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ID UD92932PS102153

Academic paper

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The term *burnout* was used in English in sports jargon and described a situation in which, contrary to the athlete's expectations, despite their preparations and training.

In 1974, Cristina Maslach first used this expression to refer to the fact that personal service (social service) workers, after months or years of dedication, ended up "burning out" at work.



Burnout

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Burnout

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- Burnout syndrome
- called "workplace burn syndrome",
- "Burnout syndrome"
- or "emotional exhaustion syndrome".

Mali, Mopti 2019



Burnout syndrome *refers* to a phenomenon of professional exhaustion observed in professionals who work directly with people. It is often conceptualized as the result of continuous and repeated emotional pressures associated with intense engagement with users, patients, or clients over a long period of time (Pines, Aronson, and *Kafry* , 1981).





Burnout has also been defined as the result of the gap between the individual expectations and ideals of the worker and the harsh reality of daily life in the workplace .  
( Schaufeli & Buunk , 2003).

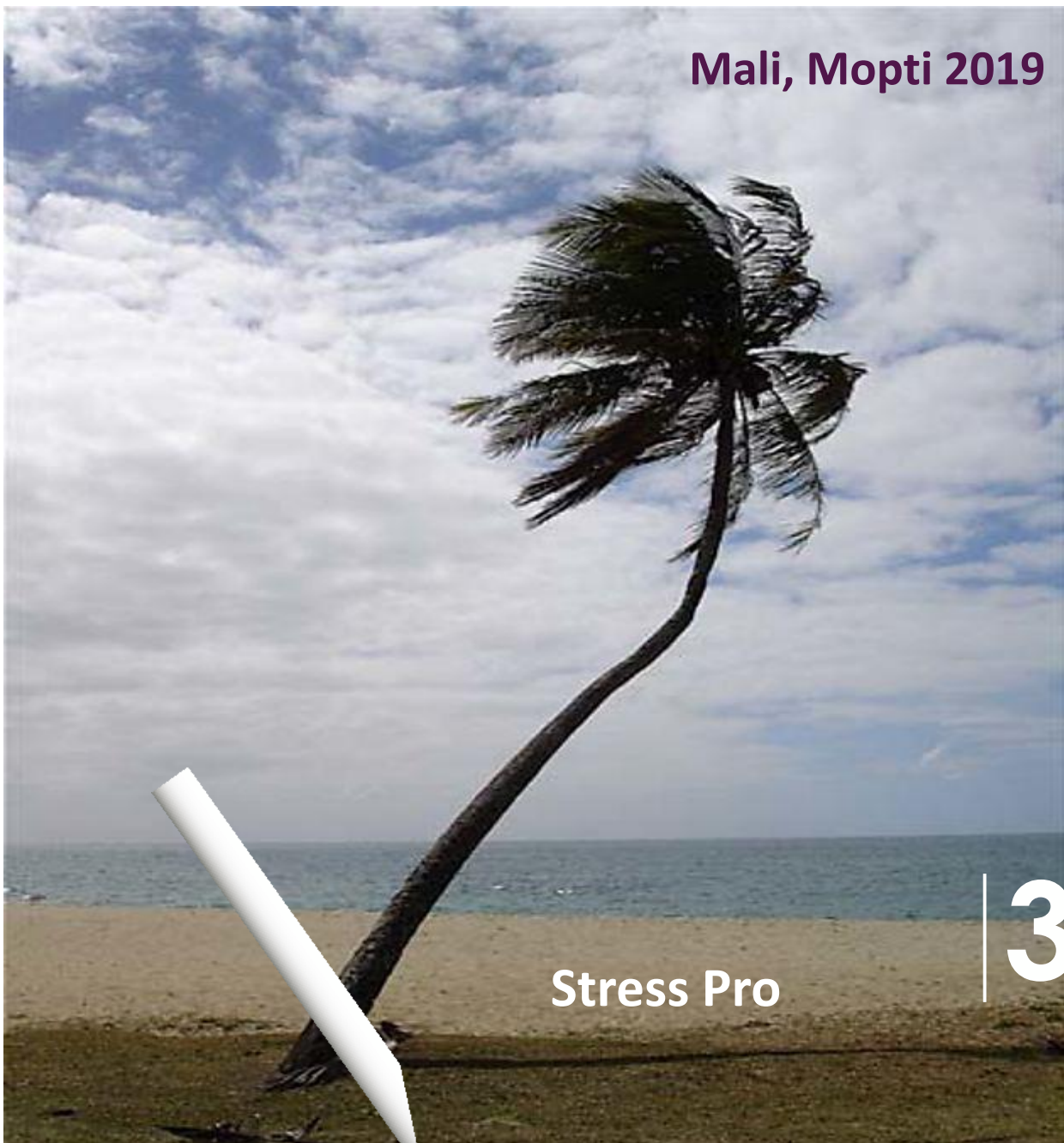
Mali, Mopti 2019



Workers at risk of *burnout* are more frequently found in professions where constant and direct attention is given to helping people; this is the case in health, social, or education professions, and it is some of these workers who may develop increasingly negative feelings towards patients, users, or students.

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Recent research has nevertheless indicated that burnout syndrome *can* develop in all kinds of professionals.



Interest in the study of burnout has increased due to three fundamental factors:

- The growing importance that personal services have acquired as participants in individual and collective well-being.
- The evaluation and increased demand from patients, users or students of health, social or educational services.
- Researchers' knowledge of the harmful effects of stress on individuals and on the environments in which the worker participates.

Perlman and Hartman



## Mali, Mopti 2019



The most established definition of burnout syndrome *is* that of Maslach and Jackson (1981), who consider it to be an inadequate response to chronic stress.

which is characterized by three dimensions:

- ✓ fatigue or emotional exhaustion,
- ✓ depersonalization or dehumanization,
- ✓ the lack or decrease in performance.



**Emotional fatigue** refers to the depletion and loss of emotional resources, the feeling of being emotionally drained and exhausted due to the work being done, and the feeling that you have nothing to offer psychologically to others.

**Depersonalization** involves developing a negative and insensitive attitude towards the people you serve. It is a negative change in attitudes and reactions towards the beneficiaries of the job itself.

**A lack of personal fulfillment** at work is characterized by a tendency to evaluate oneself and one's work negatively, as well as avoidance of interpersonal and professional relationships, low productivity, and an inability to withstand pressure.



This syndrome occurs in people who, due to the nature of their work, must maintain constant and direct contact with people, such as healthcare, education, or social workers.

# Stages of burnout syndrome

Enthusiasm



Stagnation



Frustration



Apathy



Exhaustion



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# Stages of burnout syndrome



**Enthusiasm**



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Stage of enthusiasm (the worker experiences their profession as something stimulating and conflicts are interpreted as something temporary and a solution. And the worker has high aspirations and overflowing energy).

