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The reality of psychological burnout among the intervention agents of the main unit of civil protection in the state of Djelfa

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ABSTRACT

The study aimed to identify the reality of psychological burnout among intervention agents affiliated with the main civil protection unit in the state of Djelfa, with a group of 100 intervention agents. We relied on the descriptive approach using the Maslach Burnout Scale, and the study found a high level of psychological burnout among the majority of individuals. We also found that civil protection intervention agents suffer from emotional exhaustion, dullness of feelings (moderate), and lack of personal achievement..

Keywords: psychological burnout, psychological exhaustion, dullness of feelings, civil protection agents

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INTRODUCTION

The institution occupies great importance in the life of contemporary societies, as it has controlled most of society's activities. Consequently, the view of institutions has shifted to being a human energy that contributes mainly to the development of societies, and considering the human being as an important element in the establishment of this institution, as it is psychological crises such as anxiety, tension, etc. that affect... On working conditions in contemporary societies.

One of these institutions is the "Civil Defense" institution, whose workers are exposed to multiple sources of pressure, as it is known as a profession of trouble and danger. Working conditions are considered among the most significant obstacles to a worker's comfort in his work environment, as they create demands for things that the worker cannot achieve an automatic response, which results in several manifestations such as fatigue, and "stress." However, members of the civil protection, profession are required to help others in critical times (traffic accident, a fire)

Contemporary organizations are concerned with ensuring that the working conditions of their human resources are taken into account. These organizations are also keen to ensure workers' comfort and work to reduce the sources of psychological pressure that often lead to psychological burnout.

The phenomenon of psychological burnout is one of the diseases that is rarely addressed in Algeria by specialists, even though it is a recognized disease in professional circles. Thousands of employees suffer from it in sensitive tasks such as the judiciary, security, administration, and education, and positions that have a degree of responsibility and no scope. In which there is error, such as surgery in medicine, or saving the lives of individuals during disasters, and this is in the field of security and civil protection.

Therefore, we pose the following question:

What is the reality of psychological burnout among civil protection workers?

1. Hypotheses:

Agents in the civil protection sector suffer from psychological burnout.

- Agents in the civil protection sector suffer from emotional stress.
- Agents in the civil protection sector suffer from insensitivity.
- Agents in the civil protection sector suffer from a lack of personal achievement.

2. The importance of the study:

* Drawing the attention of work, organizational, and mental health psychologists to the phenomenon of psychological burnout and the extent of its spread in organizations.

* Shedding light on the phenomenon of psychological burnout, because of its impact on the level of performance of the human element in the fields of work in general, and directing the attention of those working in civil defense services at various levels, to try to mitigate the causes that can lead to the presence of the phenomenon of psychological burnout, and what is expected to be revealed. From the results of this study.

3. Objectives of the study:

The current study aims to understand a complex phenomenon with multiple causes, represented by psychological burnout among an important segment of society, which is the segment of civil protection agents. And to reveal whether the quality of employees' professional lives is susceptible to psychological burnout. It also attempts to reveal the nature of psychological burnout among intervention agents of the main civil protection unit of the state of Djelfa.

Defining study terms:

1. Psychological burnout:

The researcher defines it procedurally as a state of physical, mental, and emotional fatigue, characterized by continuity and the formation of negative attitudes toward work and towards others, and it appears in the current study through the score obtained by the subject on the Maslach Burnout Scale.

2. Civil protection members: They are one of the socio-professional groups. They belong to the Civil Protection Corps. They are considered an active corps charged with a national and permanent mission in the field of civil

security. They wear uniforms, and their basic tasks are intervention during disasters and accidents, firefighting, rescue, and ambulance. (OGAR, 2011, p. 4)

1. Psychological burnout:

Definition of burnout:

Maslach & Jackson (1981) defined burnout as: "an individual's feeling of emotional exhaustion, dulled feelings, and decreased personal accomplishment." Emotional stress is defined as "the loss of an individual's energy to work and perform, and the feeling of increased work demands." While dullness of feelings is defined as "the individual's feeling that he is negative and strict, as well as his feeling of an imbalance in his mood," low personal achievement is defined as "the individual's feeling of low success, and his belief that his efforts are in vain."

