

SOCIOLOGICAL ASPECTS OF PROFESSIONAL BURNOUT OF CIVIL PUBLIC SERVANTS

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ABSTRACT

This paper is devoted to the social aspects of the influence of professional burnout of a civil servant on its personal quality. In particular, the paper has particular focus on professional burnout syndrome, causes of its occurrence, internal and external factors affecting the performance of employees. Moreover, a sociological analysis is conducted over the problems of preventing professional burnout of civil servants, organizing their work activities, proper distribution of work, and fair treatment.

Keywords: state civil service, professional burnout, social relations, conditions, stress, syndrome, efficiency, prevention, time management, organizational and cultural traditions, motivation.

INTRODUCTION

The socio-economic and political processes taking place today are characterized by a wide range of dependence on stressful situations. One of the important problems of management at the state and regional level is ensuring the effectiveness of socio-economic activities of the country. There is a person who realizes his identity in society that it is natural for him to be preoccupied with some type of activity that his interests touch the members of this society. Professional activity and adaptation to it are an important stage in a person's life and differ in their peculiarities within the framework of the interaction of the individual, society and labor activity. During this cooperation, it begins to show its influence on the formation of phenomena that are universally recognized in different ways and on the professional activity of the individual.

The fact that, among the persons who have been working as a master of their profession, the state civil servant (hereafter referred to as civil servant, servant, employee) also experiences boredom or coldness from their profession has been attracting many representatives of social science in recent times. Especially in the conditions of today's modern development, it can be seen that there is an increasing desire to study the phenomenon of professional burnout among specialists in various fields of public service.

MAIN PART

In the 70s of the last century, a decrease in passion for the profession among employees arising in professional activities or the term "emotional burnout" (in foreign literature- "burnout" – "burnout", "fade") began to be used. The term was introduced into practice in 1974 by the American psychiatrist Herbert Freidenberg, who came to such a conclusion as a result of his observations among professionals employed in the field of psychiatry. The results of studies

carried out in this direction later showed that this syndrome also exists in other professional areas. In some cases, emotional burnout syndrome is also used in conjunction with the term “professional burnout” due to the pressure of professional difficulties. American scientist Christina Maslach concluded that emotional burnout is associated with constant activity and through it reveals that it is different from other syndromes [1].

Today, there are many approaches and perspectives on “professional burnout”, “emotional burning”, “professional burnout” and its essence. Usually “burnout” is perceived as a stereotype that in most cases allows an individual to use it with saving energy, it is also observed to occur in non-functional situations. In doing so, “burnout” has a negative impact on a person’s personal life and professional support begin to affect interpersonal relationships.

Professional burnout syndrome is interpreted by scientists as a specific psychological state of a person, manifested by emotional and physical exhaustion, alienation from people, as well as the loss of professional plans and hopes that develop in the process of professional activity [2]. The World Health Organization has adopted professional burnout as a syndrome caused by chronic stress in the workplace, noting the syndrome as a professional phenomenon in the International Classification of diseases in 2019 [3].

This article focuses on the study of the social factors of the impact of professional burnout of civil servants of the state up to the sensation of the individual. Speaking about social factors, it should be said that the processes and contradictions that take place in the social environment are reflected in the activities of civil servants, as well as spurring their professional burnout. In early studies, the study of the phenomenon of professional burnout was aimed at achieving high efficiency in the professional activities of people and studying the issues of social welfare. Subsequent research in this regard has led to the Association of professional burnout syndrome with the concept of “social tension” [4].

In sociology, the concept of “social tension” is interpreted as large processes and states that belong to a society at the level of the region and the state. In psychology, the concept of “professional burnout”, on the other hand, is seen as a phenomenon in the individual behavior of an individual or in the work community. At the same time, the circumstances that cause professional burnout were shown by the influence of social, organizational and various values in the organization on Labor Relations, the peculiarities of professional activity, the concept of “social tension” and “professional burnout” in socio-labor relations, such as the personality of the leader.

