Emotional Burnout of Professionals of Familial Violence Assistance: A Study From Resources Conservation Theory

Laura K. Castro, Cirilo H. García, Armando Peña, Arnoldo Téllez
Universidad Autónoma de Nuevo León, Nuevo León, México

The objective of this study was to analyze the relation between burnout syndrome and personal resources of self-control and social support of professionals who assist familial violence in institutions in the city of Monterrey, Nuevo León and its metropolitan area. The design used was multivariable, “ex post facto” type, cross-sectional, structural equations modeling. The sample was not probabilistic, composed by 161 professionals of familial violence assistance in different representative institutions aiding in familial violence problem. The results showed an explanatory model through structural equation modeling where a significant relation among self-control loss (β = 0.60, \( p = 0.002 \)); social support loss (β = -0.38, \( p = 0.049 \)), and self-control gain (β = -0.47, \( p = 0.022 \)) and emotional burnout was established.

Keywords: burnout syndrome, resources conservation theory, self-control resource, social support resources

In recent years, burnout syndrome has been spread. It is presented by health services and education professionals characterized by an intense and prolonged assistance to people that frequently are in problematic or needing situation, charging frustrating and disentertainment feeling. Concerning institutions’ personnel assisting familial violence, work burden, institutions’ demands, and social support, among other aspects, may be taken by some people as a positive feature but in others, under certain unfavorable conditions, both contextual and personal, may trigger burnout syndrome.

Burnout syndrome, whose meaning may be “to be out of service”, “to be faded”, or “to be burned”, was described for the first time by Freudeunberger in 1974, North American psychologist who worked in a clinic in New York, supporting drug addicts and started to observe in male and female professionals, certain exhaustion and loss of interest in work, appearing later certain depression and anxiety symptoms, which led them to define burnout as an exhaustion state provoked by frustration caused by the desire of rendering human help without receiving any payment for that, and it is characterized in three dimensions: emotional burnout, depersonalization and diminished personal accomplishment (Maslash & Jackson, 1981).

(1) Low personal achievement in work is understood as the tendency of professionals to be negatively
self-evaluated, and such negative evaluation affects specially the ability of work achievement and successful relation with their workmates. Workers feel unhappy with themselves and unsatisfied with their labor results;

(2) Emotional burnout refers to the situation in which workers feel they cannot emotionally give more of themselves. It is an energy exhaustion or owned emotional resources; an experience of being emotionally exhausted due to “daily” and continuous contact with people whom must be assisted as part of the job; and

(3) Depersonalization is defined as the development of negative feelings, attitudes and cynical behaviors toward labor addressees. These persons are seen by professionals as dehumanized ones, due to an emotional hardening.

Hobfoll (1988; 1989) applied the conservation of resources theory as a clarifying frame and comprehension of burnout context, in which it is proposed individuals are making efforts to obtain and to keep emotional resources, to invest valuable resources to keep a high level of emotional abilities for the organization; therefore, burnout is more likely to appear in situations where there is a real resources loss, threat perceived from resources loss, a situation in which their resources are inappropriately solved by work demands, and it is less probable it happens in professionals who invest their resources properly, and who are in increase or gain cycles of these personal and emotional resources.

Based on the above, this research proposed the revision of the loss, loss threat and gain of personal resources, self-control and social support and their relation with burnout syndrome in individuals who work assisting familial violence, from conservation of resources theory, proposed by Hobfoll (1989), in order to explain burnout syndrome, from three dimensions of emotional burnout, depersonalization and diminished personal accomplishment established by Malslach and Jackson (1981). It was effectuated in some of the institutions in the city of Monterrey, Nuevo Leon and its metropolitan area. Being the general objective of this research to determine the relation between loss, loss threat and gain of personal and social resources, self-control and social support with burnout syndrome in the personnel of institutions that work familial violence in Monterrey, Nuevo Leon, also emerge certain research hypothesis, which will be refuted:

H1: Staff assisting familial violence that shows self-control resource loss will increase burnout syndrome development.

H2: Staff assisting familial violence that shows threat of self-control loss resource will increase burnout syndrome development.

H3: Staff assisting familial violence that shows self-control resource gain will reduce burnout syndrome development.

