

## THE RISK OF BURNOUT SYNDROME IN SPEECH-LANGUAGE PATHOLOGISTS IN THE REPUBLIC OF SERBIA

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### Abstract

Burnout is a current topic which many researchers are dealing with. This syndrome is most commonly considered to occur in people who are engaged in 'helping professions'. Since speech-language pathologists belong to the helping professions, the goal of this study was to assess the extent to which burnout symptoms are present among speech-language pathologists in the Republic of Serbia. The sample of this research included 150 speech-language pathologists employed in state institutions and private centres throughout the Republic of Serbia. The assessment of burnout symptoms was performed using the Maslach Burnout Inventory – Human Services Survey (MBI-HSS), which measures three different dimensions: emotional exhaustion, depersonalisation, and personal achievement. The use of statistical procedures confirmed the majority of the research hypotheses. This population displays burnout symptoms, which are usually low (on the Depersonalisation and Personal Achievement scales) or high (Emotional Exhaustion) in degree. According to the findings of this study, while older speech-language pathologists report a high level of emotional exhaustion, they also report a higher level of personal achievement. Respondents with more work experience report a greater level of exhaustion. Lower levels of emotional weariness and a lower degree of personal achievement were reported by speech-language pathologists with less work experience. Satisfaction with one's level of income was found to be the most significant predictor of burnout symptoms. Marital status and the number of children have not been associated with burnout symptoms.

**Key words:** professional burnout, speech-language pathologists, emotional exhaustion, depersonalisation, personal achievement

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## РИЗИК ОД ПРОФЕСИОНАЛНОГ САГОРЕВАЊА КОД ЛОГОПЕДА У РЕПУБЛИЦИ СРБИЈИ

### Апстракт

Сагоревање на послу једна је од актуелних тема данашњице и све више истраживања се њоме бави. Сматра се да су јој нарочито подложни професионалци из такзованих „помагачких професија“. С обзиром на то да професија логопеда спада у помагачке професије, циљ истраживања био је да се утврди степен у којем су симптоми сагоревања на послу присутни код ових стручњака у Републици Србији. У овом истраживању учествовало је 150 логопеда запослених у државним и приватним установама широм Републике Србије. Испитивање симптома сагоревања обављено је помоћу Упитника сагоревања на послу за помагачка занимања (енгл. *Maslach Burnout Inventory – Human Services Survey (MBI-HSS)*) који мери различите димензије: емоционалну исцрпљеност, деперсонализацију и лични успех. Применом статистичких поступака потврђена је већина истраживачких хипотеза. Симптоми сагоревања, углавном ниског (на скалама деперсонализације и личног успеха) или високог степена (емоционална исцрпљеност), постоје у овој популацији. Резултати овог истраживања указују да старији логопеди пријављују виши ниво личног професионалног успеха иако осећају и висок ниво емоционалне исцрпљености. Већи степен исцрпљености се појављује код испитаника са дужим радним стажом. Код логопеда са краћим радним стажом уочени су нижи нивои емоционалне исцрпљености, али и мањи ниво личног успеха. Као најзначајнији предиктор симптома сагоревања показало се задовољство висином прихода. Показало се да брачни статус и број деце нису повезани са симптомима сагоревања.

**Кључне речи:** професионално сагоревање, логопеди, емоционална исцрпљеност, деперсонализација, лични успех

### INTRODUCTION

In the last few years, burnout syndrome has captured the attention of numerous researchers. In literature, it is defined as a state of chronic stress leading to emotional and physical exhaustion, depersonalisation, and feelings of inefficiency and unfulfillment, which prevents successful functioning both personally and professionally. It develops as a prolonged response to chronic interpersonal stressors in the workplace. Its three dimensions were singled out to be: excessive exhaustion, depersonalisation, and lack of personal achievement. This three-dimensional model is significant because it places an individual's stress experience in a social context and implies a person's perception of himself and others (Maslach & Leiter, 2016). As emotional capabilities are wasted, individuals feel that they have nothing to offer on a psychological level (Maslach, Jackson & Leiter, 2012). In terms of long-term consequences, overworking and high levels of stress can lead to burnout (Tucker, Weymiller, Cutshall, Rudy, & Lohse, 2012).

