

DOI: <https://doi.org/10.34069/AI/2022.53.05.7>

How to Cite:

Benkova, K., Taneva, T., Georgiev, Y., Vlaeva, N., & Raleva, S. (2022). Influence of the occupational burnout syndrome on the work attractiveness among social workers. *Amazonia Investiga*, 11(53), 70-81. <https://doi.org/10.34069/AI/2022.53.05.7>

Influence of the occupational burnout syndrome on the work attractiveness among social workers

Влияние на “синдрома на професионалното прегаряне” върху “привлекателността на труда” при социални работници

Received: April 10, 2022

Accepted: May 15, 2022

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Abstract

The objective of this article is to study and analyze the influence of burnout syndrome on the "work attractiveness" in social workers. For the purposes of the analysis, an empirical study was conducted among 170 social workers from 142 social services in Bulgaria. The data from the study confirmed though partially but statistically significant, the dependence of work attractiveness on the parameters of the occupational burnout syndrome in the professional social work practice. The following tendencies have been outlined:

- Influence of the “occupational burnout syndrome” in the part of emotional exhaustion on the work attractiveness. The high level of emotional exhaustion does not presuppose low work attractiveness, just the opposite.

Абстракт

Целта на настоящата статия е да изследва и анализира наличието на влияние на „синдрома на професионалното прегаряне“ върху „привлекателността на труда“ при социалните работници. За целите на анализа е проведено емпирично проучване с контингент от 170 социални работници от 142 социални услуги на територията на България. Данните от изследването потвърждават, макар и частично, наличието на влияние на „синдрома на професионалното прегаряне“ върху „привлекателността на труда“ в професионалната практика. Наблюдават се следните тенденции:

- Влияние на „синдрома на професионалното прегаряне“ в частта на емоционалното изтощение върху „привлекателността на труда“. Високото ниво на емоционално изтощение не предсказва ниска привлекателност, а обратно.

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- Influence of the “occupational burnout syndrome” in the part of emotional exhaustion on the probability of leaving. The dependency between the high emotional exhaustion and the low work dissatisfaction precondition a higher probability of leaving.
- Influence of the “occupational burnout syndrome” in the part reduction of personal achievements on the work attractiveness. The high reduction determines the higher level of occupational dissatisfaction. Our study shows that specification of social work depends both on the conditions of labor and the personal qualities of the social workers.

Keywords: social work, social services, occupational burnout syndrome, work attractiveness.

Introduction

In Bulgaria the reform in the social sphere and more particularly the reform in the social services began in 1998. Priorities of the Bulgarian social policy, representing the reform in the social sphere, are the processes of decentralization and deinstitutionalization. The focus is on the transition from institutional care to services enabling the people to stay in their community and family environment.

The regulation on the status of the social services is contained in a specially adopted new *Social Services Act* No: 24/22 (2019).

This law contains the legal definition of social services which are based on social work and determines them as “activities in support of the people” (*Social Services Act* No: 24/22, 2019).

The same legal document provides that the social services are based on social work, individual approach and individual assessment of the needs (*Social Services Act* No: 24/22, 2019).

Social work is defined as an “activity...directed towards support of the separate individual, the family, groups or communities for improvement of their quality of life through development of skills to use their own abilities and those of the community in response to their needs” (*Social Services Act* No: 24/22, 2019).

The present article presents one of the social services intended to provide residential care for adults with disabilities where a team of experts – a manager, a social worker, a medical person, a psychologist and an occupational therapist

- Влияние на „синдрома на професионалното прегаряне“ в частта на емоционалното изтощение върху вероятността за напускане. Зависимостта между високото емоционално изтощение и ниската неудовлетвореност от труда предсказва голяма вероятност за напускане.

- Влияние на „синдрома на професионалното прегаряне“ в частта редуцията на личностните достижения върху „привлекателност на труда“. Високата редуция детерминира и по-висока степен на неудовлетвореност на труда. Изследването показва, че спецификата на социалната работа зависи както от условията на труд, така и от личните качества на социалните работници.

Ключови думи: социална работа, социални услуги, синдрома на професионално прегаряне, привлекателност на труда.

support the users in their efforts to lead an independent life.

The social service for residential care for adults with disabilities provides 24-hour care in an environment close to the family. Within this meaning it meets the need of a structured and flexible model of a residential service, corresponding to the international standards for support to an optimal degree of the clients' independence and serves as a preventive measure for their entry into an institution.