Employees in the organization begin to adapt in the process of full employment with professional activities, to the system of legal norms and values, as well as to material (salary, social protection and other) and spiritual (satisfaction with labour activities, being able to show their abilities, etc.) conditions. On this basis, the personal qualities of the employee will be oriented towards the culture of labor and organization. In some cases, according to personal and working qualities, if the employee does not fit into the organization, then the syndrome of professional burnout may not form. In this situation, the employee will be able to self-assess his education, qualifications, abilities and other qualities based on certain criteria. If an employee is unable to self-assess, the organization itself will take action through administrative means (change of duty, dismissal, etc. Dysfunction in the employee and all the contradictions that serve to integrate it into the team do not apply to the field of professional burnout. In most

studies carried out in the field of Professional burnout, this phenomenon is revealed as a dysfunction of the subject's labor activity.

Professional burnout syndrome has been observed in almost all civil servants, its formation and development, which is influenced by a number of internal and external factors. In particular, their activities are directly related to professions of the “man – man” type, and the subject of labor of such a category of employees is a person.

The professional activities of the majority of civil servants are considered to be directly related to social processes and citizens. In conducting this activity, civil servants enter into a relationship with citizens of different manners. Professional burnout of civil servants depends on the organization of professional activities and social relations.

In this case, relations in the organization in a vertical and horizontal order are considered social factors that lead to professional Burns of civil servants. Also, the role of a civil servant in the organization is among the socio-psychological factors. The occurrence of occupational burnout syndrome in general can be divided into 3 categories: individual-psychological, interpersonal and organizational [5].

Burnout syndrome is a persistent feeling of gradual loss of emotional, cognitive and physiological strength in an individual in the process of professional activity, snoring in mental activity, physical fatigue, personal alienation and dissatisfaction with the work performed. As a result of this, professional plans and expectations in the professional activities of the employee begin to disappear.

The main signs of professional burnout – cases of crisis associated with one's profession and work activity, manifested as a loss of adaptation reaction to work situations as a result of disagreements with colleagues, anxiety, depression, negative attitudes towards labor activity. There is also a fading interest in the profession, a negative approach to assignments or denial of them, pity for the profession, loss of a sense of pleasure from what you are doing.

According to the results of sociological observation, the following can be attributed to the main reasons for the professional burnout of today's civil servants: to remain in the whirlpool of assignments, to live feeling his futility, not to be encouraged, dishonesty to an employee, low wages and uninterrupted (without rest) work. In this case, the civil servant becomes constantly changing, complex and demanding.

Also, the labor of civil servants is closely related to interpersonal communication and, taking into account the fact that their activities are limited by law, they are required of high responsibility, such as being able to make decisions in a short time. This requires a great emotional and physical effort from the Civil Servant, which, as a result of his exhaustion, leads to professional burns. All of the factors noted have a physical and psychological impact on the health of a civil servant.

The specialists who carried out research in this area have shown a number of internal and external factors that lead to professional burns. The external (organizational) group includes the structural structure of the organization, the environment of material conditions, the content of work, excessive responsibility, chronic pressure, an unhealthy moral-psychological environment and a socio-psychological characteristic of activity. Internal factors, on the other hand, included psychological characteristics related to human behavior (emotional rigidity, weak motivation, negative deviation of the moral orientation of the individual) [6]. Experts interpret the state of negative deviations as having a tendency to divide employees into “good”

and “bad” categories based on their subjective assumptions, without any basis [7]. The above-mentioned, ethical-psychological environment in most cases is associated with the organizational part of the organization, and there will be an opportunity to arrange this situation in management activities.

It should be noted that the consequences of professional burnouts of employees are important for the organization. As its traditionally common consequences, the following can be mentioned: as a result of the development of dissatisfaction with his activities, leads to the formation of stable negative emotional relationships, which can lead to severe consequences for his profession;

as a result of a decrease in the relationship of nibatan to organizational values in the workplace, the refusal to realise the activities facing the organization, does not protect the interests of the working office and creates conditions for the decision to leave work;

employees unknowingly begin to cause serious social and economic damage to the organization, complaints about labor conditions increase;

affects the development of the industry, as a result of a decrease in productivity in the organization, leads to a decrease in efficiency indicators, a refusal to fulfill its functional obligations and an increased desire to avoid activity;

undermines the interests of the organization, creates conditions for the loss of qualified personnel and an increase in personnel non-landing through an increase in the statistics of instability;

as a result of changes in behavior creates conditions for an increase in cases of violation of labor discipline. Such situations are not coming to work, not going to work for no reason, evasion, neglect of obligations, etc;

medical costs increase, as a result of self-feeling and deterioration in health, there are more cases of going on vacation, temporary incapacity for work, failure to come to work, and as a result of an increase in the general disease, the organization’s income is diverted for other purposes;

affects the family relations of the employee, conditions are created for the formation of negative thoughts about the profession of the parents of children.