The term was introduced by the American psychologist Freudenberg in the 1970s. It is included in the 11th revision of the International Classification of Diseases (ICD-11) under the code 'QD85'. It specifically refers to phenomena in a professional context, and should not be used to describe experiences in other areas of life (WHO, 2018). Some of the risk factors associated with the syndrome are negative aspects of work (such as overworking, conflicts in the workplace, job insecurity, reduced resources, imbalance between effort and reward, etc.), occupational causes (excessive demands, years of service, organisational requirements, etc.), and demographic variables (younger people, unmarried people, personality traits, unrealistically high expectations, low income, etc.) (Carold-Artar & Vázquez-Cabrera, 2013).

People who suffer from burnout usually manifest psychosomatic disorders (weakness and sleep disorders), emotional problems (anxiety and depression), relationship disorders (hostility, mistrust, and apathy), or behavioural disorders (aggression, irritability, and isolation) (Cañadas-De la Fuente, Vargas, San Luis, Garcia, Cañadas, & De la Fuente, 2015). Domestic authors point out the importance of differentiating burnout from stress and depression. Occupational burnout syndrome differs from stress in that it lasts longer and has the clinical picture of a chronic disorder (Baić, 2017). It differs from depression in that it manifests exclusively in the workplace, but not in other areas of an individual's life, because, at least at the beginning of the process, the symptoms are triggered by circumstances in the workplace. At the same time, burnout syndrome is exclusively related to the content of work, which is the opposite of depression which can be associated with all areas of human life (Dedić, 2005).

Some studies indicate that this syndrome occurs more commonly in people under 30 or 40 years of age, unmarried people, and people with a higher level of education, while the study concerning gender differences did not indicate significant differences (Maslach, Schaufeli & Leiter, 2001). Research on the impact of marital status on professional burnout was also conducted on samples of respondents working in other helping professions. For example, married nurses in Nigeria showed lower levels of job burnout than widows (Ifeagwazi, 2006). Unmarried educators showed a higher level of emotional exhaustion and depersonalisation than married ones, while married educators had a higher degree of burnout on the personal achievements scale (Kış, 2014).

Professionals who work in helping professions often spend a long time with other people. Client problems are often difficult to recognise and treat, which can lead to frustration with therapists. For people who work in such conditions for a long time, chronic stress can be emotionally exhausting and can lead to burnout at work (Maslach et al., 2012, p. 11).

A speech-language pathologist is an expert in the area of prevention, detection, diagnosis, and treatment of speech, language, social

communication, cognitive-communication, and swallowing disorders in children and adults (ASHA, 2016). There is a wide range of institutions where it is possible to seek speech and language pathology help and counselling (speech pathology centres, health centres, developmental counselling centres, geriatric centres, school dispensaries, hospitals, institutes, preschool, and primary schools, private practices, etc.). Areas in which the speech-language pathologist provides services are primary, secondary, and tertiary health care, and the educational system, as well as social care institutions, and private practices. The speech-language pathology profession usually necessitates many years of work, an excessive workload, a lack of autonomy at work, and a physical environment that is out of proportion to the quantity of work and income. These factors can discourage the professional, leaving him with no time to expand his knowledge, skills, and abilities, which can lead to mechanical service provision (Menghini, Paz & Lautert, 2011).

By researching literature on the presence of burnout symptoms in this population, it can be concluded that there is a very limited number of studies that have addressed this issue. Furthermore, the smaller number of studies published in this field in the Republic of Serbia implies that the examination of professional burnout is relatively overlooked in our country, and that it is mainly focused on helping professions (Ivanović, Ivančević, Trajković, & Maričić, 2020). Available research in foreign and domestic literature has been mainly based on the examination of occupational overload in medical workers (e.g. Vićentić, Jovanović, Dunjić, Pavlović, Nenadović, & Nenadović, 2010; Dedić, 2005; Medisauskaite & Kamau, 2019; Zhang, Wang, Xie, Yin, Shi, & Zhang, 2020; Zotović, Ukropina, Mijatović-Jovanović, & Harhaji, 2022; etc.), students (e.g. García-Flores, Vega Rodríguez, Farias Fritz, Améstica-Rivas, & Aburto Godoy, 2018; Ilić Živojinović, Backović, Belojević, Valčić, Soldatović, & Janković, 2020; etc.), and the population of special educators and rehabilitators (e.g. Duli, 2016; Jovanović, Karić, Hinić, Stojanović, Džamonja-Ignjatović, & Mihajlović, 2019; Zdravković, 2015; etc.).