In 1997, researcher Maslach & Leiter defined it as "changes in an individual's attitudes and behavior towards work, as well as changes in his physical condition, which are represented by emotional stress, and even lead to a decrease in his achievement." (Al-Zahrani, 2008, p. 36)

Researchers Maslach, Jackson & Leiter (1988) point out that "it is a crisis in the individual's relationship with his work, but it does not necessarily have to be a crisis in the individual's relationship with his co-workers." (Hamdash, 2002, p. 48)

There is a group of researchers who were interested in studying these phenomena and went on to say that they do not occur suddenly, but rather it is a process of successive stages, so their definitions came on this basis, and we mention among them (1980) Edelwich & Borodsky, who defines psychological burnout through these stages, and sees it as "the gradual loss of idealism." Purpose, energy, and interest as a result of work conditions." (Mihoubi, 2017, p. 19) As defined by Taylor 1986, it is exhaustion and a drain of strength and activity. (Ahmed, 2007, p. 27)

2. Causes of psychological burnout:

These reasons can be summarized as:

-Excessive workload.

- Excessive bureaucratic tasks.
- Written works.
- Shallow communication and poor returns.
- Lack of rewards and lack of support. (Youssef, 2004, p. 22)

Individual or personal: Freud claimed that sincere and committed people are the people most vulnerable to psychological burnout. This claim is true because the professional group that is most ideal in their profession is the most vulnerable to psychological burnout. This is due to:

- How realistic the individual is in his expectations. Increasing unreality carries the risk of delusion and psychological exhaustion.
- The extent of individuals' satisfaction outside of work. Increasing interest in work increases psychological burnout.
- The individual's degree of evaluation of himself.
- Professional goals, as it has been shown that social reformers are the most vulnerable to this phenomenon.
- General dealing skills.
- Raising awareness of the problem of psychological burnout.
- Previous success in careers that challenge the individual's abilities.

A. Organizational level: Those reasons related to the organizational level have a direct relationship to the emergence of the problem of psychological burnout, and three basic assumptions have been reached:

* Research related to psychological stress and anxiety indicates that the loss of abilities and competence is one of the most important causes of stress and anxiety, and if this continues, it develops into a phenomenon called learned helplessness, where the individual feels that he is unable to do so. Do anything to improve his situation. This phenomenon is very similar to the phenomenon of psychological burnout, where the individual lacks... and seeks to influence the solution of the problems he faces, which causes him pressure that later turns into psychological burnout.

* A lack of arousal for an individual leads to the same negative effects that result from hyper-arousal, as monotonous work devoid of excitement and challenge leads to stress and psychological burnout. Therefore, every failure the individual faces when achieving personal needs during his work will contribute to his feeling of dissatisfaction and thus burnout.

* The job climate has a role and involvement in the burnout process. In addition to this, the phenomenon of psychological burnout is contagious. In any workplace, the majority are in a state of psychological burnout, so the rate of occurrence for any new member of the workforce is high.

A. Social level: Many social factors are a source of psychological burnout, including:

* The social and economic changes that occur in society and the resulting problems that may lead to the goal of the phenomenon.

* The nature of social, cultural, and civilizational development in society, helps create some marginal institutions that do not support workers well in society, so their workers become more vulnerable to psychological burnout.

1. Mechanisms to reduce and limit psychological burnout:

A review of the circumstances surrounding this phenomenon indicates depression and limited opportunities to deal with it because in reality there is something that can be done to reduce these circumstances. Of course, work sites vary in the extent of their success depends on the circumstances surrounding them, and the following steps can be considered as efforts that contribute to reducing psychological burnout among workers in the service field:

- Do not exaggerate job expectations.
- Financial support to social institutions in the community.
- Changing roles and responsibilities.
- Seek the help of a psychologist to overcome the problem.
- Knowledge of the results of efforts made, whether at the individual or voluntary level.