American scientist C. Cherniss in his research, analyzed some of the cases shown on the scale of the organization [8].

In the process of civil servants experiencing symptoms of professional burnout in their work activities, their main forces and mental actions will be aimed not at the development of the organization, but at daily living or “passing of the day”.

It should be noted that in situations where civil servants are treated unfairly, a high level of professional burnout is formed in them. Unfair treatment is considered to be associated with many problematic situations in work activities. In particular, it is possible to indicate false incentives, allowing the selection of servants by signs of localism-tribalism, semitism, familiarity or personal loyalty, corruption, violation of any law, the formation of elements of groupism and favoritism in the team and other negative circumstances.

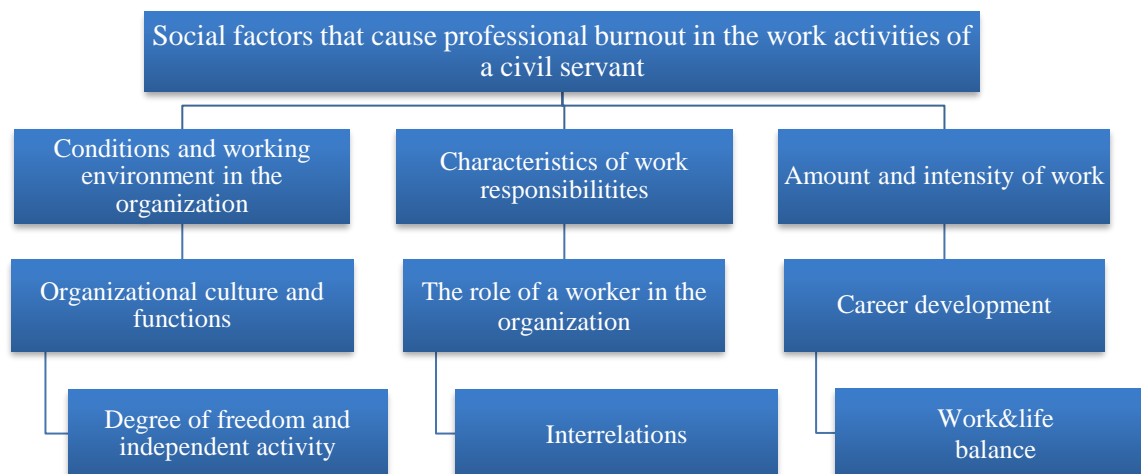
In the model rules of etiquette of civil servants approved by the decision of the Cabinet of Ministers of the Republic of Uzbekistan dated October 14, 2022 No. 595 “On additional measures to ensure compliance with the rules of etiquette by public servants of the state” the

obligation not to allow negative kinds of relations has been established” [9] presuming that the civil servants should respect the laws on professional activity.

As a result of a decrease in the confidence of employees in relation to their own boss or senior executives, it leads to a decrease or interruption of the contacts that make up the content of the activity. On the contrary, when employees feel respect and fair treatment for themselves, strong relationships are formed in the team, and servants try to be more tolerant, their motivation for service activities increases [10].

At this point, it is natural to ask the question: How to solve the problem of stress and professional burns in the workplace? In organizations, this situation is considered dependent on the immediate Chiefs or leaders of their services. In this situation, it is considered necessary that they study and discuss the problems that cause stress and professional burnout in employees. Considering that the problem of professional burnout is a complex process associated with all aspects of labor activity, it is necessary to carry out work in the necessary directions. The following figure shows the social factors that cause professional burnout in the work activities of a civil servant.

Figure 1.



Labor Relations of public servants are a complex concept, which in itself covers the following elements, namely organizational (activity of the administration of the organization), legal (labor law), economic (social interests of the employer and employees) and non formal (organizational and cultural traditions, values). This creates complexity in analyzing and identifying the contradictions that directly cause professional burnouts on employees.