Data on professional burnout among speech-language pathologists was scarce until 2014 (Brito da Nobrega & Barboza, 2014). The available data is recent. Thus, according to a study conducted in Iran involving 182 speech-language pathologists, all respondents reported a low or moderate degree of burnout. The burnout degree was higher in respondents with more clients and lower incomes (Kasbi, Kaviani, Mokhlessin, Monshizadeh, Noruzi, & Sadat Kia, 2018). A study of burnout among school speech-language pathologists found significant levels of stress and burnout in the following areas: client number, earnings, and consumption of medication. According to the authors, interventions to help this population should focus on increasing support, reducing the number of clients, and improving salaries (Ferney Harris, Prater, Dyches, & Allen Heath, 2008). According to Italian researchers, 32.2% of rehabilitation profes-

sionals (including speech-language pathologists) were at high risk on the Emotional Exhaustion scale, 13.8% were at high risk on the Depersonalisation scale, and 9.2% were at high risk on the Personal Achievement scale (Bruschini, Carli, & Burla, 2018). In a study conducted on a sample of 217 Italian speech-language pathologists, another group of authors found that a lack of coherence is a risk factor for the development of symptoms of professional burnout (Galleta et al., 2019).

Due to the growing number of children and adults with speech and language disorders, and the increasing workload, speech-language pathologists are faced with intense business demands and an increasing number of responsibilities, which makes them particularly vulnerable to burnout and job dissatisfaction (Wisniewski and Gargiulo, 1997; according to Matijević, 2020). Given that the speech-language pathologist profession belongs to the helping professions, whose professionals are, according to previous research, particularly exposed to burnout syndrome at work, this study aimed to determine the degree to which burnout symptoms are present among these professionals in the Republic of Serbia.

## METHOD

### *Problem, Aim and Tasks of Research*

The basic question in this research was whether speech-language pathologists are at risk of burnout. Accordingly, the research aimed to determine the degree of burnout symptoms in this population.

Based on the subject and the goal of the research, the following tasks related to the connection between socio-demographic variables and the presence of burnout symptoms were set: (1) examine the degree of burnout symptoms in speech-language pathologists; (2) examine whether the appearance of burnout symptoms is influenced by age; (3) examine whether the appearance of burnout symptoms is affected by years of service; (4) examine whether the appearance of burnout symptoms is influenced by the type of institution in which the respondents are employed; (5) examine the influence of marital status on the occurrence of burnout symptoms; (6) examine whether there is a difference in the degree of burnout between persons who have and persons who do not have children; and (7) examine whether salary satisfaction affects the appearance of burnout symptoms.

### *Research Hypotheses*

Based on the research tasks and the previously presented research on the topic (which were performed on a more heterogeneous population), the following hypotheses were formulated: (1) symptoms of burnout are more pronounced in older subjects than they are in younger sub-

jects; (2) symptoms of burnout are reflected in people with longer work experience to a greater degree; (3) symptoms of burnout are reflected in persons employed in private practices to a greater degree than they are in persons employed in state institutions; (4) burnout symptoms are reflected in unmarried people to a greater degree than they are in single or divorced people; (5) symptoms of burnout are reflected in people who have children to a greater degree than they are in people who do not have children; and (6) people who are less satisfied with their level of income will show a higher degree of burnout.

### Research Method

**Sample.** This study included 150 participants. The convenience sample consisted of experts working in private and public institutions throughout the Republic of Serbia who voluntarily consented to participate in the study. The questionnaire was distributed to the respondents in printed form.

The mean age of the respondents was 33.76 years ( $SD = 7.808$ ), while the mean value for years of service was 7.58 ( $SD = 6.923$ ). The mean value of satisfaction with income was 2.89 ( $SD = 1.044$ ), which indicates that the respondents are, on average, indifferent to their income. The demographic characteristics of the sample are shown in Table 1.