# Stages of burnout syndrome



Enthusiasm



Stagnation

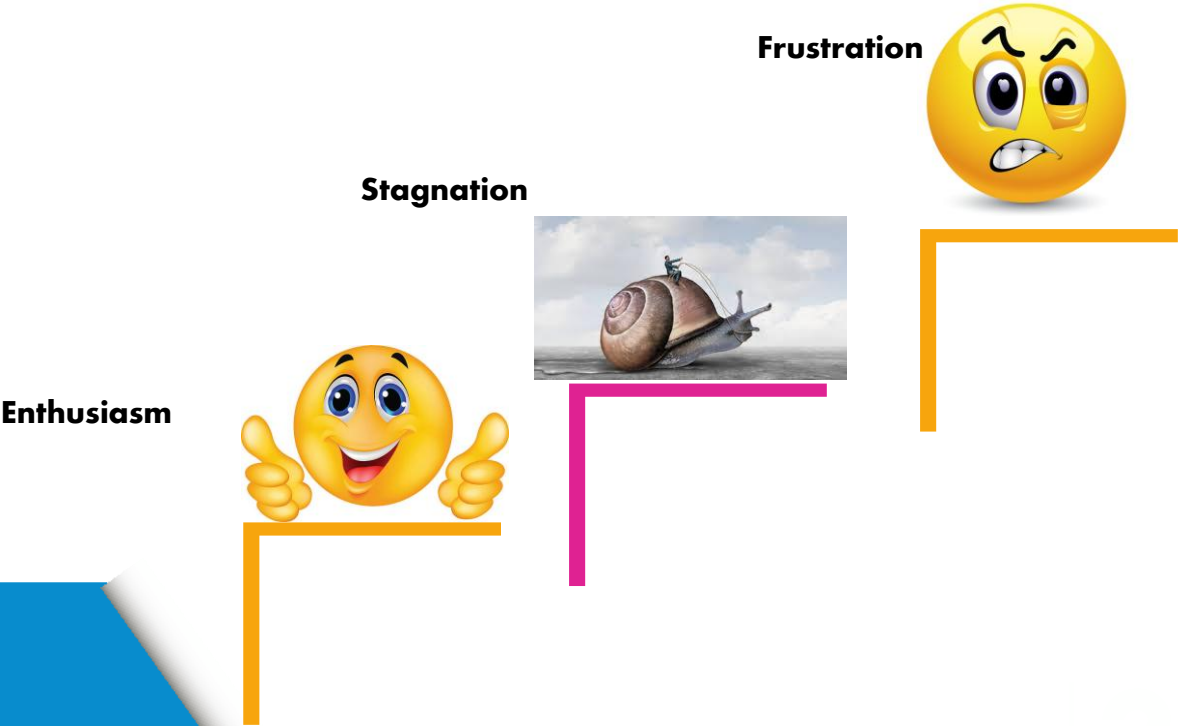


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Stagnation stage (begins when job expectations are not met and goals start to look difficult to achieve, even with effort).

# Stages of burnout syndrome



Frustration stage (this is the period of disappointment and demotivation at work, during which emotional, physical and behavioral problems arise).

Stages of burnout syndrome

Enthusiasm



Stagnation



Frustration



Apathy



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Stage of apathy (the worker resigns themselves to the impossibility of changing things).

# Stages of burnout syndrome

Enthusiasm



Stagnation



Frustration



Apathy



Exhaustion



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Stage of *professional burnout* (at this stage, one reaches the physical and mental impossibility of moving forward and breaks in hard work symptoms: emotional exhaustion, depersonalization and work of personal achievement).


*Burnout* does not appear suddenly; rather, it is a process that evolves through successive stages with a progressive increase in severity. It is a continuous process (Gil-Monte and Peiró , 1997).

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Researchers approach the analysis of this process in different ways, all of which are interesting and important to us.

THE EVOLVING PROCESS OF BURNOUT SYNDROME:



Depersonalization

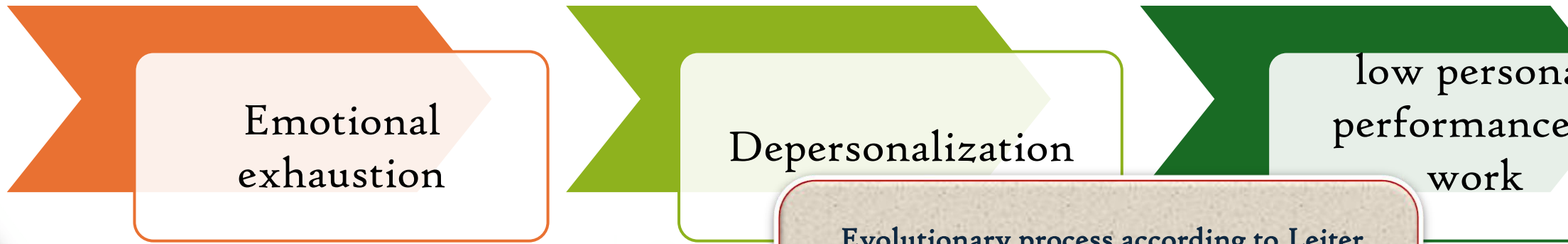
low personal performance at work

Emotional exhaustion

Evolutionary process according to Golembiewski, Munzenrider and Carter

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THE EVOLVING PROCESS OF BURNOUT SYNDROME:



The diagram illustrates the evolutionary process of burnout syndrome through three sequential stages, each represented by a chevron-shaped box pointing to the right. The first stage is 'Emotional exhaustion' in an orange box. The second stage is 'Depersonalization' in a light green box. The third stage is 'low personal performance work' in a dark green box. A central text box explains that this is an evolutionary process according to Leiter and Maslach (1988). The entire diagram is set against a blue background with a white paper effect on the left side.

