

BULGARIAN ACADEMY OF SCIENCES  
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A doctoral thesis

The main topic of the dissertation is 'THE BURNTOUT SYNDROM AND THE WORKPLACE SOCIAL CONDITIONS IN THE FIELD OF SOCIAL WELFARE'. The theoretical part of the thesis deals with the popular and theoretical models at work and organizational psychology in the field of the problems under study.

The relationship between burnout syndrome between the variables stress, professional stress, social conditions of labour, locus of control and other parameters under research have been analyzed.

The dissertation defines six hypotheses which have been analyzed and proved by detailed empirical research. A new questionnaire, developed specifically for the study to investigate burnout syndrome dimensions, has been tested. The following research results and contributions have been achieved in the thesis:

- 1) New theoretical and empirical models of work in the field of social assistance have been developed on the basis of a detailed analysis of the existing models in referent literature. The prerequisites determining the workload in this area have been defined. This model is a link between social conditions and the display of burnout syndrome phenomenon.
- 2) The study has proved the differential validity of the developed questionnaire for analysis on the manifestation of the dimensions of the burnout syndrome.
- 3) The empirical studies 'have confirmed the relationship between social work, the conditions of labour and the display of the dimensions of the negative mental state burnout'. The joined efforts of the group, its participation and coordination with the management are factors of significant influence on the manifestation of the syndrome.
- 4) The doctoral thesis has outlined the influence of workplace social conditions on the display of the dimensions of 'burnout' components. The frequency and severity of the display of

‘reduced performance’ and ‘dehumanization’ are of the highest values among the components of the burnout syndrom.

The doctoral thesis has a practical and applied aim.

The conclusions and recommendations of the study can be used to increase the efficiency of activity in the field of social welfare and to improve psychological comfort of working in this field .