Table 1. Sample structure concerning socio-demographic variables

$n = 152$		f	P	$\chi^2$
Gender	Male	4	2.70%	
	Female	146	97.30%	134.427**
	Total	150	100.00%	
Type of institution	State	89	59.30%	
	Private	61	40.70%	5.227*
	Total	150	100.00%	
Marital status	Unmarried	67	44.70%	
	Married	83	55.30%	1.707
	Total	150	100.00%	
Parental status	No children	77	51.30%	
	One child	32	21.30%	22.680**
	Two and more children	41	27.30%	
	Total	150	100.00%	
Satisfaction with income	Very dissatisfied	17	11.30%	
	Mostly dissatisfied	30	20.00%	
	Neither satisfied nor dissatisfied	64	42.70%	58.867**
	Mostly satisfied	30	20.00%	
	Very satisfied	9	6%	
Total	150	100.00%		

Note:  $n$  - number of respondents;  $f$  - frequency;  $P$  - percentage;  
 $\chi^2$  - results of the  $\chi^2$  test; \* -  $p < 0.05$ ; \*\* -  $p < 0.01$ ;

**Instrument and procedure.** First, data on the socio-demographic characteristics of the respondents (gender, age, years of service, marital and parental status, and satisfaction with the level of income) was collected. Data collection was performed in September 2020.

The research was conducted using MBI-HSS (Maslach Burnout Inventory - Human Services Survey) (Maslach, Jackson & Leiter, 1996)<sup>1</sup>. It consists of 22 statements divided into three sections, with which respondents express the degree of agreement on a seven-point Likert-type scale from zero (“Never”) to six (“Every day”). To determine the risk of burnout syndrome, this instrument measures three components: emotional exhaustion, depersonalisation, and personal achievement. A score is calculated for each of the listed components. High scores in the first two sections, and a low score in the last section may indicate burnout. The reliability coefficients (Cronbach’s  $\alpha$ ) are: 0.90 (Emotional Exhaustion), 0.79 (Depersonalisation) and 0.71 (Personal Achievement).

**Data processing.** The collected data was processed using the SPSS program (Statistical Package for Social Sciences). Methods of descriptive and inferential statistics were used to analyse the results as follows: T-test for independent samples (to examine differences concerning the type of institution and marital status), One-factor analysis of variance - ANOVA (parental status), Correlation analysis (to examine the correlation of age, years of service and satisfaction with income with the results on all scales), and Multiple regression analysis (for the possibility of predicting burnout in relation to age, work experience and satisfaction with income).

## RESULTS

After statistical processing, the following results were obtained:

*Table 2. Classification of results into categories of burnout*

	Classification (%)		
	Low	Moderate	High
<i>n = 150</i>	P (N)	P (N)	P (N)
Emotional exhaustion	30.00% (45)	34.70% (52)	35.30% (53)
Depersonalisation	63.30% (95)	24.70% (37)	12.00% (18)
Personal achievement	90.70% (136)	9.30% (14)	0.00% (0)

*Note:* P – percentage; N – number of respondents;

Table 2 shows the results of the respondents’ answers concerning the degree of burnout. On the Emotional Exhaustion scale, the highest

<sup>1</sup> Note: The use of the instrument in this research has been approved by Sinapsa edicije d.o.o., Kopernikova 6, 11 000 Belgrade;

percentage of respondents reported a high degree of burnout (35.3%), followed by a moderate degree of burnout (34.7%), while the lowest percentage of respondents reported a low degree of burnout (30.0%).

As concerns the Depersonalisation scale, the highest percentage of respondents reported a low degree of burnout (63.3%), followed by reports of a moderate degree of burnout (24.7%), and the lowest percentage of respondents reported a low degree of burnout (12.0%).

Most of the respondents reported a low degree of burnout on the Personal Achievement scale (90.7%), while none of the respondents reported a high degree of burnout. This indicates that most of the respondent feel a high level of personal achievement.

*Table 3. Descriptive measures*

<i>n</i> = 150	<i>M</i>	<i>SD</i>	<i>SEM</i>
Emotional exhaustion	22.69	9.429	0.770
Depersonalisation	5.56	5.330	0.435
Personal achievement	38.27	6.903	0.564

*Note:* *n* - number of respondents; *M* - arithmetic mean; *SD* - standard deviation; *SEM* - standard measurement error;

There was a statistically significant correlation between age and the test results on subtests Emotional Exhaustion ( $r = 0.195, p < 0.05$ ) and Personal Achievement ( $r = 0.202, p < 0.05$ ), while no significant correlation was observed on the Depersonalisation scale ( $r = -0.025, p > 0.05$ ). Older respondents are more emotionally exhausted and experience more personal achievement, while younger respondents experience less emotional exhaustion and less personal achievement.