The social service is a model of social service of integrative nature. On the one side, it complies with the current Bulgarian law governing the social services in the community of resident type and on the one side it is based on the *main principles of social work* for provision of customized social care depending on the needs for services of disabled people and their abilities to take an active part in the process of support.

In search for the specification of the social work in the social service, the authors of the present article study different parameters in the social worker's activity (Benkova et al., 2018).

More specifically they study the “occupational burnout syndrome” and the “work attractiveness”. The results of the research of these two indicators are reflected in our publications (Benkova et al., 2017; Benkova, Vlaeva, Peeva, & Raleva, 2021).

The present article examines the influence of the “occupational burnout syndrome” on the “work attractiveness”.

The aim of the article is to outline the specification of the social worker's professional profile through the influence of the "occupational burnout syndrome" on the "work attractiveness".

The study covers 170 social workers, practicing in 142 social services for residential care for adults with disabilities in Bulgaria.

Theoretical Framework

The conceptual framework of the present analysis is determined by the content of the two main concepts - "occupational burnout syndrome" and "work attractiveness", the consideration of which follows.

Occupational burnout syndrome

Research related to burnout began in the 70s of the 20th century and is related to human-oriented professions - doctors, teachers, social workers, police officers, etc. (see Bradley, (1969); Lemaire, Wallace, (2017); Jaoul & Kovess (2004); Grochowska, Kubik, Romanowska & Lebica (2018)). Prolonged practice of these professions results in emotional exhaustion, cognitive weakness and physical fatigue. This condition of public sector workers was first named in 1974 by one of the pioneers in this type of research, H. Freidenberger (1974) "burnout" or "professional burnout". Burnout is seen as "an affective response to increasing stress in the workplace, the most important feature of which is the ever-increasing imbalance of internal energy resources and as a result - emotional exhaustion, physical fatigue, cognitive weakness." (Shirom, 1989). C. Maslach & Shaufeli (1993) defines burnout syndrome, initially as a social problem and not so much as a scientific phenomenon.

In the specialized literature the problem of burnout in social work is systematically addressed (Frieiro Padín et al. 2021) a. Burnout syndrome has been the subject of a number of studies (Wang et al., 2019), specifically, the preconditions for burnout in social work under Covid's conditions are analyzed (Martínez-López et al., 2021), as well as the influence of sociodemographic variables on burnout syndrome among social workers (Gómez-García et al., 2020).

One of the most popular definitions of burnout relevant to social work research is that of Maslach and Jackson. This article uses Maslach and Jackson's (1996) definition: "Burnout is a syndrome of emotional exhaustion,

depersonalization and dissatisfaction with self-realization/ decreased personal achievement". The popularity of this definition is due to the fact that the most widely used questionnaire - MBI, includes all three dimensions mentioned in this definition.

The specialized literature indicates different factors which predispose to burnout (see Rudaleva, Kabasheva & Khairullina (2018); McCormack & Cotter (2013); Kim, Moon, Han (2010)).

In the present article personal and organizational factors are an object of interest.

Personality traits that predispose to "burnout": self-doubt; impatience; attachment to traditional values; the need for approval; excessive devotion and dedication to work; idealism and perfectionism" (Freudenberger, 1986).

The organizational factors provoking the "professional burnout" in the employees are: insufficient professional autonomy; the need for constant meeting with people; role conflicts; role uncertainty; limiting the possibility of personal achievements; work overload; external stressors, such as noise, vibration, etc. (see Poulin & Walter (1993); Koustelios, A. (2001); Seay-Morrison et al., (2021)).

Thus, as a result of the combination of organizational factors and personal characteristics, different risk situations in which individuals may find themselves can be constituted.

As such, the following are listed in the literature: overloading the same person with many roles and commitments, which does not allow for a short break; neglecting the needs of 'dependents' in favor of administrative, financial and bureaucratic considerations; inadequate leadership and inadequate supervision; lack of training and orientation in the specifics of the work; lack of social interaction and mutual support among employees in the organization.

Work Attractiveness

In the specialized literature the term "attractiveness" is used widely. It is viewed as a characteristic of group cohesion (Dontsov, 1979), a motivational factor (Ilyin, 2000), attitude regarding a profession (Rean & Kolominskii, 1999) or a professional activity factor (Snetkov, 2000). Various terminologies are used to define "work attractiveness" –

desirability, emotional relation, significance. Generally, work attractiveness is studied within motivational theory – as a motivational factor (Dalal & Singh, 1986) and procedural theories as valence (Ingram & Bellenger, 1983). Research focused on the forming mechanisms of work attractiveness can be considered in two groups: one focusing on organizational factors (Fletcher & Jones, 1992) and second focusing on individual factors (Fields & Shallenberger, 1987).

