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**„Empatia a wypalenie zawodowe u ratowników medycznych”**

## **Summary**

Each workplace is directly associated with the occurrence of stress. Among the groups mostly exposed to increased stress incidence is certainly the profession of a medical rescuer (paramedic) regardless of the institution in which they are employed, including the Ambulance Services or the Hospital Accident and Emergency Department or Rescue and Fire-fighting Unit at the State Fire Service. The work always involves a great deal of responsibility for human life.

Psychosocial factors and stress, as their consequence, occurring in the workplace have been recognized in many countries in the world as a significant threat to the workers' health and safety. Work-related stress can have grave effects on employees and, thus, on enterprises and on the country. The consequence of stress is the destruction of the condition of health, increased accident incidence at work and, at the same time, reduced work efficiency, as well as interfering with the proper functioning of the company and entailing material losses. The state covers the costs associated with the workers' treatment and rehabilitation including the payment of benefits due to ill health or incapacity to work.

The main objective of the issue raised in the dissertation was to determine the influence of empathy, or basically a much broader concept of the emotional intelligence, on the occurrence of burnout of paramedics working in the Lublin Region. Thus, the author determined the level of occupational stress, coping strategies, as well as the level of burnout and emotional intelligence. Then the author examined the relationships between the particular factors.

The study involved 250 people qualified to pursue employment as a paramedic in the Lublin Region. The study group consisted of paramedics working in the Ambulance Service, Hospital Accident and Emergency Department or the State Fire Station.

The paramedics were analysed in three groups:

- The first group of 123 people representing 13.38% of the paramedics' population working in the Ambulance Service in the Lublin region;
- The second group of 46 people representing 35.11% of the paramedics' population working in the Hospital Accident and Emergency Departments in the Lublin Region;
- The third group of 59 people representing 72.83% of paramedics on duty at the State Fire Station in the Lublin Region.

In the study the author made use of six tools, namely: the author's survey questionnaire, Subjective Work Evaluation Questionnaire (KSOP) by Dudek (et al.); Perceived Stress Scale- (PSS-10) in the Polish adaptation by Z. Juczyński and N. Ogińska-Bulik; Mini-COPE Coping Inventory by Carver et al .; Burnout Questionnaire (LBQ) in the Polish version adapted by the Research Team of Psychological Test Laboratory of the Polish Psychological Association; Emotional Intelligence Questionnaire (INTE) by Schutte et al.

The following conclusions based on the survey and the results have been obtained:

1. The work of medical rescuers is characterized by a high level of stress. The factors triggering stress comprise a sense of mental workload, a lack of rewards at work and a sense of insecurity caused by work organization.
2. Almost a quarter of respondents achieved a high level of intensity of stress experienced over the last month.
3. The most popular strategies used to cope with stress are: active coping, planning and positive processing. The least frequently used method is taking psychoactive substances.
4. Medical rescuers are characterized by moderate levels of burnout. The highest rates were recorded in the category of the sense of lack of professional efficiency and the lack of commitment in the relationships with customers. A significantly higher level of a sense of lack of efficiency concerns emergency workers.
5. Almost three-quarters of respondents have an average value of emotional intelligence, only 13.2% have high scores, whereas women have a significantly higher scores in the general level of emotional intelligence and individual factors: the ability to use emotions in order to support the thinking and the ability to recognize emotions.
6. The employees of the Hospital Emergency Department had significantly higher values of emotional intelligence level, they also have a higher level the of ability to use emotions in order to support the thinking and the ability to recognize emotions to the paramedics' employed at the ambulance disadvantage.
7. It has been observed that the frequency of the use of coping strategies increases along with the growing intensity of stress, namely: a sense of humor, the return to religion and focus on helplessness and avoidance behavior. Strategies aiming at active coping are chosen in case of the decrease in the stress intensity.
8. It has been observed in the surveyed group of paramedics that there is a relationship between the strategies for coping with stress and burnout. The most significant observation concerned the increase in quitting the actions connected with the feeling of the lack of professional efficiency.

9. Emotional intelligence affects the level of perceived stress in the study group; the higher it is, the lower perceived stress is.
10. The research has revealed a significant influence of emotional intelligence level on the level of burnout to the workers' with low IE disadvantage. Such dependencies have not been observed among the employees working in the Hospital Accident and Emergency Department.
11. It has been found in the surveyed group of paramedics that with the increase in the value of stressors increases the intensification of burnout, and in the case of emotional intelligence the level we deal with a reverse situation.

The dissertation consists of six chapters. The first chapter provides an overview of the literature on: functioning of the National Medical Rescue System and the existence of the profession of a paramedic, the concepts of stress, stress at work, coping, burnout, and emotional intelligence. The second chapter presents the assumptions and the purpose of work. The third chapter discusses the methodology of the author's own research including the methods, techniques and research tools. It also characterizes the research group, the research area and its organization as well as applied statistical analysis. The fourth chapter is devoted to the obtained results which were described and analyzed. The discussion constitutes the contents of the chapter five, and, finally, chapter six provides a summary and results.