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THE ROLE OF PROFESSIONAL AND PSYCHOLOGICAL  
DETERMINANTS IN THE FORMATION OF EMOTIONAL  
BURNOUT IN EMERGENCY WORKERS

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**Introduction.** The emergency care workers are constantly involved in communication with patients. The work of doctors and paramedics is associated with the necessity of quick response to the situation, quick assessment of patients' condition, execution of a large amount of regulatory documentation and lack of permanent workplace due to mobility of the ambulance team. All the above-mentioned professional aspects of ambulance staff can cause the formation of professional burnout.

**The aim.** To study the characteristics of levels of performance, effort and rewards associated with professional ambulance workers.

**Materials and methods.** The study was conducted on the basis of «The Regional Clinical Hospital - Center of Emergency Medical Care and Disaster Medicine» in Kharkiv. A questionnaire survey of 85 ambulance workers was carried out; 28 of them were men (11 paramedics and 17 physicians) and 57 women (37 paramedics and 20 physicians). The average age of the respondents was 41 ±13.4 years. The Effort-Reward-Imbalance (ERI) questionnaire was used to determine the imbalance of effort and rewards. The subjective level of performance was examined using the Work Attitude Inventory (WAI). The Complaint Questionnaire (BFB) was used to determine levels of anxiety and neuroticism.

**Results.** The ERI questionnaire revealed that 5 (17.9%) males and 16 (28.1%) females ( $p \leq 0.002$ ) belonged to the risk group of effort and reward. This risk arose due to a lack of consideration (moral or material) after prolonged and laborious work. Taking into consideration the possible lack of emotional appreciation or gratitude, the work performance decreases progressively, so the work performance level was measured according to the WAI questionnaire. It should be noted that the average productivity level was found in 6 (21,4%) males and 21 (36,8%) females ( $p \leq 0,001$ ). At the same time, a low level of activity was detected in 3 (10,7%) men and 1 (1,8%) woman. An estimation of the type of neuroticism revealed that 4 (14,3%) males and 6 (10,5%) females had a high level of anxiety ( $p \leq 0,05$ ). Approximately the same number of first aid workers had a moderate level of neuroticism, 3 (10,7%) males and 6 (10,5%) females respectively. Additionally, a classification of the risk of occupational burnout was made according to Kalimo et al. (2003). It was found that 20 (71,4%) of males and 29 (50,9%) of females exhibited some symptoms of burnout, and the risk of "burnout" was observed among males and females, namely in 2 (7,1%) and 1 (1,8%) accordingly. It should be emphasized that the risk of burnout and some of its symptoms are present in more than half of all respondents.

**Conclusion.** Peculiarities of formation of professional burnout in ambulance workers presumably are the lack of moral or material compensation, decreased work efficiency, formation of neuroticism as a result of high intensity of work.