In the current article and conducted research, the authors understand “work attractiveness” as “measuring perceptions or experiences of work’s attractivity or the emotional-cognitive component of one’s relationships (expectations) to their work environment, determined by their perceptions of that environment” (Ateg et al., 2009). The difference between the evaluation of actual work conditions and the perception of the state of the desired conditions is the numerical expression of work attractiveness (Nikiforova et al., 2007). Three categories construct the model of work attractiveness: work satisfaction (aspects that the employee perceives as a result of work performance), attractive work content (dimensions relating to the abilities and characteristics of employees encountered during work performance), and attractive work conditions (conditions surrounding the work) (Ateg et al., 2009).

Methodology

The empirical study of the influence of the “occupational burnout syndrome” on the “work attractiveness” of the social workers in social services for residential care for adults with disabilities uses the results of the two parameters separately.

The study of the “occupational burnout syndrome” of the social workers in the social service for residential care for adults with disabilities is carried out through the diagnostic method of K. Maslach, S. Jackson under an adaptation of N. E. Vodopyanova (Vodopyanova & Starchenkova, 2017). The method of studying of the occupational “burnout” syndrome was applied – Maslach Burnout Inventory (MBI),

with the help of which the test for assessment of the level of occupational burnout is carried out (Maslach et al, 1996).

The MBI questionnaire contains 22 positions allocated in three subscales: *Emotional exhaustion*, *Depersonalization* and *Reduction of personal achievements*. The questionnaire is adapted after N.E. Vodopyanova (Vodopyanova & Starchenkova, 2017).

Each subscale has two dimensions: frequency (how often the social workers have such feelings) and intensity (strength of such feelings). The occupational burnout syndrome is presented as a variable, varying between low, medium and high levels.

When studying the parameter “work attractiveness” the aim is to determine the subjective attractiveness of the labour of the social worker as attractiveness of the separate parameters of the labour activity of the practice of the social work in the social service.

Work attractiveness is studied as one of the most important criteria for assessment of the socio-psychological climate in the service. This socio-psychological climate is perceived as coordinated opinions, assessments and attitudes of the team towards the conditions and circumstances of work.

For the study of the subjective attractiveness of the work for the social worker in the social service, the diagnostic method of V.M. Snetkov was used – Diagnostics of the work attractiveness (Fetiskin et al, 2002). The set of tools has been approved in the practice of social studies, which is an argument for its reliability (González-Rodríguez et al, 2020). The questionnaire contains evaluative statements about the different aspects of the team work. The proposed assessments are neither correct or incorrect, good or bad, all of them are important to a different extent for the separate person. The questionnaire consists of two parts, each of them with 56 questions. The evaluation of each question is under a 10-point scale and each number is interpreted in the following manner:

Table 1.
Evaluation scale.

GRADE	Part I and II	Work attractiveness
Extremely high	10	9..10
Very high	9	7..8
High	8	5..6
Increased	7	3..4
Upward trend	6	1..2
Medium	5	0
Downward trend	4	-1..-2
Decreased	3	-3..-4
Low	2	-5..-6
Very low	1	-7..-8
Extremely low	0	-9..-10

Source: Personal elaboration, 2022. Results obtained with SPSS statistical package.

The evaluation with 10 points means that the evaluated quality is persistent in the activity of the team (work). In the cases where though rarely, this quality is absent, the grade is 9, and so on until 0, which designates complete unavailability of the relevant quality, i.e. it has never been present.

The study under this diagnostics goes through the following **stages**:

1. In the **first part** the actually existing conditions and work circumstances are assessed. It assesses the degree of relevance of the statements to the professional activity in the team where the studied person is working.
2. The second part gives an assessment of the same conditions and circumstances reflected in part 1, but from the point of view of the wishes (the respondent's needs). In this part in the answer to the statements they should be in compliance mostly with the personal desires and interests of the studied person and what is most important in his occupational activity and what is not so important.

All studied **needs** reflected in the questions from 1 to 56 in the two parts are grouped in 14 **scales**.

The ratio between these two scores is a parameter of **subjective work attractiveness** in the given team.

The parameter 'probability for leaving' is an element of the general specification of the work attractiveness of the social workers in the social service.

The probability for leaving is within the range between 0 and 1.

The study was carried out in compliance with the Ethics code of Trakia University (Ethics code, 2019).