Emotional exhaustion

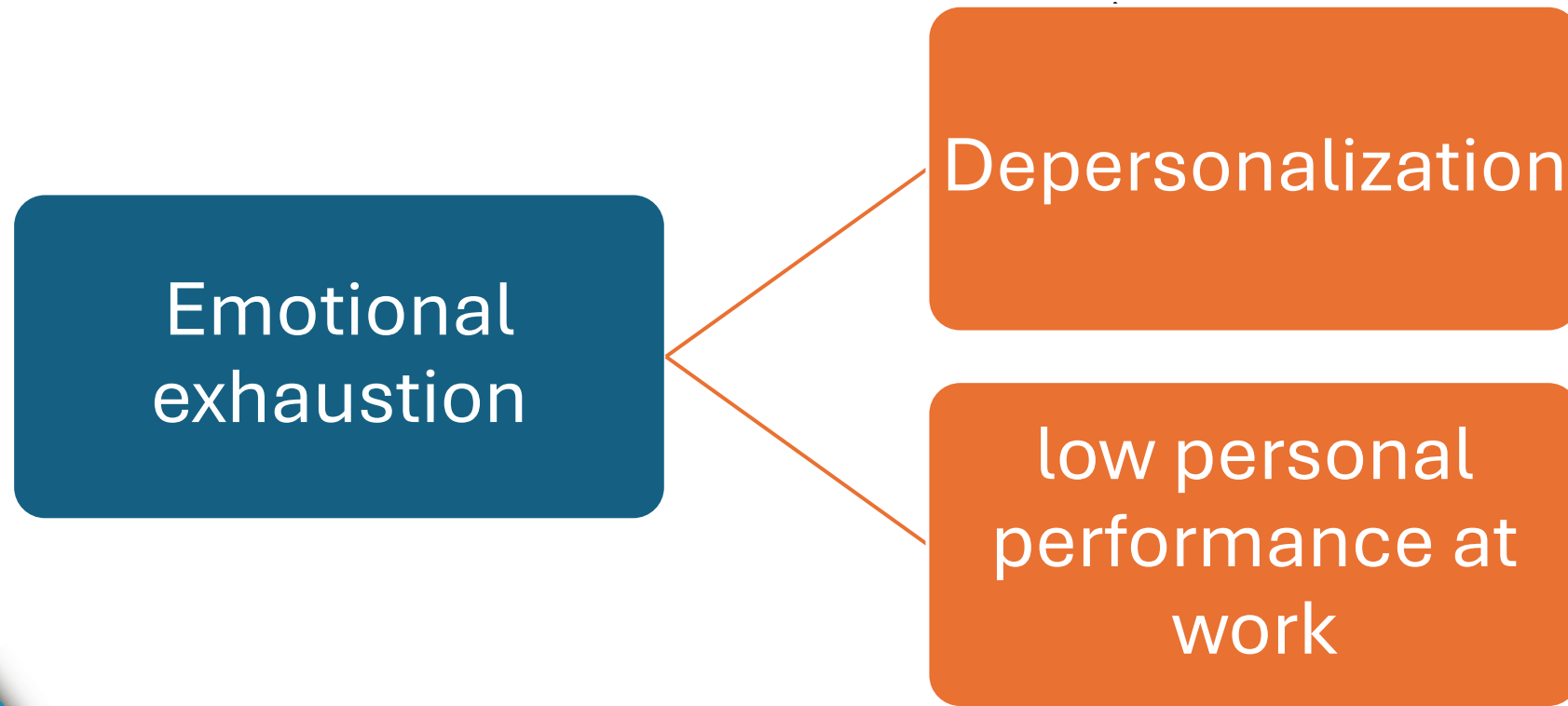
Depersonalization

low personal  
performance  
work

Evolutionary process according to Leiter  
and Maslach (1988)

