method of group assessment of personality allowed the participants of the experiment to be divided into groups depending on the subjective assessment of career success: «successful», «conditionally successful» (successful only by objective indicators, subjectively unsuccessful), «unsuccessful». In addition, Leont'evs¹ adapted method «Purpose in Life test»², diagnosis of the level of emotional burnout Bojko³ were used. These tools allow you to analyze the main symptoms of emotional burnout and diagnose it at different stages. Statistical processing of the study results was performed using IBM SPSS Statistics 15. In particular, for each symptom, the average value and variance of its level were calculated. When calculating according to the tested methods, different systems of level assessment were used, for example, the tribal one for

¹ Leont'ev D. Life-Sense Orientation Test. 2-ed. Sense, (2000).

² Crumbaugh, J. C., & Maholick, L. T. Manual of instructions for the Purpose in Life test. Abilene, TX: Viktor Frankl Institute of Logotherapy (1969).

³ Bojko, V. The syndrome of «emotional burnout» in professional communication. SPb.: Pyter. P.105. (1999).

the Bojko's method (1999). The mean value of symptom levels was calculated by the formula:

$$\bar{x} = \frac{\sum_i r_i n_i}{\sum_i n_i} \quad (1)$$

where r_i – numerical value of the i -th level;

n_i – the number of persons corresponding to the i -th level; the summation was performed at all levels of the scale of the chosen methodology. The variance of values of each level was calculated by the formula

$$D = \frac{\sum_i (r_i - \bar{x})^2 n_i}{\sum_i n_i}. \quad (2)$$

2 Paper Preparation

In considering the nature of health, we have used the interpretations given in the psychological dictionary: «the condition of one's mind, body, and spirit, the idea being freedom from illness, injury, pain, and distress» [5].

It should be noted that the specifics of activities in inclusive resource centers make increased demands on the individual, his health and physical development. This is due to the fact that the multifaceted and prolonged action of various adverse factors causes a person to develop high nervous and mental stress and destructive internal conflicts, and, as a consequence, disruptions in behavior and activities. Hence the problem of «reliability of human mental activity». In other words, if emotional comfort is replaced by emotional discomfort, it can not only reduce the effectiveness of its activities, but also harm other people. We are talking about situations where a person with a mental disorder becomes socially dangerous and his actions can cause psychological, physical, moral, material and other harm to others. Under these circumstances, the requirements for the mental health of professionals working in the inclusive resource center are increasing and the need to find optimal ways to preserve it [6].

The terms «subjective well-being», «psychological comfort», «quality of life», «success» and others are used to define «mental health». The problem of mental health can be seen as a problem of satisfaction with one's own way of life. The desire for greater efficiency and satisfaction in life requires human activity as a subject of life. Professional activity largely determines the process of personal development [7].

Adoption of a lifestyle defined by the profession leads to a change in the value-semantic system of the individual. Subjective well-being, human success depends on how effective such an inner transformation will be. External and internal indicators of success in the profession differ. In our opinion, only internal indicators of success (satisfaction) and the correspondence of positive external and internal indicators of success can be considered as indicators of human psychological health. Conditions of professional activity are not only personal development potential. At the same time, they are a group

of important factors of personality deformation, including the formation of emotional burnout.

The survey of participants in the experimental study allowed identifying socio-psychological factors that affect their mental health. According to the results of the survey, the highest percentage was received by four factors. Thus, 59% of respondents chose «professional activity», 25% – «team», 24% – «family», 17% – «manager».

It is noteworthy that the other factors, namely, «friends and acquaintances» and «physical health» scored a relatively small percentage, and any employee did not indicate «age» and the «environment».

Thus, according to the results of the survey of specialists, the factors that most affect their mental health should include professional activity, team, leader and family.

Since the largest percentage of the factor «professional activity» gained, we will consider it in more detail. First, you need to find out the degree of professionals' subjective satisfaction with the work.

The results of the survey of employees' job satisfaction indicate that there is a percentage of those who are dissatisfied with it. Moreover, there is a certain pattern, the lower the social status, the greater the percentage of dissatisfied among them.