- The presence of a spirit of togetherness and willingness to provide psychological support to colleagues in the face of daily work problems, which requires open dialogue and raising problems regularly.

The methodological framework of the study:

- Methodological procedures for the study:

1. Temporal and spatial framework:

- **Temporal field:** The field study is considered one of the most important stages in field research. Our study took approximately four months, starting from 12/1/2022 to 2/25/2023.

Study stages:

The first stage: In this stage, we visited the institution to clarify the general idea and some important points about the subject, as well as obtain approval from the official to facilitate the process of collecting information after using it and benefiting from it in our study.

The second stage: In this stage, the data was collected and analyzed to reach the results.

- Spatial field:

After the Civil Protection Directorate approved the study, we conducted a study at the level of the main civil protection unit in the Ras al-Ayoun neighborhood of Djelfa state.

2. Study curriculum:

The researchers used the descriptive approach in the subject of the study because it is the organized method for studying new facts and verifying the validity of old and previously studied facts, their effects, and the relationships that relate to them by interpreting them and revealing the aspects that govern them.

3. Study population:

The researchers selected a simple random sample at the Civil Defense Institution, which consisted of 100 workers.

4. Data collection tools:

Data collection tools are an important means that all sciences rely on to collect facts. The validity and accuracy of the results obtained in any research depend on the accuracy of the tools used and their degree of credibility. To reach the target data most accurately and objectively and to gain knowledge of the phenomenon in all its aspects, the researchers relied on two main sources to collect the data necessary to complete this study. The theoretical data was obtained from the various scientific literature that dealt with the subject of the study. As for the other data, it was obtained from During the field study, the researcher used the following tools.

Questionnaire:

The questionnaire is defined as: "Includes a set of questions addressed to individuals to obtain information about the topic or problem of the research." We used the Maslach Burnout Scale (1971), which consists of 99 questions.

This scale consists of three main dimensions of psychological burnout:

3. Psychometric properties of the questionnaire (validity and reliability)

It means the validity and reliability of the questionnaire: that the scale measures what it was designed to measure, and to measure the extent of the reliability of the SPSS questionnaire, the internal consistency coefficient "Cronbach's alpha" was used through statistical processing to determine the extent of its validity and stability.

Its results were as follows:

Table No. (1) Validity and reliability of the questionnaire

Number of phrases	Alpha Crombach
22	722

After calculating the validity and reliability of the "Chrombach Alpha" coefficient for the Psychological Penetration Scale using the spss program

Version 38 was estimated at 1.29, which is a high coefficient that allows us to say that the tool has high reliability.

1. Statistical methods:

The goal of the statistical study is to try to find significant indicators that enable us to analyze, interpret, and judge the validity of the hypotheses. I analyzed the data using a statistical analysis program, transcribed the data, and coded it. We used statistical treatments as follows: spss

- Percentages
- standard deviation.
- “Cronbach’s Alpha” equation to calculate validity and reliability.

Analyzing and interpreting the results:

To arrive at a comprehensive statistical description of the various answers, the scale adopted in evaluating the attitudes and opinions of civil protection officers of the main unit of civil protection in the Ras al-Ayoun neighborhood of Djelfa state was determined through the following equation:

Category length = largest range – smallest range/range of categories

0.86= Hence the length of the category: 0.86

From this, the relative weight of the previous statements can be put as follows:

Area of consent	1.86	2.72	3.58	4.44	5.3	6.16	7
Relative weight	never	At least times a year	At least times a month	once a month	once a week	Times a week	every day
	low		Medium			high	

Table 2: represents the relative weight of the statements

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Table No. 2: represents the values of the arithmetic mean and standard