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THE EVOLVING PROCESS OF BURNOUT SYNDROME:



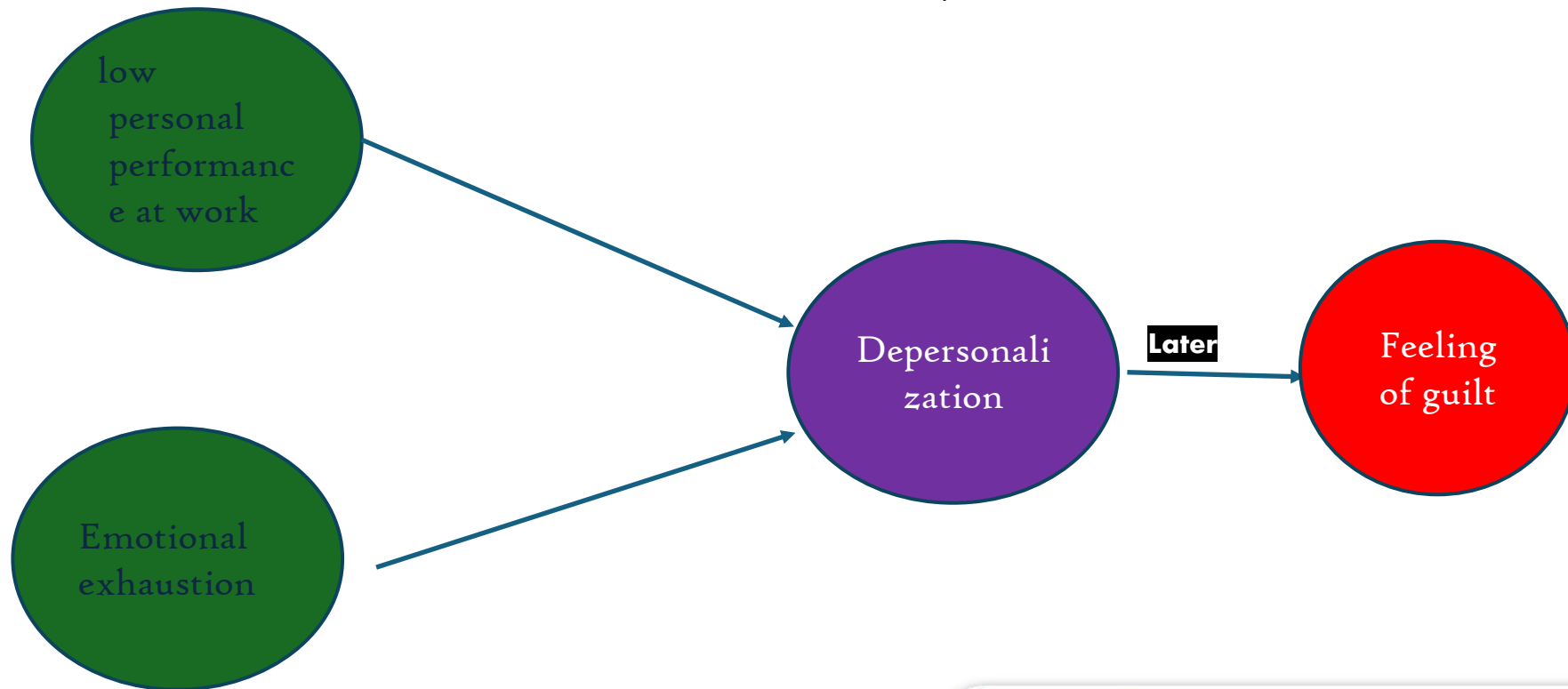
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Evolutionary process according to Lee and