Given that dissatisfaction causes negative emotions in a person, we can assume that it negatively affects the mental well-being of professionals. Thus, this category of workers is the least protected from the negative effects of work, and, accordingly, subject to the emergence of neuropsychiatric instability and various mental disorders.

In our study of the specialists of inclusive resource centers, we found a relationship between subjective success in the profession, the level of consciousness of life and the level of emotional burnout.

The level of emotional burnout was assessed using the Bojko's method (1999) (Table 1).

Table 1. The average values of the formation of symptoms and phases of emotional burnout with different indicators of subjective success

Phases	Symptoms	The average value of the formation of symptoms in points		
		Successful	Conditionally successful	Unsuccessful
Tension	Experiencing traumatic circumstances	14,1	17,2	17,3
	Not self-satisfaction	5,7	9	7,7
	«Driving into a cage»	3,5	8,8	7,7
	Anxiety and depression	7,1	11,3	9,3

(continued)

Table 1. (continued)

Phases	Symptoms	The average value of the formation of symptoms in points		
		Successful	Conditionally successful	Unsuccessful
	The average	30,5	46,3	42
Resistance	Inadequate selective emotional response	17,4	22,2	17,5
	Emotional and moral disorientation	9,4	11,3	11,7
	Expanding the scope of saving emotions	11,1	17,3	15,2
	Reduction of professional responsibilities	16	22,4	22,7
	The average	54	73,5	67
Exhaustion	Emotional deficit	8,6	12,9	15,7
	Emotional alienation	9,1	10,3	17,7
	Depersonalization	8,3	14,2	15,7
	Psychosomatic and psychovegetative disorders	8,8	12,3	12,7
	The average	34,8	49,8	61,7
	Indicator of emotional burnout	119,3	169,7	170,7

The indicator of subjective success in the context of our study is one of the indicators of a person's mental health. The level of consciousness of life is a reflection of the internal (value-semantic) resource of the individual. The level of formation of symptoms of emotional burnout – one of the indicators of mental well-being of the individual.

The peculiarity of the development of emotional burnout in groups of «successful» subjects is that the dominant phase of the syndrome is the phase of resistance, which reflects the degree of resistance to increasing stress. In the group of «conditionally successful» subjects significantly increases the proportion of respondents with formed and fully formed phases of stress and resistance, as well as burnout in general. In the group of «unsuccessful» subjects there is a higher level of development of emotional burnout (50% of subjects). There are statistically significant relationships between low overall burnout and high levels of consciousness of life: focus, ability to plan their future; perception of one's own life as interesting, full of meaning; satisfaction with the results of the past period of life and self-realization; internal locus of control (Table 2).

Table 2. The relationship between the general indicator of consciousness of life and the symptoms of emotional burnout

Phases	Symptoms	A general indicator of the meaning of life
Tension	Experiencing traumatic circumstances	-0,13
	Not self-satisfaction	-0,07
	“Trapped in a cage”	-0,32***
	Anxiety and depression	-0,27*
	Voltage phase	-0,27*
Resistance	Inadequate selective emotional response	-0,33***
	Emotional and moral disorientation	-0,16
	Expanding the scope of saving emotions	-0,31**
	Reduction of professional responsibilities	-0,23
	Resistance phase	-0,40****
Exhaustion	Emotional deficit	-0,08
	Emotional alienation	-0,09
	Depersonalization	-0,26*
	Psychosomatic and psychovegetative disorders	-0,18
	Depletion phase	-0,22
Indicator of emotional burnout		-0,36***

* - $p < 0,05$; ** - $p < 0,02$; *** - $p < 0,01$; **** - $p < 0,001$

Thus, the results of the analysis show that all the symptoms and phases of emotional burnout have a negative impact on the consciousness of life; the most important influence is the indicator of «traction», inadequate selective emotional response, the phase of resistance.

The relationship between these indicators in the selected groups of subjects differ in their strength (assessed at different levels of significance). The factor analysis procedure was used to identify the relationships between professional burnout indicators and indicators of the expression of professionally important personality traits and parameters of life consciousness.

Based on the results of factor analysis in groups of subjects, depending on the quality of subjective success, the factor structures are obtained, presented in Table 3.