It is worth noting that each organization has its own internal norms, traditions and mandatory guidelines that are characteristic of members of this community, in which they are distinguished from others by their unique characteristics. In the definitions common in practice, the concept of organizational-cultural tradition is explained as follows: “it is the sum of visions that have passed the tests over the years and are made up of common approaches, symbols, traditions and values in the worldview of the members of the organization”. In other words, it can be said that some organizations have their own individuality that differs from others [11]. By making well-being in an organization a priority of the organizational and cultural tradition, providing employees with the necessary resources for a healthy lifestyle, they can achieve the following positive results: employees encourage each other to work healthy, meaningful and

productive; support each other so that they achieve a perfect balance of work and life; work hours in the interests of the organization or such models further strengthen the organizational and cultural traditions in the organization, serving the end of the state of professional burnout in civil servants (Work & Life balance) [12]. Such models further strengthen the organizational and cultural traditions in the organization, serving the end of the state of professional singing in civil servants.

It should be taken into account that in such a situation, it can make it difficult for employees to give up a state of professional burnout as a result of remaining work in overtime, using work in personal time and putting work in general above the interests of the family.

Also, in the process of focusing on professional burnouts of civil servants, the following self-aspects can be distinguished. In particular, since interaction in relations with colleagues, comrades and citizens occupies an important place, a high level of communicative competence is imposed on employees of this category.

Russian scientists S.B.Pashkin, L.V.Medvedev as have studied that one of the main ways to prevent professional burnouts can be achieved by increasing the level of satisfaction of civil servants with their labor activity.

According to their conclusions, it is possible to achieve in the workplace by developing clear criteria for improving physical working conditions, ensuring transparency of the system of material and moral incentives to increase motivation for the effective performance of service activities, to systematically ensure the growth of employees in the career of the position [13]. In their opinion, the specified measures and other activities can serve to increase the level of satisfaction of civil servants with their work and to prevent professional burnout.

According to the research carried out by another Russian scientist E.N. Sabyrna, it was concluded that in order to prevent professional burnout among civil servants, it is necessary to harmonize the psychological environment in the team, optimize their workload, improve general working conditions, and develop their psychological culture in order to correctly understand the relevant changes [14].

According to the results of the analysis of professional activities of civil servants, A.A.Kozlov cited the following to increase the likelihood of the development and professional burnout of stress in them, including conflicts, greater responsibility in solving their vital problems from communication with citizens, a large number of functional obligations and general burdens in labor activity.

He believes that civil servants are insufficiently prepared for the peculiarity of their work activities, the presence of internal conflicts with professional and family interests, as well as for cases of changes in their feelings after communication with citizens. Therefore, the indicated factors lead to professional burnouts of civil servants and have a serious impact on their further service activities [15].

The results of studies related to the concept of professional burnout indicate that most of them are considered to be of a classificatory nature. Researchers in this area assess this concept with their vision, regardless of whether they are psychologists or sociologists. Although today the content in their core remains the original, but the boundaries of its application have expanded. At the same time, when we study the causes of professional burnouts of civil servants, they all

arise as a result of some cause and are considered dynamically variable in the processes taking place.

It should be noted that as a result of the phenomenon of professional burnouts of civil servants, various problems in the field of management, in particular cases of corruption, also occur. In modern development, cases of corruption occur even in countries with strong control. At this point, the question may arise as to how professional burnout affects the corruption of a civil servant. As a result of the fact that this syndrome leads to personal deformity of the civil servant, it sets the stage for the development of internal conflict in the servant. In this, the civil servant cannot find "motivation" in himself to work in the previous effective mode and begins to look for another simple way to achieve his goal. The consequences of this phenomenon lead to serious problems in public administration. In itself, the syndrome of "professional burnout" indicates a serious impact on the civil servant and its effectiveness of activity. To avoid negative consequences for the organization and the civil servant, it will be necessary to take this problem seriously.

Professional burnout is a dynamic process that is caused by the employee's spiritual exhaustion and, as a result of its development, also exerts its influence on colleagues who depend on the labor process. As a result, the clerk who begins to burn professionally begins to maintain distance in relation to his work and other subjects related to labor activity. Later, as a result of the exacerbation of this syndrome, employees begin to feel feelings of dissatisfaction with their chosen profession, achievements and self-esteem.