Ashfoth  
(1993)

THE EVOLVING PROCESS OF BURNOUT SYNDROME:



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Evolutionary process according to Gil-Monte, Peiro and Valvarel (1995)

THE EVOLVING PROCESS OF BURNOUT SYNDROME:



Depersonalization

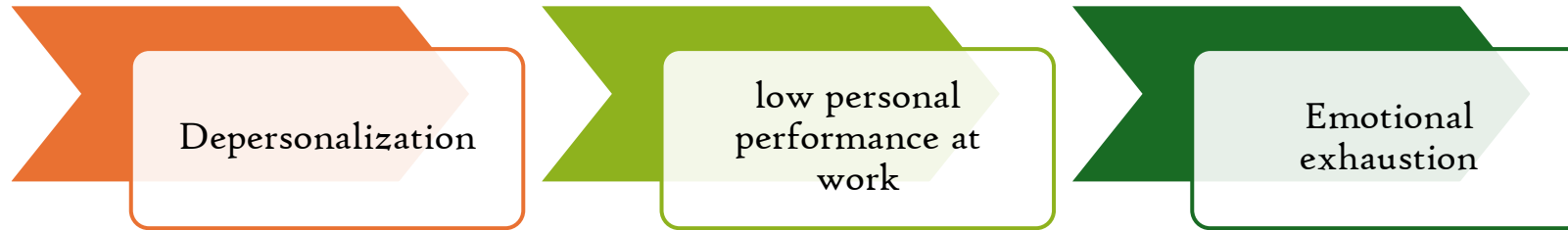
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THE EVOLVING PROCESS OF BURNOUT SYNDROME:



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Evolutionary process according to  
Golembiewski, Munzenrider and Carter

Etiology deals with the study of the causes and factors of a disease.

This term is also used in psychiatry and psychology for the study of the causes of certain manifestations.