Using Pearson's correlation, the hypothesis on the connection between the respondents' work experience and burnout was also tested. Statistical analysis showed that there is a statistically significant relationship in terms of the respondents' years of service on the scales Emotional Exhaustion ( $r = 0.162, p < 0.05$ ) and Personal Achievement ( $r = 0.212, p < 0.01$ ), while this relationship was not observed on the Depersonalisation scale ( $r = -0.048, p > 0.05$ ). People with more work experience are more emotionally exhausted and experience more personal achievement.

The T-test for independent samples did not show a statistically significant difference in burnout between the respondents in relation to either the type of institution in which the respondents are employed (Emotional Exhaustion ( $t = -0.258, df = 148, p > 0.05$ ), Depersonalisation ( $t = -0.617, df = 148, p > 0.05$ ) and Personal Achievement ( $t = 1.139, df = 148, p > 0.05$ )) or the respondents' marital status (Emotional Exhaustion ( $t = 0.409, df = 148, p > 0.05$ ), Depersonalisation ( $t = 1.094, df = 148, p > 0.05$ ) and Personal Achievement ( $t = -1.357, df = 148, p > 0.05$ )).



Using One-way ANOVA, no statistically significant difference in burnout was observed on the Emotional Exhaustion ( $F(2,147) = 0.881$ ;  $p > 0.05$ ), Depersonalisation ( $F(2,147) = 0.959$ ;  $p > 0.05$ ), or Personal Achievement ( $F(2,147) = 0.827$ ;  $p > 0.05$ ) scales among the subjects in terms of their parental status.

The hypothesis which assumed that persons who are less satisfied with their level of income will show a higher degree of burnout is confirmed. A statistically significant correlation was shown to exist between satisfaction with the level of income and burnout on all subtests, namely: Emotional Exhaustion ( $r = -0.430$ ,  $p < 0.01$ ), Depersonalisation ( $r = -0.238$ ,  $p < 0.01$ ) and Personal Achievement ( $r = 0.216$ ,  $p < 0.01$ ). It has been shown that persons who reported a higher degree of satisfaction with the level of income feel less emotional exhaustion and depersonalisation, while experiencing more personal achievement.

Using multiple regression, we examined whether emotional exhaustion, depersonalisation, and personal achievement could be predicted by age, years of service, and satisfaction with income (Table 4). Satisfaction with the level of income was shown to be a significant predictor for all three of the examined factors, while statistical significance was not shown for age and work experience in the given models.

*Table 4. Possibility of predicting burnout concerning age, years of service and satisfaction with income*

$n = 150$		$R$	$R^2$	$F$	$df_1$	$df_2$	$\beta$	$t$	$p$
Emotional exhaustion	Age						0.227	1.032	0.304
	Years of service	0.445	0.198	<b>11.988**</b>	3	146	-0.125	-0.574	0.567
	Satisfaction with income						-0.404	-5.321	<b>0.000**</b>
Depersonalisation	Age						0.084	0.353	0.724
	Years of service	0.257	0.066	<b>3.439*</b>	3	146	-0.173	-0.733	0.464
	Satisfaction with income						-.252	-3.070	<b>0.003**</b>
Personal achievement	Age						0.121	0.525	0.600
	Years of service	0.337	0.114	<b>6.255**</b>	3	146	0.147	0.638	0.524
	Satisfaction with income						0.269	3.372	<b>0.001**</b>

Note: \* -  $p < 0.05$ ; \*\* -  $p < 0.01$ ;

### *DISCUSSION*

The convenience sample in this study was made up of professionals working in private and public institutions in the Republic of Serbia who voluntarily agreed to participate in the study. The respondents' mean age was 33.76 years, and their mean years of service was 7.58 years. On a scale of 1 to 5, the mean value of satisfaction with the level of income was 2.89, suggesting that, on average, respondents were indifferent to their level of income.

The presence of professional burnout in the speech pathology profession was examined using the MBI-HSS instrument (Maslach Burnout Inventory - Human Services Survey: MBI-HSS) (Maslach, Jackson, & Leiter, 1996). So far, it has been applied to experts from numerous professions, but it was only recently, in the last several years, applied to speech-language pathologists. In the future, after gathering sufficient data from different nations, it would be beneficial to analyse the findings of those studies and identify the similarities and differences in burnout among speech-language pathologists from different language areas. The results of this study, which aimed to determine the extent to which burnout symptoms are present among speech-language pathologists in the Republic of Serbia, confirmed most of the hypotheses set in the methodology section of the paper, while it dismissed others.

