

BURNOUT SYNDROME EM TEACHERS IN INTEGRAL SCHOOL SERVICES

SÍNDROME DE BURNOUT EM PROFESSORES EM SERVIÇOS DE ESCOLA INTEGRAL

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RESUMO: O termo Burnout foi utilizado pela primeira vez publicamente por Maslach, no congresso Anual da Associação Americana de Psicologia, em 1997. Esta síndrome manifesta-se com base nos sintomas específicos e pode ser desenvolvida pela sobrecarga crônica de estresse laboral e concebida com um construto que abrange três fatores: exaustão emocional, despersonalização e sentimentos de reduzida realização profissional. Acomete profissionais cuja atividade requeira contato direto com o público, cuja tarefa envolve uma atenção intensa e prolongada a pessoas que estão em situação de necessidade ou dependência. Diante do exposto, o presente artigo objetivou identificar os fatores desencadeadores da síndrome de burnout em professores de escola integral. Este estudo integrativo, retrospectivo com abordagem quantitativa no qual foram pesquisados artigos relativos a professores do setor de escola com acometimentos para a síndrome de burnout. A presente investigação trata-se de uma revisão de literatura nos principais sites de busca acadêmica. Os principais achados dessa pesquisa foram referentes aos fatores desencadeadores da Síndrome de Burnout em enfermeiro dos serviços de escola integral e podemos afirmar que características pessoais não são por si mesmas desencadeantes da síndrome de burnout, mas facilitadoras ou inibidoras da ação dos agentes estressores. Neste estudo conclui-se que a síndrome de burnout, pode estar mais relacionado com fatores organizacionais do que com outros fatores pessoais, apontando que a síndrome se desenvolve em decorrência de um somatório de fatores, estes fatores afirmam que as condições ou ambiente de trabalho, são responsáveis pela emergência dos sintomas da síndrome de burnout.

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Palavras-chaves: Enfermagem em emergência. Burnout profissional. Condições de trabalho.

ABSTRACT: The term Burnout was first used publicly by Maslach at the 1997 Annual Congress of the American Psychological Association. This syndrome manifests itself based on specific symptoms and can be developed by chronic work stress overload and conceived with a construct that encompasses three factors: emotional exhaustion, depersonalization and feelings of reduced professional fulfillment. It affects professionals whose activity requires direct contact with the public, whose task involves intense and prolonged attention to people who are in a situation of need or dependence. Given the above, this article aimed to identify the triggering factors of burnout syndrome in emergency and general emergency nurses. This integrative, retrospective study with a quantitative approach, in which articles related to nurses in the urgency and emergency sector with impairments for the burnout syndrome were researched. The present investigation is a literature review in the main academic search sites. The main findings of this research were related to the triggering factors of Burnout Syndrome in nurses working in urgency and general emergency services, and we can say that personal characteristics are not in themselves triggers of burnout

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syndrome, but facilitators or inhibitors of the action of stressors. In this study it is concluded that the burnout syndrome, can be more related to organizational factors than to other personal factors, pointing out that the syndrome develops as a result of a sum of factors, these factors state that the working conditions or environment, are responsible for the emergence of symptoms of burnout syndrome.

Keywords: Emergency nursing. Professional burnout. work Conditions.

1. INTRODUCTION

Work is one of the reasons for satisfying various human needs: a source of survival, self-realization and maintenance of interpersonal relationships. However, it can also be a cause of illness when exposed to health risk factors and the worker does not have the necessary equipment to avoid and protect himself from these risks, including risks for psychological illness. (FRANCE et al.,2014) .

Among these types of disorders is Burnout Syndrome (BS) or "Professional Exhaustion", considered a Psychological Syndrome resulting from the chronic emotional tension experienced by the worker, the lack of adaptation to the needs arising from the mental structure and the ergonomic content of the tasks, which is translated by dissatisfaction, suffering or state of anxiety, rarely expressed in words or explained by the workers themselves. (LIMA et al.,2013).

In 1974, the term Burnout was used for the first time, mentioned by psychologist Hebert J. Freunberger, after observing a staff of young employees of a drug addict clinic in New York in the United States, who complained that they no longer saw patients as people in need of help, since these patients did not strive to properly follow their treatment. Since then, several authors, such as Maslach (1976), Cherniss (1980), Pines (1989), among others, have exposed their theories and definitions about burnout syndrome. (MUROFUSE, et al.,2012; SCHAWARTZMANN L. 2013).