The reasons for the professional burnout of public servants are different, and they all have their own individuality. In particular, overwork (workaholism), underestimation of one's own capabilities and abilities, lack of empathy, excitability, impulsiveness, self-doubt and other aspects of character traits of employees can be indicated.

At the same time, it will be necessary to take into account the problems associated with the content, specifics and organizational aspects of labor activity as powerful factors that motivate the development of professional burnouts of civil servants. Strict control of labor regulations, incorrect distribution of responsibilities and powers, excessive workload and increase in the length of the working day, failure to recognize or correctly evaluate the efficiency of employees, lack of motivation, limited opportunities for promotion and other situations among employees in the organization causes professional burnout among employees as a result of creating tension to some level [16].

DISCUSSION

In the conducted expert surveys, the presence of a system of prohibitions and restrictions in the process of taking and passing a position in the public service is interpreted as a cause of various stress factors. Such specific aspects of the civil service, especially the violation of the smallest element of the regulatory legal framework related to public service, create emotional pressure related to disciplinary or criminal prosecution of employees.

The works of the European scientist J. Winnubust reveal the issues of organizational culture and professional burnout in state agencies, and he distinguishes two main structural structures - bureaucratic and professional. While the bureaucratic structural structure is explained by the fulfillment of labor obligations based on formal and solid standards, the professional structural

structure is based on a creative approach based on freedom based on effective cooperation between the leader and employees [17].

Also, as a result of “overwhelming” of civil servants with service tasks that cause serious responsibility, it also leads to professional exhaustion of employees. Especially in the state service, there are cases where employees stay late at work to fulfill their official duties. In such a situation, the non-standard working regime affects the personal plans of civil servants.

It should be noted that the social well-being of each employee in the public service is the main characteristics of a high level of efficiency and productivity of the organization. The issue of the social well-being of an employee in most cases depends on the level of his social protection and material support. In this case, it is necessary to take into account the increase in the salary of employees, taking into account the market structure and economic inflation. Also, the socio-psychological state of employees of the organization is characterized on the basis of injustice and harshness towards employees, ignoring their opinions, making demands with the capabilities of employees ignored. In addition, the shortcomings in the organization of Labor also have an impact on the psychological state of employees.

It is worth noting that each organization has a high need for personnel who are firmly physically and psychologically healthy, and due to the human factor, it is aimed not at reducing efficiency, but at carrying out a high level of tasks set before the organization. To activate the team in such a situation, we will analyze the following effective methods.

First of all, one of the important obligations of the employer is to create conditions for timely employee rest. In particular, those who work a lot during the report can be given an extension of Labor holidays or additional weekends to employees who work continuously during overtime, and it is also recommended to extend or increase the number of the usual break.

Secondly, attention should be paid to motivating the employee. This can be achieved not only by material incentives, but also by recognizing achievements before the collective, organizing collective recreation, changing the location of furniture and items in the cabinet or changing the name of the position held (the position of “consultant” can be achieved by genius, “manager” – vice-President, “seller” – seller-consultant).

Thirdly, the results achieved serve to constantly train, improve knowledge and develop the employee. Satisfied with the results of their activities, the servants begin to improve their knowledge, thereby achieving the diversity of labor activity and improving as professional personnel. As a result, the usual Old Order of work is updated and serves to change the self-esteem of employees.

Fourth, they will have to be trained by the head of the organization or HR specialists to correctly distribute the working hours of employees and to the discipline of Labor. For example, it is possible to organize timer-management trainings on proper time management.

Today's practice shows that mistakes that can be made by some managers in the process of managing civil servants can predict the formation of psychophysiological problems in the employees of the organization, in particular, professional burnout syndrome.

The figure below demonstrates a mechanism aimed at the prevention of professional burnout of civil servants.