The gender of the majority of the respondents (97.3%) was a limiting factor in extending the existing studies to the influence of gender on the subject of the study. Other research findings likewise did not show statistically significant differences between genders, due to the samples' disproportionality. Speech-language pathology is a 'female-gendered' occupation since a significantly larger number of women are employed and educated in it. The belief that women more often choose this profession due to their higher levels of empathy and tendency to cope with the challenges required to work with this population is widespread (Mahmutović & Nikolić, 2019; Stringari *et al.*, 2019).

In our study, the highest percentage of respondents reported a high level of emotional exhaustion (35.3%) and a low degree of burnout on the scales of Personal Auccess (90.7%) and Depersonalisation (63.3%). These findings differ from those obtained by Canadian authors, whose results, obtained using a specially designed questionnaire on a bigger sample than the one included in our study, found moderate (26%) and low (50%) levels of burnout in the majority of their respondents (Potter & Legace, 1995). According to Kaegi *et al.* (2002), it is more useful to analyse which components of the job speech-language pathologists are satisfied with, whether these are sufficient reason for one to remain in their current workplace, and which areas require changes. Other authors state that, despite emotional exhaustion, individuals may still feel their work is

worthwhile and may not have a negative attitude toward their clients (Swidler & Ross, 1993).

Certain empirical data shows that the risk of professional burnout is higher among older speech-language pathologists (Severn, Searchfield, & Huggard, 2012). According to our findings, older respondents, and those with more work experience, are more emotionally exhausted, but experience more personal achievement, whereas younger respondents reported less emotional exhaustion, along with a lower degree of personal achievement. Similar data was obtained by Jovanović et al. (2019) on a more general sample of special educators and rehabilitators (and not speech-language pathologists specifically) in relation to the relationship between age and professional burnout, and by Popov and Stefanović (2016) in relation to the relationship between years of service and burnout.

Some authors argue that younger persons are still getting used to working and are eager to prove themselves and secure permanent employment. It is possible that they have different life priorities and do not consider workplace concerns, but older professionals probably feel the cumulative effect of many years of effort, deteriorating working conditions, and possibly a sense of unfulfillment or loss of perspective (Jovanović et al., 2019). Certain empirical findings suggest that younger persons are more likely to experience burnout because they have less professional experience and have not established effective coping strategies for workplace stress (Bilge, 2006; Maslach, 2001).

Lack of autonomy, an unsuitable work environment, and income dissatisfaction are all factors that contribute to job dissatisfaction. To compensate for such negative factors, it is essential to create a working environment in which professionals have greater autonomy, in which they can progress professionally and self-develop, and in which their efforts are rewarded with appropriate salaries (Oh, 2019). According to the findings of our study, dissatisfaction with one's level of income has a significant impact on professional burnout among speech-language pathologists. Individuals who reported higher levels of income satisfaction reported less emotional exhaustion and depersonalisation, and a greater degree of personal achievement. Other authors point out that intervention through salary increases would be effective in reducing burnout. Given the fact that speech-language pathologists have a responsibility to children and their families, interventions to reduce burnout symptoms are crucial (Ferne Harris et al., 2008; Stringari et al., 2019).

Due to the nature of their work, speech-language pathologists must take care of their physical and mental health, as the quality of the services they provide is dependent on these factors (Brito da Nobrega et al., 2014). Cooperation with specialists from other fields (such as psychologists) could have an impact on job satisfaction. It was found that speech therapists who collaborated more closely with psychologists were more satisfied (Ocampo & Kennedy, 2019).

### CONCLUSION

It should be emphasised that recent reviews of literature indicate a variability of findings and used methodologies when it comes to professional burnout among speech-language pathologists, as well as a scarcity of data in this field (Brito-Marcelino, Oliva-Costa, Sarmiento, & Carvalho, 2019; Ewen, Jenkins, Jackson, Jutley-Neilson, & Galvin, 2021). According to our knowledge, this is the first study which examined professional burnout and its dimensions in this population in the Republic of Serbia in detail. Age, years of service, and level of income were found to be the most significant factors in professional burnout among speech-language pathologists in our country.