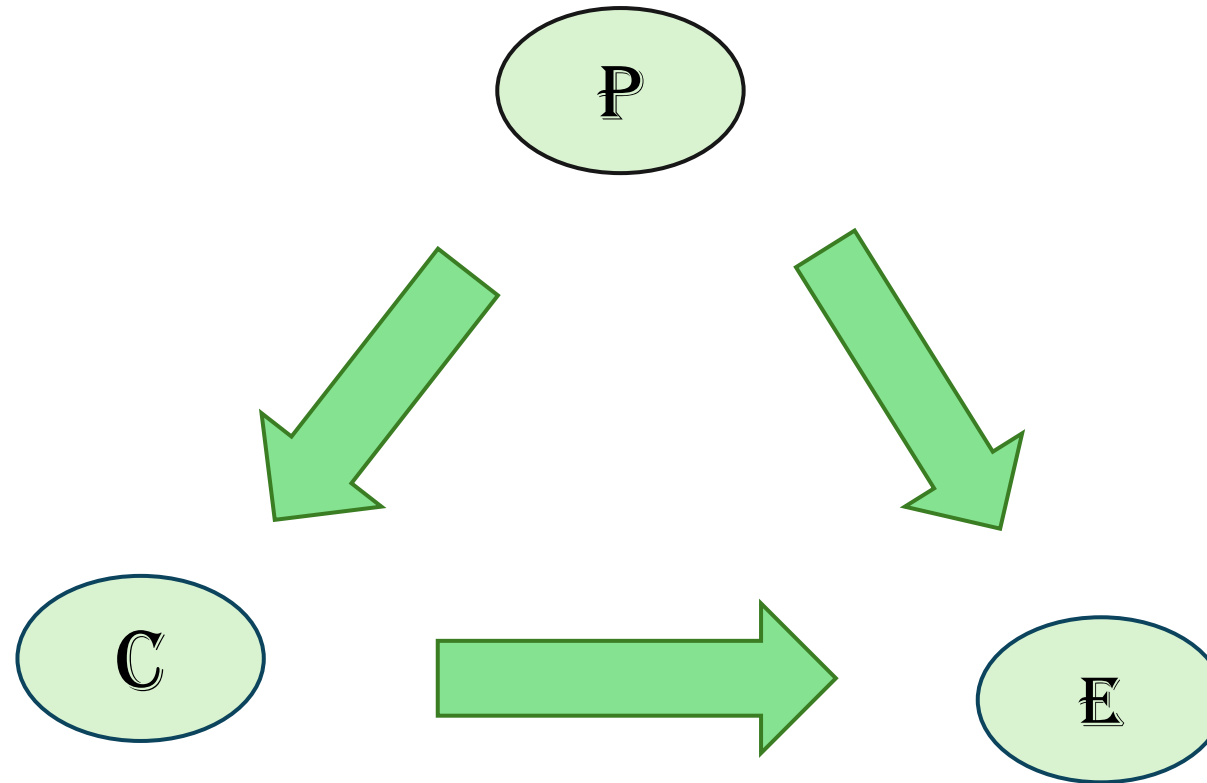
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Several authors have established etiological models that allow us to better understand it based on *signs* or *symptoms* .