Limitations

The research has its subjective and objective limitations related to the refusal of some of the social workers to fill in the relevant diagnostics, as well as the fact that some of the social services do not have the position of "Social Worker", despite the legal requirement for such.

The number of actual fillings varies for different diagnoses. The study of the "burnout syndrome" covers 163 validly completed diagnoses.

In the study of the indicator "work attractiveness" 147 diagnostics were validly filled in by the participants.

Hypothesis

We believe that the occupational burnout syndrome has an influence on the work attractiveness in the social workers within the social services for residential care for adults with disabilities.

Methods

The processing of the obtained results was carried out using Microsoft Excel and SPSS. The data were introduced and processed by IBM SPSS Statistics 24 using descriptive statistics, Chi-squared test, Kolmogorov-Smirnov normality test, Student's t-test and non-parametric Spearman correlation, Anova

dispersion analysis with significance level for zero hypothesis $P > 0,05$.

Immediate observations of the professional practice in the social service were performed by means of work of one of the authors as a social worker.

Table 2.
Sociodemographic characteristics of the respondents.

Age	Aged from 22 to 38	Aged from 39 to 49	Aged from 50 to 60	Over 61
	44 33,8%	41 31,5%	41 31,5%	4 3,2%
Sex	Male	Female		
	21 16,15%	10 83,85%		
Work experience	Up to 5 years	From 6 to 10 years	Over 10 years	
	58 45,67%	47 37,01%	22 17,32%	
Education	Master's degree	Bachelor's degree	Other	
	25 21,55%	36 31,03%	55 47,41%	
Remuneration	Below 500	Above 500		
	78 63,41%	45 36,58%		
Probability of leaving	Willing to remain at their workplace	With a tendency to remain at their workplace	Medium value of the scale 0,5	
	67 45,56%	58 39,44%	22 14,96%	

Source: Personal elaboration, 2022. Results obtained with SPSS statistical package.

The summarized socio-demographic specification of the questioned respondents shows that: The contingent of the study includes 170 social workers from 142 *social services* on the territory of the entire country, provided that not all of them have correctly filled out the questionnaires.

The age of the participants in the study is from 22 to 66 and the predominant part thereof is at the age of 40 + (the average age of the contingent is 41.1).

Under the "sex" sign, the findings are that the female presence prevails in the studied contingent.

Most of the studied respondents fall within the group of persons with work experience up to 5 years.

The number of persons occupying the position of Social worker without any special education is bigger than that with education in Social activities/Social work (Bachelor's / Master's degree).

The larger part of the studied contingent falls within the group of low remuneration.

Sociodemographic characteristics

The studied individuals were divided by the following signs: **age, sex, work experience, education, remuneration and probability of leaving.**

Comparatively optimistic is the tendency with respect to the probability of leaving in the studied social workers.

Results and Discussion

The results of the study of both parameters show the following:

Regarding the "occupational burnout syndrome" in the three scales, the study shows the following:

1. The high level of emotional exhaustion preserves the largest relative share of the respondents 65 (39.9%), i.e. in the social workers in the service there are features such as low self-assessment, alienation, irritation and intolerance to the others, leading to changes in the interpersonal relations.
2. In the study of depersonalization, it was established that the biggest number of respondents falls in the low level 61 (37.4%), i.e. the social workers in the social service show emotional distance and indifference, formally perform their professional obligations in the lack of personal compassion, they are uncertain in their own efforts.
3. The study of the reduction of personal achievements shows that the dependency is

reversible, and the biggest number belongs to the respondents in the low level 44 (47.2%), i.e., the social workers in the *social service* service have the feeling of incompetence in the professional sphere (their practice) and inability to cope with their duties, their professional motivation is reduced.

The study of the degree of subjective work attractiveness of the social worker in the *social services for residential care for adults with disabilities* as attractiveness of the separate specifications of the practice of social work indicates the following:

- The biggest dissatisfaction reflected as a low rate, the social workers express with respect to the personal material and social procurement.
- Work attractiveness as one of the most important criteria for assessment of the

socio-psychological climate in the service shows a general tendency of decrease, i.e. increase in the level of dissatisfaction of the workers involved in the service.

Results of the study of factor influence

Having studied the “occupational burnout syndrome” and “work attractiveness”, a factor influence of burnout on attractiveness was sought. For the purposes of this article, only the statistically significant relationships presented in the following tables are followed.

Influence of the “occupational burnout syndrome” on the “work attractiveness”

1. Influence of the subscale of emotional exhaustion on scales from “work attractiveness”.

Table 3.