Future research should focus on including more male respondents and examining gender differences. We also believe it would be interesting to investigate differences in the manifestation of professional burnout symptoms among professionals in relation to the type of speech-language pathologies in clients to whom speech-language pathologists provide professional treatment and support.

This study contributes to the understanding of the factors that influence the psychological health of speech-language pathologists. Timely detection and management of difficulties produced by the professional context can undoubtedly contribute to each individual's personal satisfaction. Adequate coping techniques for burnout would allow speech-language pathologists to reach the optimal level of psychological and physical well-being, which would certainly contribute to the quality of speech-language pathology services.

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## РИЗИК ОД ПРОФЕСИОНАЛНОГ САГОРЕВАЊА КОД ЛОГОПЕДА У РЕПУБЛИЦИ СРБИЈИ

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### Резиме

С обзиром да се у литератури могу пронаћи бројне студије које извештавају о сагоревању на послу код стручњака различитих професија, покушали смо да испитамо у ком степену су симптоми сагоревања присутни код логопеда. Логопеди су стручњаци који пружају помоћ деци и одраслима са сметњама и поремећајима гласа, говора, језика и комуникације, и запослени су у различитим институцијама (здравственим, просветним, установама за социјални рад, приватним логопедским центрима, развојним саветовалиштима и др.), те њихова професија спада у помагачка занимања.

Истраживањем смо покушали да утврдимо да ли су логопеди у ризику од сагоревања, те је основни циљ истраживања био усмерен ка утврђивању степена сагоревања код стручњака овог профила.

Задаци истраживања били су усмерени на испитивање утицаја и повезаности различитих социо-демографских варијабли (године старости, дужина радног стажа, тип установе у којима су испитаници запослени, брачног и родитељског статуса и задовољства висином примања) и добијених вредности на скалама упитника (емоционална исцрпљеност, деперсонализација и лични успех).

Истраживање је спроведено помоћу Упитника сагоревања на послу за помагачка занимања (Maslach Burnout Inventory – Human Services Survey (MBI-HSS)) и обухватило је 150 испитаника запослених у приватним и државним установама у Републици Србији. Прикупљени подаци обрађени су уз помоћ СПСС програма и коришћене су методе дескриптивне и инференцијалне статистике.

Сврставањем испитаника у категорије сагоревања дошли смо до резултата да је највећи проценат испитаника пријавио низак степен сагоревања на скалама деперсонализације (63.3%) и личног успеха (90.7%), као и висок степен на скали емоционалне исцрпљености (35.3%). Упоређујући резултате на скалама упитника са социо-демографским варијаблама, дошли смо до следећих закључака:

1. Старији испитаници пријавили су већи степен сагоревања на скали емоционалне исцрпљености ( $r = 0.195$ ,  $p < 0.05$ ), али доживљавају више личног успеха ( $r = 0.202$ ,  $p < 0.05$ ), док значајна повезаност није уочена на скали деперсонализације ( $r = -0.025$ ,  $p > 0.05$ );

2. Испитаници са дужим радним стажом такође су пријавили већи степен сагоревања на скали емоционалне исцрпљености ( $r = 0.162$ ,  $p < 0.05$ ), али и да доживљавају више личног успеха ( $r = 0.212$ ,  $p < 0.01$ ). Значајна повезаност није уочена на скали деперсонализације ( $r = -0.048$ ,  $p > 0.05$ );

3. Испитаници који су задовољнији висином примања пријавили су ниже степене сагоревања на свим скалама и то: емоционална исцрпљеност ( $r = -0.430$ ,  $p < 0.01$ ), деперсонализација ( $r = -0.238$ ,  $p < 0.01$ ) и лични успех ( $r = 0.216$ ,  $p < 0.01$ ). Задовољство примањима истакло се као значајан предиктор сагоревања на послу у нашем узорку;

4. Иако неке студије извештавају о разликама у сагоревању, у овом узорку није регистрована значајна разлика између сагоревања испитаника у односу на брачни и родитељски статус, као ни у односу на тип установе у којој су испитаници запослени;

Ова студија је прва којом се у нашој земљи испитивало професионално сагоревање у популацији логопеда. Испитивање и унапређивање различитих аспеката психолошке добробити логопеда може се позитивно одразити и на квалитет онога што својим радом пружају различитим популацијама корисника.