Maslach's proposal was the one with the greatest impact and academic acceptance, defining it as a syndrome of emotional fatigue, depersonalization and low personal achievement, and the manifestation may be physical, psychic or a combination of the two, which can occur between individuals whose work requires contact with people, especially when this activity is considered of help (doctors, nurses, (GIL-MONTE, PR. 2013).

Silva et al. (2014) details the aspects of its manifestation:

Its manifestation occurs through four symptomatological classes, being: physical (constant fatigue, sleep changes, gastrointestinal disorders, weight loss, cardiovascular and respiratory disorders, and muscle and/or musculoskeletal pain), psychic (lack of attention, changes in memory, anxiety, impatience, sudden changes in mood, distrust and frustration), behavioral (aggressiveness, irritability, neglect at work, inability to relax, relationships affected due to distancing and indifference) and defensive (isolation, feeling of omnipotence, irony and cynical attitude). (SILVA et al 2014).

For nursing professionals, this syndrome mainly affects those who work in the integral school sector, a sector that is surrounded by situations of great responsibilities, where it needs a high index of precision and knowledge to deal with occurrences that require rapid and strategic action, where the accumulation of episodes favor scans of stress, making them more susceptible to health problems. According to the Health Education Authority, nursing is classified as the fourth most stressful profession in the public sector (LIMA et al., 2013; MUROFUSE et al., 2012).

In addition, it is in the emergency department that nurses are exposed to psychological, physical, chemical and ergonomic risks, reducing their production capacity, developing their activities with less precision. Consequently, they often get sick, and become anxious people more likely to develop depression, having as main complaint, demotivation to the work environment, in addition to increasing the risks to iatrogenic (FURTADO; ARAÚJO, 2010).

The present study aimed to identify the triggering factors of burnout syndrome in full school teachers.

2. METHODOLOGY

This is an integrative review of the literature. This method opportunizes the synthesis of other studies through different studies, requiring a rigorous analysis of the collected data. Thus, the review is characterized as a type of recapitulation of the literature that aggregates findings of several studies developed through different methodologies (SOARES, et al., 2014).

To perform the study, the following steps were selected: 1) selection of the research question; 2) definition of the inclusion and exclusion criteria of the study; 3) representation of the selected studies in table format, considering all the characteristics in common; 4) critical analysis of the findings, identifying

differences and conflicts; 5) interpretation of the results and 6) clearly report the evidence found.

The articles were surveyed through the Virtual Health Library from the Scielo (Scientific Electronic Library Online) database, Lilacs developed from August 2017 to April 2018, the descriptors: emergency nursing were used; professional burnout; working conditions; worker's health. The following inclusion criteria were respected: publications between 2009 and 2015, in the Portuguese language, full text available, published in the electronic bases already mentioned, which refer to the triggering factors of BS in teachers of emergency services and full emergency; and exclusion criteria: Articles with restricted access, experience reports, abstracts, duplicate articles, language in English and Spanish, news and studies that did not address the theme.

We began the search by crossing the descriptors: "emergency nursing;" "professional burnout", using the Boolean connector "AND". From this search, a total of 186 articles emerged. Subsequently, the crossing was performed with the descriptors "emergency nursing;" "professional burnout;" "working conditions;" with the connective "AND", where a total of 23 articles resulted. The total search resulted in 209 studies. These were excluded those who did not directly address the theme of this study and who were not part of the inclusion criterion, leaving 15 samples.

After reading the titles, abstracts and their reading in full, a total of 5 studies remained to make up the present study. And later they were cataloged in an instrument in frame format, classified according to: article name, database, year and place of the article, published journal, type of study and its results and final considerations of each sample.

Because it is a literature review, the present study was not presented to the Research Ethics Committee, however, all ethical aspects regarding the citation of information and ideas consulted were respected.

3. RESULTS AND DISCUSSION

Five studies were selected based on the established criteria that met the proposed objectives. The synthesis of the articles was carried out according to the title of the article, database, year and place of the article, published journal, type of

study and the results and final considerations of each sample in which it is found in Chart 1

Table 1- Summary of the articles selected for the study:

Article Title	Database	Year/Location	Periodic	Types of study	Results and Final Considerations
1.Prevalence of Burnout syndrome in nursing workers of a large hospital in southern Brazil	VHL	2009, Rio de Janeiro	Public Health Notebook.	Quantitative	The response rate obtained was 100%, since all workers approached agreed to respond to the research, this finding suggests that working conditions as a whole, rather than the isolated characteristics of workers or the work environment, are responsible for the emergence of burnout symptoms.
2.Levels of occupational stress and stressful activities in emergency unit teachers	LILACS	2014, Amazonas	Rene - Journal of the Nursing Network of the Northeast	Transverse	Of the 36 teachers of emergency units, when verifying the degree of wear and tear they believed to be, and classifying them as stress levels experienced at work, can be observed at a high level of stress in the work environment. The stress of teachers in emergency units was related to the work environment and the management activities developed concomitantly with care activities.
3.Burnout syndrome in school services nursing professionals	LILACS	2017, Maranhão	Research Magazine: Care is Fundamental Online	Integrative Literature Review	Among the selected articles, 07 dealt with stress; 04 spoke of quality of life and leisure; 01 addressed the somatic symptoms associated with Burnout and 03 detailed about burnout syndrome, addressing the predictor factors and symptomatological dimensions according to the Maslach Burnout Inventory. This study is important for the population, professionals and managers to acquire knowledge about the syndrome, and may contribute to the

					development of coping strategies, which will minimize the risks of triggering burnout
4.Stressors and coping: teachers of a hospital emergency unit	LILACS	2009, Rio Grande do Sul	Electronic Journal of Nursing	Analytical Quantitative Transversal	Most are women, specialists, 30-45 years, 47.4% have children, 47% work from 10-15 years in the profession and 68% work exclusively. They live with countless stressors. The management of occupational stress can have an impact on improving teachers' performance, preserving health and increasing the quality of care
5.Predictors of Burnout Syndrome in pre-hospital emergency room teachers	SCIELO	2012, Alagoas	São Paulo Nursing Act	Descriptive Exploration Quantitative	The variability expressed by the coefficient of variation was not high, since this measure was, at most, equal to 33.17. There was no statistically significant difference between the variables studied and the symptomatological dimensions of Burnout Syndrome. The syndrome may be more related to organizational factors of work than to the type of activity developed by professionals or sociodemographic findings.

Source: Author of the study

The present study resulted in 3 articles in the Lilacs database, 1 study in the Virtual Library of Scielo and 1 article in the VHL. The most present years of publications were in 2009 with 22.2% (2 articles) in total, one for each year. 11.11% (1 article) for 2012, 11.11% (1 article) for 2014 and 11.11% (1 article) for 2017.

The nursing journals in which the samples were published were diversified according to the location of each region, two studies from the northeast region, one from the southeast region, one from the north and one from the southern region,

specifically from the state of Rio Grande do Sul, thus obtaining a view even if expanded of the nurse's attributions in each region of Brazil. The types of study identified were: quantitative, descriptive and cross-sectional. The number was 33.33% (3 articles), 11.11% (1 article) of descriptive nature, 11.11% (1 article) of cross-sectional character.

Regarding the results and final considerations of the respective studies, we had findings regarding the triggering factors of Burnout Syndrome in nurses in full school services.

All articles addressed the attributions, service environment and working hours of teachers of school services, where work overload was emphasized, working in unhealthy environments, fear of verbal and physical aggression, repetitive work and wage delay. In addition, the lack of permanent education for teachers regarding their competencies within the integral school was evidenced, whether assistance or managerial.

Figure 1 – Triggers of burnout syndrome in teachers of full school services.

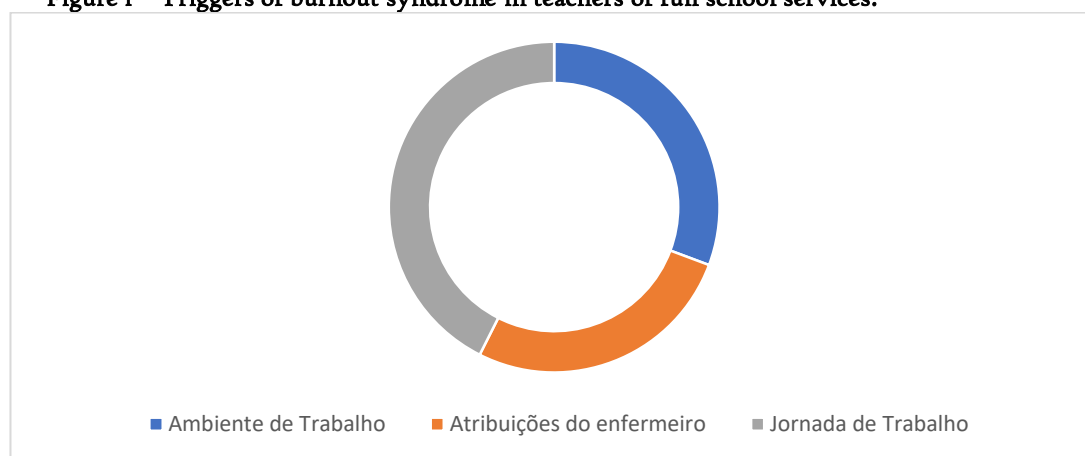


Figure 1 shows that the work environment and the working hours of teachers are the main factors for triggering Burnout Syndrome. The collection was made in the 5 articles used to make up this study, in which it was found that unhealthy environments, on workload, among others, are paramount for the onset of the syndrome.

