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Investigation of emotional burnout in bank employees working in "person-to-person" system

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Аннотация:

This study was designed to evaluate the intensity of emotional burnout (EB) in bank employees who directly interact with clients. One hundred and seventeen bank employees (90 women and 27 men; 21-54 years old), whose job directly involves client service, had their level of EB measured using a psychodiagnostic test proposed by Boyko (1996). This tool allows identifying three phases of EB: tension, resistance, and exhaustion. It was shown that a greater proportion of respondents (69.3%) have prevalent features of resistance phase in EB. Exhaustion phase is also notable, with its symptoms present in 53.9% respondents. Tension phase was the least prevalent in the evaluated group of bank employees (only present in 23.1% cases). Analysis of EB in bank employees engaged in direct interaction with clients has shown that this group of individuals is characterized primarily by symptoms of resistance phase, triggered by the excessive emotional burden and constant stress.

Ключевые слова:

emotional burnout; bank workers