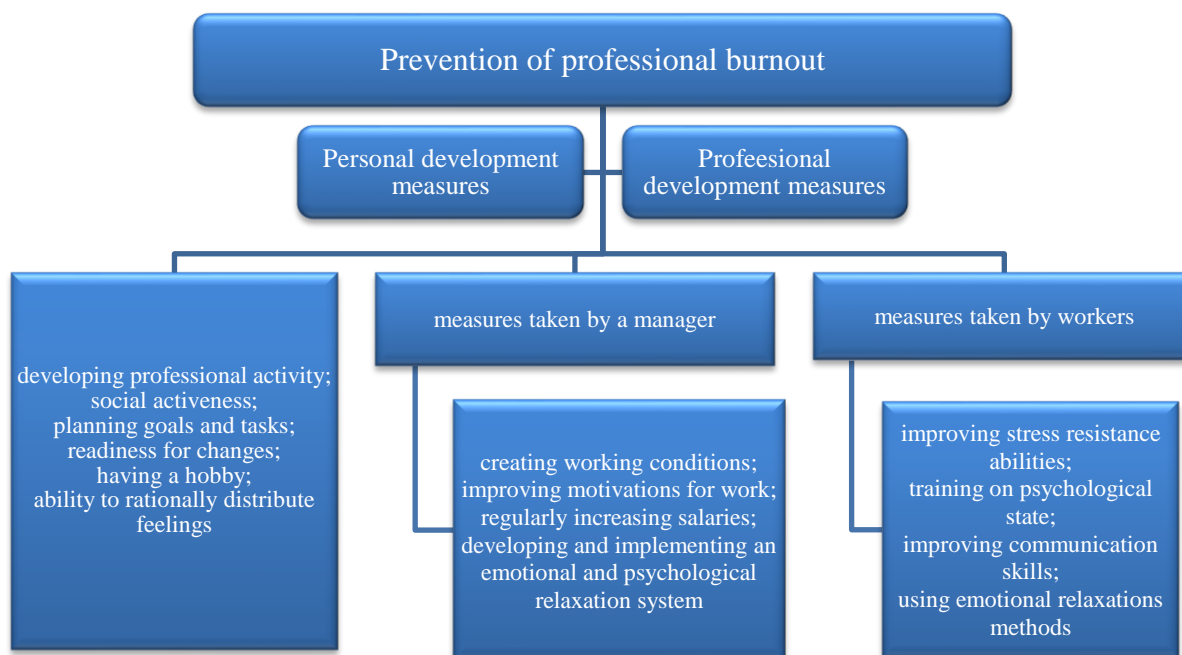


Figure 2

In addition to above mentioned, there are several ways to prevent professional burnouts of employees. For example, physical exercises, proper nutrition, self-regulation and control of emotions, distracting activities, the organization of relaxation rooms to alleviate the stressful situation in employees, the involvement of a psychologist in the process, rotation, improvement of the stimulation system, etc.

It is also recommended to forget about work problems at overtime and at home, talk about issues that do not apply to work during breaks and lunchtimes, as well as talk to a loved one about internal experiences.

Emotional burnout happens from stressful, stressful and unstructured work, and this is absolutely normal. When a person experiences more stress than satisfaction from activity, the balance of working capacity is disrupted. With professional burnout, even the work that used to bring satisfaction turns into an endless chain of gray everyday life, no achievements please, difficult tasks cause fear, and colleagues frankly infuriate. What is professional burnout syndrome, the main reasons for its appearance, tips on how to recognize it, and what to do with it,

In accordance with Maslow's list of hierarchical needs, each individual has physiological necessities. In this situation, it will be necessary to create a positive and comfortable environment in order to ensure that the civil servant feels confident in the workplace. This in turn serves to increase the passion of civil servants for serving the social and economic development of the state, as well as to achieve a high level of activity efficiency [18].

Professional burnout is a syndrome that develops against the background of chronic stress and leads to the depletion of emotional, energetic and personal resources of a working person. Professional burnout occurs as a result of the internal accumulation of negative emotions without a corresponding "discharge" or "release" from them.

CONCLUSION

In general, the results of studies related to the concept of professional burnout show that most of them are considered to be of a classificatory nature. This syndrome is caused by a certain regularities and is considered dynamically variable in the processes taking place.

Researchers in this area assess this concept with their own vision, regardless of whether they are psychologists or sociologists. Today, although the content in their core remains the original, but the boundaries of its application are expanding. The implementation of complex measures to prevent professional burnouts of civil servants will provide the basis for an increase in the effectiveness of activities in the future and strengthening the positive image of the civil service.

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