Influence of the emotional exhaustion on the work attractiveness.

Independent variable	Dependent variable	Degree of the independent variable	Mean of the dependent variable	F;P
Emotional exhaustion	Scale 3 “Warm and trustful relations within the team”	Low emotional exhaustion	8,25	F=3,9; p<0,05
		Medium emotional exhaustion	7,40	
		Strong emotional exhaustion	8,53	
	Scale 4 “Recognition from personal authority”	Low emotional exhaustion	8,61	F=3,20; p<0,05
		Medium emotional exhaustion	7,79	
		Strong emotional exhaustion	8,37	
	Scale 13 “Public recognition of personal contribution and of the importance of the work of the team in general	Low emotional exhaustion	8,25	F=6,29;p<0,001
		Medium emotional exhaustion	7,41	
		Strong emotional exhaustion	8,44	

Source: Personal elaboration, 2022. Results obtained with SPSS statistical package.

The dispersion analysis shows influence of subscale emotional exhaustion as a component of the occupational burnout syndrome on the work attractiveness of the social worker. The emotional exhaustion influences scale 3 – Need for warm and trustful relations (F=3,9; p<0,05), scale 4 – Need for recognition and personal authority (F=3,20; p<0,05) and scale 13 – Need for public recognition of the personal contribution and the importance of the team work

in general (F=6,29; p<0,001). For low and high emotional exhaustion, higher work attractiveness is reported under scales 3, 4 and 13, and the medium level of emotional exhaustion determines statistically lower work attractiveness of the social worker.

2. Influence of the emotional exhaustion on the probability of leaving

Table 4.
Influence of the emotional exhaustion on the probability of leaving.

Independent variable	Dependent variable	Degree of independent variable	Mean of the dependent variable	F;P
Emotional exhaustion	Probability of leaving	Low emotional exhaustion	1,45	F=3,42; p<0,05
		Medium emotional exhaustion	1,97	
		Strong emotional exhaustion	1,96	

Source: Personal elaboration, 2022. Results obtained with SPSS statistical package.

The higher emotional exhaustion is, the higher the probability of leaving the profession.

attractiveness” there are no statistically significant connections.

3. *When studying the influence of subscale depersonalization on the scales “work*

4. *Influence of subscale reduction of personal achievements on scales from “work attractiveness”.*

Table 5.
Influence of the reduction of personal achievements on the work attractiveness.

Independent variable	Dependent variable	Degree of independent variable	Mean of the dependent variable	F; P
Reduction of the personal achievements	Scale 1 “Creative and interesting work”.	High reduction of the personal achievements	7,30	F=3,61; p<0,05
		Medium reduction of the personal achievements	8,14	
		Low reduction of the personal achievements	8,28	
	Scale 3 “Warm and trustful relations in the team”	High reduction of the personal achievements	6,82	F=3,33; p<0,05
		Medium reduction of the personal achievements	8,01	
		Low reduction of the personal achievements	7,36	
	Scale 4 “Recognition from personal authority”	High reduction of the personal achievements	6,96	F=6,26; p<0,001
		Medium reduction of the personal achievements	8,30	
		Low reduction of the personal achievements	7,83	
Scale 7 “Principles and respectful relations in the team”	High reduction of the personal achievements	6,08	F=4,86; p<0,001	
	Medium reduction of the personal achievements	7,01		
	Low reduction of the personal achievements	7,67		
Scale 9 “Active position about life of all members of the team”	High reduction of the personal achievements	6,48	F=4,15; p<0,05	
	Medium reduction of the personal achievements	7,77		
	Low reduction of the personal achievements	7,51		
Reduction of the personal relations	Scale 10 “Good organization of labour”	High reduction of the personal achievements	5,61	F=4,41; p<0,05
		Medium reduction of the personal achievements	6,78	
		Low reduction of the personal achievements	6,70	
		High reduction of the personal achievements	6,25	F=4,51; p<0,05

Scale 11 “Common results of the whole team”	Medium reduction of the personal achievements	7,39	
	Low reduction of the personal achievements	7,15	
Scale 14 “Communication ‘under the vertical’ and ‘along the horizontal’”.	High reduction of the personal achievements	6,26	
	Medium reduction of the personal achievements	7,31	F=3,06; p<0,05
	Low reduction of the personal achievements	7,23	

Source: Personal elaboration, 2022. Results obtained with SPSS statistical package.