# ETHIOLOGY OF BURNOUT

Etiological models developed from the sociocognitive theory of the self



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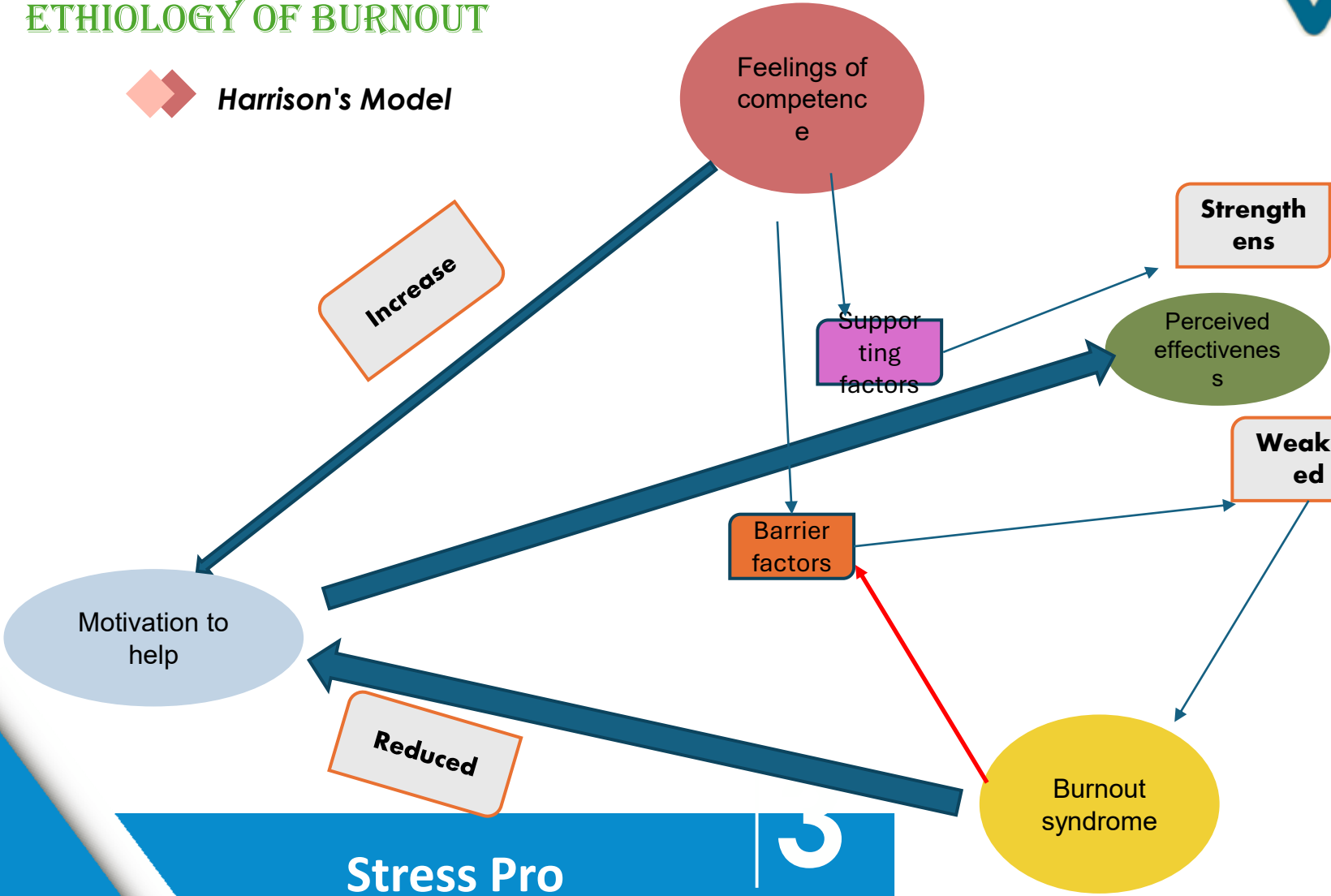
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*burnout* syndrome is fundamentally a function of perceived competence and, on this basis, develops the so-called *social competence model* .

# ETHIOLOGY OF BURNOUT



**Harrison's Model**



Facilitating factors or barriers make an activity easier or more difficult. These factors include

- the existence of realistic work objectives,
- the level of alignment between the worker's values and the institution's values,
- vocational training,
- decision-making,
- the ambiguity of roles,
- the availability of resources,
- feedback,
- workload overload
- etc.

*In summary, according to Harrison's model, burnout syndrome is the result of a process of disappointment, a failure in the search for meaning in their lives, among workers who are highly motivated in relation to their work.*





According to Cherniss (1993), the environment that allows the worker to develop and project feelings of success, thus preventing burnout syndrome, *is characterized by* :

- a high level of challenge,
- autonomy,
- control
- feedback on the results and
- social support from the supervisor and peers.

In this model, it is possible to establish a causal relationship from the worker's inability to develop feelings of competition or personal achievement and the *burnout syndrome* .

Success and achieving personal goals on one's own increases the feeling of self-efficacy, while failure to achieve goals leads to a feeling of failure, low personal efficacy and can lead to the development of burnout *syndrome* .

[Cherniss](#)

## Model of self-control Thompson Page and Cooper



Thompson, Page and Cooper (1993) limit the etiology of the syndrome to four variables:

- the gaps between task requirements and worker resources,
- the worker's level of self-awareness,
- his expectations of success and
- his sense of self-confidence.

plan [Thompson](#)

The logo for 'Stress Pro' is a white, stylized number '3' inside a white circle, positioned to the right of the text 'Stress Pro'.

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Thanks

A photograph of a palm tree on a beach, leaning to the right. The tree's fronds are blowing in the wind. The background shows a blue sky with white clouds and a calm ocean.

**The Consequences of  
Burnout**