H4: Staff assisting familial violence that shows social support resource loss will increase burnout syndrome development.

H5: Staff assisting familial violence that shows threat of social support loss will increase burnout syndrome development.

H6: Staff assisting familial violence that shows social support gain resources will reduce burnout syndrome development.

Theories of Burnout Syndrome and Resources Conservation

Many studies have demonstrated that health personnel are more prone to acquire this syndrome. As Bakker, Demerouti, and Verbeke (2004) mention, in a research carried out in 146 professionals of health, it was found that work demands (and not work resources) are the most important antecedents for such syndrome; in
consequence, its functioning was directly linked to emotional burnout. In this way, it was found emotional burnout performs a mediator role in the relation of work demands and appropriate functioning of the role.

**Conservation of Resources Theory and Burnout Syndrome**

Hobfoll (1998) argues individuals suffer burnout syndrome when they perceive a loss of physical, emotional or cognitive energy they possessed. Nomologic validity or construct validity (Brinberg & McGrath, 1985; Embertson, 1983) of burnout is referred to construction and prove of relations between burnout, anxiety and depression that may be derived from theory, in this case, from conservation of resources theory (Hobfoll, 1989; 1998). Hobfoll demonstrated that one of the predictions from conservation of resources theory is that first burnout states are characterized by a burnout process of energetic resources.

According to the conservation of resources theory proposed by Hobfoll (1988), the resources loss, which he classifies in four basic categories, including object (e.g., houses, clothing, food); personal characteristics (e.g., self-esteem); conditions (e.g., being married or living with someone provides social support, a more financial security), and energy (e.g., time, money and knowledge) are the basic operational mechanism to handle stress reactions. In keeping with the model, individuals try to acquire and to keep resources; psychological stress occurs when the persons are (1) threatened with resources loss; (2) they lose resources; or (3) they fail to gain resources after investing such resource.

Freedy and Hobfoll (1993) carried out a research in 87 nurses, from general scale of resources, which is composed of 74 items, four subscales (loss and gain), considering self-control and social support, understanding the first as the grade in which individuals see themselves capable of being effective, in achieving their goals and in facing challenges; and the second as the support received from family, couple, work, etc.. The results indicated that self-control resource loss was significantly related to syndrome suffering, and social support resources loss were also linked to emotional burnout, but to a lesser degree.

After this theoretical proposal, a research to 50 health professional academic level employees was effectuated, as an inclusion requirement by Wright and Hobfoll (2004), having as an antecedent the conservation of resources theory to determine the state of psychological welfare and resources conservation of professionals, in which the most relevant findings when relating to psychological welfare and commitment with the institution, with each one of work burnout syndrome dimensions was that emotional burnout dimension was negatively related to welfare and commitment with the institution, meanwhile psychological welfare was positively related to work performance. Additionally, it was found a negative relation between emotional burnout and work performance.

**Social Support and Conservation of Resources Theory**

Social support is an important potential route for resources beyond those directly possessed by the people. Social support is a construction including connections we have with any other individual, having potential to provide significant help or support (Hobfoll & Stokes, 1988; Vaux, 1988). The act of social support could provide access to material resources, conditions, personal characteristics or energy. For example, by social support, it may receive a loan or a car, or help to perform a new position. It is addressed to improve self-esteem.

Curtona and Russell (1990) integrated four studies that researched the effects of social support in burnout. In all of them (public school teachers, hospital nurses, therapist and intensive care nurses), negative associations between burnout and social support were found; resources exhaustion and weakened social support were related. Those who do not have strength in their resources, including social support, were more vulnerable
to develop burnout or to suffer cycles of resources depletion when they faced stressing situations related to work. Additionally, people with energetic exhausted resources complaining of physical tiredness, of emotional burnout and cognitive exhaustion may make them to be seen by workmates, as little interesting to give them support or social help.

**Method**

**Sample**

We worked on a non-probabilistic sample, composed of 161 professionals in attending familial violence in different institutions representatives of familial violence assistance, among which are: COPAVIDE, DIF Monterrey, State Institute of Women, Pacific Alternatives, CIFAC, Clinic of Violence Assistance of the College of Psychology of the UANL, Crime Prevention from Attorney General, Health Centers of the Ministry of Health and Board of Social Development.