According to Pereira (2012), "*Personal characteristics, such as age, gender, educational level, marital status and having children are not by themselves triggering burnout syndrome, but facilitators or inhibitors of the action of stressing agents*".

3.1 WORKING ENVIRONMENT

Table 2 - Influence of the working environment for the development of BS

Articles	Working in a competitive climate	Working in unhealthy environments
A1.	65% (9 out of 14)	86% (12 people out of 14)
A2.	84% (30 people out of 36)	50% (18 people out of 36)
A3.	71% (40 people out of 57)	41% (23 people out of 57)
A4.	95% (18 people out of 19)	79% (15 out of 19)
A5.	90% (34 people out of 38)	50% (19 people out of 38)

Source: Data collected by the author himself

Chart 2 shows that the work environment presents high levels for triggering burnout syndrome. In all, 218 teachers stated that working in a competitive climate and working in environments of unhealthy condition, causes some degree of physical and emotional demotivation to work. According to KIRCHHOF (2015), nurses in the emergency department are responsible for direct patient care and are susceptible to several conditioning factors present in the work environment, factors that have generated concerns in the care provided with the patient.

3.2 NURSE ASSIGNMENTS

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Table 3 analyzes the teachers' responses to their attributions in the emergency sector and the lack of materials necessary for the execution of their activities, shows that this is a positive factor for the triggering of stress.

Table 3 - Influence of unavailability of materials for the development of BS

Articles	Perform repetitive work	Lack of materials to carry out the work
A1.	86% (12 people out of 14)	50% (7 people out of 14)
A2.	84% (30 people out of 36)	31% (11 people out of 36)
A3.	79% (45 people out of 57)	27% (15 people out of 57)
A4.	74% (14 people out of 19)	53% (10 people out of 19)
A5.	79% (30 people out of 38)	43% (16 people out of 38)

Source: Data collected by the author himself

Nursing professionals in emergency units develop numerous activities that require physical effort, but performing repetitive work without adequate materials not only requires more of the physical condition, but also the psychological condition. In all, 131 teachers stated that repeating a work that has already been

performed is tiring, another 59 teachers in response to the lack of material to perform their activities, show that they do not feel it as a stressor. According to FURTADO, (2013) the recognition of nurses to the item on alert for the level of stress, portrays the situations experienced in the scope of work, in the execution of activities in emergency units and, evidences the difficulty that the professional has to define the concept of stress.

3.3 WORKING DAY

Table 4, highlights a worrying result, shows that 302 teachers are fulfilling a higher hourly load and developing activities that go beyond their function.

Table 4 - Influence of the working environment for the development of BS

Articles	Practice a workload longer than the established	Develop activities beyond my occupational function
A1.	86% (12 people out of 14)	93% (13 people out of 14)
	95% (34 people out of 36)	84% (30 people out of 36)
	99% (56 people out of 57)	97% (55 people out of 57)
A2.	90% (17 people out of 19)	85% (16 people out of 19)
A3.	95% (36 people out of 38)	87% (33 people out of 38)

Source: Data collected by the author himself

Contributing to the information of these data, the burden required of these teachers to perform tasks beyond their occupational function generates an alert to a high level of stress, making it difficult to perform their activities correctly in the emergency sector (AQUINO, 2009).

When workers suffer physical and emotional strain, they are not solely responsible for the fatigue, anger and attitude of indifference they adopt. Such wear is a sign of an important dysfunction in the organization's environment and, therefore, reveals more about the workplace than about those who work in it, there are countless motivating factors of this stress, the deterioration in the quality of services of health institutions and, the high rates of absenteeism of professionals in this area are some of the consequences of this situation, all strongly related to the high incidence rate that characterizes the syndrome (MASLACH, 2010).

4. FINAL CONSIDERATIONS

It was evidenced throughout the study that the personal characteristics of teachers in school services are not by themselves triggering the symptoms of burnout syndrome, but facilitators or inhibitors of the action of stressors. It was also identified that the strongest triggering factors of Burnout Syndrome have greater development in the work day and work environment of the nursing professional.

This study also showed that burnout is more related to organizational factors (physical environments, organizational changes, institutional norms, bureaucracy, communication and security), which with personal factors (age, gender, children, leisure and occupational level), pointing out that the syndrome develops due to a sum of factors.

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