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THE ROLE OF INDIVIDUAL CHARACTERISTICS IN THE
DEVELOPMENT OF PROFESSIONAL BURNOUT IN THE
BANKING SECTOR

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Background. Nowadays the problem of professional burnout (PB) is relevant. PB can lead to deterioration in emotional and physical health, which in turn can negatively affect work efficiency. Therefore, an important aspect of PB research is a medical and psychological analysis of personality traits as PB triggers among bank employees. Methods. The research was carried out on the basis of the bank PAT "BANK VOSTOK" in Kharkiv among the bank employees. The study involved 140 people, a representative sample included 113 people, of which 36 (31.8%) were men and 77 (68.1%) were women. The average age of respondents was 39.07 ±9.1 years. The average work experience in the occupied position of each respondent was 14 ±2.5 years, 37 people occupied leading positions, of which 13 (35.1%) were men and 24 (64.8%) were women, the position of an operator was occupied by 76 people, of which 23 (20.3%) were men and 53 (52, 2%) women. The research was conducted using the Freiburg Personality Inventory questionnaire (FPI), analysis of the pattern of the results was performed using the Wien System, statistical processing was carried out using the software package SPSS 26 IBM SPSS Statistics Standard Campus Edition 26.0 (5725- A54).

Results. During the research of such traits as emotional endurance, the quality of the communication, and aspects of the mental state, a high level of negotiation was found in 15 (19.5%) females, medium level in 43 (55.8 %) females ($p \leq 0.040$). In turn, males are less susceptible to neurotization - a high level is observed only in 3 (8.3%) employees. This level of neurotization is characterized by asthenic type and psychosomatic disorders. It is also worth taking into account the human factor and mood changing.

The Depression scale indicates a tendency to depressive states, namely: uncertainty, doubtfulness, emotional stress in 3 (8.3%) males and 5 (6.5%) females ($p \leq 0.05$). On the irritability scale, according to the FPI dominate the medium level of irritation was present among 22 (61%) men, compared with 34 (44.2%) women. Moreover, a high level was observed more often in women (13%), while in men it occurred only in 2.8% of cases, which is characterized by an unstable emotional state and impulsivity. Conclusions. Neurotization, depression, and irritation are the main parameters that can serve as triggers for the development of a PB. According to the obtained results, it can be assumed that in contrast to male employees women are more prone to neuroticism and depression, but in turn, are not prone to high levels of irritation. We can assume that women are more prone to a PB than men, which gives us the opportunity for further research of the burnout-related problems among this social group.