

SUMMARY

The subject of the graduation qualification work: The prevention of the professional burnout of social workers in the municipal centers of social services of the population.

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The relevance of the subject of research. In the modern world, with its constant acceleration of the pace of life, more and more people suffer from emotional overloads and face such a phenomenon as chronic fatigue syndrome. Psychoemotional exhaustion is a particular threat to professionals who are in constant communication with other people. This applies to social workers. The specific foundations of their activities, including openness and altruism, often lead to stressful reactions and the development of certain psychosomatic disorders. At the forefront of such disorders today is the syndrome of professional burnout, which is a negative result of the specifics of social work. This indicates the relevance of research in this area.

Theoretical and practical importance. The theoretical importance consists of the synthesis of the conceptions of the phenomenon of the professional burnout and factors influencing its emergence and also measures of prevention the professional burnout of the workers of social sphere. The practical importance consists of the fact that the offered recommendations can be used for the prevention of the professional burnout and Improvement of the general state of health of the social workers in Pyatigorsk CCSSP and in other structures of social sphere.

The results. The questioning carried out among the social workers of the Pyatigorsk CCSSP has shown that the majority of social workers has low level of development of emotional and professional burnout, however forty percent of employees have the indicators of the second level of development of this syndrome. The significant factors of the emergence of the professional burnout for them are discomposure because of the fear to make their work improperly, stresses because of the organizational disadvantages of the work, disputes with colleagues, fatigue from emotional pressure in the process of working. As a result of a research it's quite possible to make a conclusion that in the organization it is necessary to strengthen measures of prevention of the emotional and professional burnout and the elimination of already appeared symptoms of the second level of the development of a syndrome.

Recommendations: It's necessary to strengthen measures of the prevention of emotional and professional burnout and the elimination of already appeared

symptoms of the second level of the development of a syndrome. The recommendations for the prevention and elimination of professional burnout can be divided into three blocks. The first block - classes allowing to strengthen the condition of the workers. The second block - classes allowing to improve intellectual and communicative development of social workers. The third block - classes aiming at improvement of the physical shape and prevention of somatic states caused by psycho emotional burnout .