	Phrases	X	S	Relative weight
First axis: Emotional stress	I feel emotionally exhausted by my life	3.11	2.06	Medium
	I feel completely exhausted at the end of the day in my absence	4.76	1.73	Medium
	I feel tired when I wake up in the morning to face another day of work.	3.55	2.22	Medium
	Working with people all day requires a lot of effort.	1.67	2.17	Medium
	I feel devastated by my work.	4.65	1.83	Medium
	I feel frustrated with my work	3.93	2.29	Medium
	I feel that I am putting my best effort into my work	2.34	2.17	low
	Dealing with people directly in my work puts a lot of pressure on me.	3.34	2.09	Medium
	I feel like I'm about to collapse	3.66	2.04	low
	Total	4.64	2.10	Medium

deviation for the first axis.

From the results of the table, we note that the general arithmetic mean for the first axis: emotional stress was estimated at: 8.11, and the general standard deviation was estimated at: which makes the relative weight of this axis average.

4.74 obtained the largest arithmetic average ratio estimated at 3/6. We also note that the two expressions No.

This indicates that the employees feel that their energy is fully utilized at the end of the day and that they exert a great effort during the day, which

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makes them vulnerable to emotional stress. As for the lowest percentage of the arithmetic mean, it was represented by the statement number: (22) which is: (I feel that I am about to collapse), where the percentage was Its weak arithmetic mean was estimated at: 2.84 and the standard deviation was: 2.17

Sample responses on the second axis: dulled feelings:

	Phrases	X	S	Relative weight
The second axis: dulled feelings	I feel that I treat some infected people as if they were inanimate objects	3.11	2.06	Medium
	I became a harsh person towards people since I started my work	4.76	1.73	Medium
	I am afraid of the harshness of my emotions and the dulling of my feelings because of work.	3.55	2.22	Medium
	I actually don't care what happens to the infected	1.67	2.17	Medium
	I feel like sufferers blame me for some of their problems	4.65	1.83	Medium
	Total	2.89	1.98	Medium

Table No. 3: represents the values of the arithmetic mean and standard deviation for the second axis.

From the results shown in the table, we note that the responses of the sample members regarding the second axis: dullness of feelings represent an arithmetic mean of 1.98, which makes the weight for this axis medium, and this indicates the presence of moderate dullness of feelings.

We also notice from the expressions that statement No. 62 had the largest arithmetic mean of 4.24 and a standard deviation of 6... which is: (I became a harsh person towards people since I started my work.)

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As for statement number: 66, it had the smallest arithmetic mean of: 2.22, which is (I fear the harshness of my emotions and the dulling of my feelings because of work).

Sample responses on the third axis: lack of sense of accomplishment

	Phrases	X	S	Relative weight
The third axis: lack of feeling of accomplishment	I can easily understand the feelings of those affected	3.11	2.06	Medium
	I deal with high-efficiency and success of quick accidents	4.76	1.73	Medium
	I feel that through my work I have a positive impact on the lives of others	3.55	2.22	Medium
	I feel active and energetic	1.67	2.17	Medium
	I can easily create a comfortable atmosphere to deal with accidents	4.65	1.83	Medium
	I regain my vitality when I am close to completing my tasks	2.00	1.75	low
	I have achieved many things worth appreciating in this work	1.89	1.93	Medium
	At work, I deal with psychological problems very calmly	2.74	1.84	low
	Total	2.89	1.98	Medium

Table No. 3 represents the values of the arithmetic mean and deviation for the axis of lack of sense of accomplishment.

From the results shown in the table, we note that the responses of the sample members regarding the third axis: (lack of sense of accomplishment) were low, such that the general arithmetic mean was estimated at 2.70, which makes its relative weight low.

We also note that statement number: 09 had the largest arithmetic mean in this axis, so that its arithmetic mean was estimated at 3.82 and the standard deviation was 1.57, i.e. the average relative weight.

02- Presenting and discussing the results of the hypotheses:

1-2 Presentation and discussion of the results of the first hypothesis: “Civil protection officers suffer from emotional stress.”