The results of the study indicate a high probability of emotional burnout of employees of inclusive resource centers. Subjective success-failure affects the time, speed of

Table 3. The results of factor analysis of data obtained on the parameters of the severity of emotional burnout, meaningfulness of life and subjective success

Factors	Groups of subjects		
	«successful»	«conditionally successful»	«unsuccessful»
1 factor	Occupational burnout (16.8% variance)	Desire for self-realization, emotional burnout (27.5% of dispersion)	Meaning of life, the desire for self-realization – emotional burnout (42% variance)
2 factor	The meaning of life (15.5% variance)	The meaning of life (19.7% variance)	Involvement in activities – saving resources (23.3% variance)
3 factor	Involvement in activities (11.9% variance)	Activity, involvement in activities (17.0% variance)	Activity, self-confidence – «caged» (17.7% variance)
4 factor	Activity, self-confidence (9.9% variance)	Flexibility, purposefulness – saving resources (16.6% variance)	Job satisfaction – professional deformation (12.2% variance)

formation and severity of emotional burnout. This is confirmed by the fact that in almost all analyzed factor structures, the factor of «emotional burnout» is significant.

Subjective failure contributes to the development of emotional burnout symptoms. This is confirmed by the fact that in the groups of «conditionally successful» and «unsuccessful» workers, burnout rates are included in almost all selected factors with high factor loads.

In the category of subjective success, there are mostly independent factors. Dependent factors appear in the factor structures that characterize subjectively unsuccessful subjects. The relationship between emotional burnout and involvement in activities is revealed. The qualitative uniqueness of this relationship in the subjects allows identifying the specifics of coping strategies. Depending on the success of the profession (meaning a subjective sense of success) in special working conditions, employees use different strategies to resist stressors in their activities. «Successful» employees follow the path of saving resources, which is more acceptable in special conditions. This is confirmed by the formation of the resistance phase of the emotional burnout syndrome in most respondents.

In addition, the factors of emotional burnout and «involvement in activities» are independent. «Conditionally successful» workers solve the problem of subjective failure by increasing personal costs at work, working «in spite of». Since work in special conditions in itself requires a serious potential of psychophysiological resources, it is possible that the additional increase in costs contributes to higher rates and depth of burnout (as evidenced by the formation of phases of stress and resistance in most «conditionally successful» subjects).

Emotional burnout and «involvement in activity» stand out as separate factors, but there is a relationship between these parameters. «Unsuccessful» employees tend to

resolve contradictions in the system «employee – conditions of activity» by reducing personal costs, exclusion from work and, consequently, reduce its efficiency. Proof of this may be the fact that most «unsuccessful» workers have formed phases of resistance and exhaustion. In addition, these factors of the studied parameters demonstrate the inverse relationship between the parameters of emotional burnout and «involvement in the activity».

In the course of the research, we find confirmation of the assumption that emotional burnout and the system of meaningful life orientations are integral indicators that can be considered in connection with such an indicator of mental health as the subjective success of the individual. In special conditions of activity, the manifestation of emotional burnout syndrome acts more as a resource-preserving protective behavior in response to traumatic influences. The manifestation of burnout is stronger, the more resource costs required by professional activities. The study showed that an important resource of the individual is the value-semantic basis of life, because their deformation, and especially loss, is a powerful determinant of the formation of emotional burnout. In addition, special conditions, contributing to a deeper assessment of reality, allow individuals to resist their distorting influences. Therefore, we can assume that the special living conditions are doubly important for the development of personality and mental health of the specialist: on the one hand, they contribute to professional deformation, and on the other – improve the quality of life as a subject of activity by expanding the range of values – semantic coordinates.

In modern conditions, the problem of mental health, in particular, emotional burnout, is given insufficient attention. At the same time, mental health largely determines a person's quality of life and ability to work. The results of the experimental study allowed us to identify socio-psychological factors that affect the mental health of employees of inclusive resource centers. It is established that all the symptoms of emotional burnout negatively affect the consciousness of life. In general, the results of the study indicate a high probability of emotional burnout of employees of inclusive resource centers.

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