The results of the dispersion analysis show influence of the reduction of the personal achievements on work attractiveness in the social service in the following scales:

1. Scale 1 – *Need for creative and interesting work* – the higher the reduction of the personal achievements is, the lower the work attractiveness is under scale 1 (F=3,61; p<0,05).
2. Scale 3 – *Need for warm and trustful relations in the team* - the highest degree of reduction of the personal achievements determines statistically significant the lowest work attraction of 3 scales (F= 3,33; p<0,05).
3. Scale 4 – *Need for recognition and personal authority* – the higher degree of the reduction of personal achievements determines a low value of work attractiveness under scale 4 (F= 6,26; p<0,001).
4. Scale 7 – *Need for principle and respectful relations in the team* – the high level of reduction of the personal achievements determines a statistically significant low level of work attractiveness under scale 7 (F= 4,86; p<0,001).
5. Scale 9 – *Need for an active life position of all team members* – the higher reduction of personal accomplishments is, the lower the value of work attractiveness is under scale 9 (F= 4,15; p<0,05).
6. Scale 10 – *Need for good labor organization* – the highest degree of reduction of personal achievements determines in a statistically significant aspect the lowest work attractiveness under scale 10 (F=4 ,41; p<0,05).
7. Scale 11- *Need for common success of the whole team* – the higher level of reduction of personal achievements determines in a statistically significant aspect a low level of work attractiveness under scale 11 (F= 4,51; p<0,05).
8. Scale 14 – *Need for communication “under the vertical” and “along the horizontal”* – the higher the reduction of the personal

achievements is, the lower the work attractiveness is under scale 14 (F= 3,06; p<0,05).

Discussion

The main problems which the social workers from the social services for residential care for adults with disabilities face are determined through an exhaustive empirical study.

The study presented in this article supplements the specification of the social work in the social service.

The results outlining the profile of the social worker in the social services on the territory of Bulgaria by socio-demographic parameters showed the following: women at the average age of 41, with work experience at this position up to 5 years, with remuneration below BGN 500 (approx. 280 USD) and education other than Social activities / Social work. This represents the general tendency in the profession of social work – feminization of the profession, insufficient public recognition by the society and low remuneration.

As a result of the empirical study and the analysis performed, the following tendencies of theoretical and practically applied nature have been outlined:

- Influence of the “occupational burnout syndrome” in the part of emotional exhaustion on the work attractiveness. The social workers within the social services for residential care for adults with disabilities with low and high emotional exhaustion show higher work attractiveness, i.e. less dissatisfaction, while those with a medium level of emotional exhaustion report statistically lower work attractiveness. Probably the low emotional exhaustion is attractive by itself, as the people are preserved in the profession. The high emotional exhaustion may be related to devotion to the profession or the ambition

for a career growth, which also maintains attractiveness. The hypothesis is partially confirmed. The high level of emotional exhaustion does not presuppose low work attractiveness, just the opposite. This is a very interesting result;

- Influence of the ‘occupational burnout syndrome’ in the part of emotional exhaustion on the probability of leaving. It was found out that the dependency between the high emotional exhaustion and the low work dissatisfaction precondition a higher probability of leaving. Even for the work attractiveness, which means that they would probably remain in the profession of social worker but not in the social services for residential care for adults with disabilities;
- Influence of the “occupational burnout syndrome” in the part reduction of personal achievements on the work attractiveness. The high reduction, i.e. decreased capacity for work, the lack of confidence in one’s own strengths, the loss of faith in the accomplishment of future plans in the social workers in the social services for residential care for adults with disabilities determines the higher level of occupational dissatisfaction.

The data from the study confirmed though partially but statistically significant, the dependence of work attractiveness in the profession of social work in the social services for residential care for adults with disabilities on the parameters of the occupational burnout syndrome (i.e. the parameters of the professional activity in the professional practice). The importances of the practical application of the results of the study clearly outline the need for:

- establishment of professional environment stimulating the increase in the satisfaction with the labor of the social worker in the social services for residential care for adults with disabilities with reduction of the possibilities for occurrence of dissatisfaction;
- development of programs for prevention of the “occupational burnout syndrome” and “work attractiveness” and their application in the practice of social work.

Conclusions

Social work in the social services has its specifications. Our study shows that this specification of the social work in the social services for residential care for adults with disabilities depends both on the conditions of

labor and the personal qualities of the social workers.

The results of the presented study show that the “occupational burnout syndrome” and “work attractiveness” as parameters of the quality of social work should be considered in their interdependence, and the summaries and conclusions are directed to the practice of the social workers.

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