The current study assumed that civil protection officers suffer from emotional stress, and the previous statistical analyses shown in Table 3 indicate the responses of the sample members regarding the first axis, which is: emotional stress. We note that the value of the general arithmetic mean for the axis was estimated at 3.66, and the standard deviation was estimated at: 2.04, which makes the relative weight average.

Hence, we accept the first hypothesis: Civil protection officers suffer from emotional stress (moderate).

This is perhaps due to the sensitive nature of the service provided by the agents, the feeling of fatigue and exerting more effort, and the quantitative and qualitative burden of working, caring for others, and facing pain and death, which makes the agents physically and psychologically exhausted.

2-2 Discussing the results of the second hypothesis: “Civil protection officers suffer from insensitivity

The study assumed that civil protection officers suffer from insensitivity, and the previous statistical analyses shown in Table 04 indicate the responses of the sample members on the insensitivity axis. We find that the value of the general arithmetic mean is estimated at: 3.06 and the general standard deviation is estimated at: 1.98, which makes the relative weight of this dimension middle.

Hence, we accept the second hypothesis: Civil protection officers suffer from insensitivity at a moderate level.

This is perhaps due to the nature of the work carried out by the agents themselves, seeing the suffering of those exposed to continuous accidents, taking care of them trying to alleviate them, and sympathizing with them all lead, over time, to the emergence of symptoms of dulled feelings, such as

harshness of emotions, lack of interest, and seeing the injured as inanimate objects, as well as the depressing atmosphere that... Action prevails.

Presentation and discussion of the third hypothesis: Civil protection officers suffer from a lack of personal achievement.

The study assumed that civil protection officers suffer from a lack of personal achievement. The previous statistical analyses shown in Table No. 2 indicate the responses of the sample members regarding the third axis, which is the lack of a sense of accomplishment.

We note that the general arithmetic mean of the axis was estimated at 2.70 and the standard deviation was estimated at 1.84, making the relative weight of the axis low. This is due to the feeling of civil protection personnel that they have not achieved their goals and lack of enthusiasm, given that the profession of helping people is an arduous profession that requires physical strength and psychological strength, which sometimes leads the injured and sick to lose enthusiasm for work and lack a sense of accomplishment.

Hence, we accept the third hypothesis: "Civil protection officers suffer from a lack of personal achievement."

1-2 Presentation and discussion of the general hypothesis:

The results of statistical analysis and calculation of the general arithmetic mean are shown in Table No. (6), which was estimated at 3.42, and the standard deviation, which was estimated at 0.66, which makes the relative weight of psychological burnout average.

Thus, the general hypothesis is fulfilled: "Civil protection officers suffer from psychological burnout" at a moderate level.

Conclusion

After the process of analyzing and discussing the results reached via SPSS, we proved and validated the study hypotheses and the general hypothesis that had been previously set at the beginning of the field study and reached the final results of the study.

- Agents in the civil protection sector suffer from emotional stress
(middle).

- Civil protection officers suffer from insensitivity (at a moderate level).

Civil protection officers suffer from a lack of personal achievement.
(Average level)

- Civil protection officers suffer from psychological burnout (at a moderate level.)

Suggestions and recommendations:

In light of the results reached in the following study, we will present some suggestions that can reduce the rate of psychological burnout in civil protection, especially the category of the Civil Protection Intervention Unit, since their profession is considered very sensitive, and we will present them in the following points:

- Establishing a psychologist for civil protection sector workers, to help them overcome their psychological problems and problems caused by work pressure and tension.

- Trying to create appropriate physical, psychological, and social working conditions for workers in the civil protection sector and developing awareness programs about the phenomenon of psychological burnout to educate employees and everyone in the sector and others about this phenomenon and the extent of its development.

- Organizing entertainment programs outside working hours to relieve pressure on employees to avoid psychological and physical exhaustion.

- Work to further expand the phenomenon of psychological burnout in civil protection intervention units and prepare preventive strategies to confront psychological pressures in the civil protection sector.

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