**Setting**

This study was carried out in different institutions in charge of assisting familial violence matters in the city of Monterrey, Nuevo Leon and its metropolitan area, in the personnel break areas of the institutions.

**Instruments**

In order to effectuate this research, MBI (Maslach Burnout Inventory) was used as a tool (see Attachment I). According to Maslach and Jackson (1981), MBI is an inventory composed of 22 items about different situations and interactions of the staff with its job and labor performance. The inventory is divided into three subscales, each one of them measures three dimensions composing burnout: emotional burnout (9 items: 1, 2, 3, 6, 8, 13, 14, 16, and 20), depersonalization (5 items: 5, 10, 11, 15, and 22), and diminished personal accomplishment (8 items: 4, 7, 9, 12, 17, 18, 19, and 21); in each one it is obtained a score determining light, moderate and severe level of syndrome suffering. The inventory has been validated in multiple studies of health personnel, always reaching a good level of reliability and validity (Garcia & Velandrino, 1995; Grassi & Magnani, 2000). MBI reliability (Alpha-Cronbach) was of 0.89; concerning inventory subscales, emotional burnout obtained 0.91 of alpha; depersonalization, 0.83, and diminished personal accomplishment, 0.67.

According to Hobfoll (1989), General Resource Evaluation was also used to measure personal resources conservations. It is composed of 74 items, in two sections: real resource loss and loss threat in one, and gain in the other one (Hobfoll, 1989) (see Attachment II). From this general scale, only two subscales were taken from resources obtained by Hobfoll and Fredy in 1993; self-control resource and social support, in which scale of social support loss has an internal consistency (Alpha-Cronbach) of 0.85; social support gain, 0.91; self-control loss, 0.91, and self-control gain, 0.93. A general instrument was prepared, by joining these two instruments so as to satisfy the objectives of this research.

**Procedure**

The principal(s) of each institution was (were) interviewed in order to obtain the pertaining permit to effectuate data collection by a questionnaire, which was handed in to each participant, and it was picked up at that very moment once it was filled out; if the filling out was not possible due to work charge or schedule, it was picked up the next day or at the time established by the institution or its principals. Some months later when the samples were shaped from data collected, a data base was input by means of SPSS (the Statistical Package or Social Sciences) and AMOS 7 to be analyzed and later to be construed.
Design

Multivariable design was, “ex post facto” type, cross-sectional slice, the one from structural equations modeling. Model variables were: self-control resource loss, threat of self-control loss, self-control gain, social support resource loss, threat of social support resource loss, social support resource gain and burnout syndrome, in its three emotional burnout dimensions, diminished personal accomplishment and depersonalization.

Statistical Analysis

Confirmatory factor analysis was used by “maximum probability” estimation procedure, which offers more exact standard errors and appropriate indexes when data are not normally distributed (Bentler & Wu, 2002); and internal consistency reliability was obtained by Alpha-Cronbach coefficient for scales prepared by factorial structure developed by the analysis, as well as total variance of the models explained through SPSS (version 13). CFI (Comparative Fit Index), TLI (Tucker-Lewis Index), and RMSEA (Root Mean Square Error Approximation) were used to evaluate models’ goodness of fit by confirmatory factorial analysis.

Results

In this section, study results are described. In the research, the gender of the 161 professionals of the sample was: 131 women and 29 men (1 person did not answer this item); average age was 31.22 years old, with an average age of 28 years old and a modal score of 24 years old; standard deviation was of 9.71 years old. Regarding kind of professions from the sample, we found that, as it can be seen in Table 1, 89 of 152 professionals are bachelors in psychology, meaning, more than a half of the population represented in the 55.3% of the sample; next, 10.6% that represent 17 social workers, followed by percentage order. The rest of professions varies in minor percentages, as it may be seen in Table 1.

<table>
<thead>
<tr>
<th>Activities</th>
<th>Frequency</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychology</td>
<td>89</td>
<td>55.3</td>
</tr>
<tr>
<td>Social worker</td>
<td>17</td>
<td>10.6</td>
</tr>
<tr>
<td>Lawyer</td>
<td>11</td>
<td>6.8</td>
</tr>
<tr>
<td>Physician</td>
<td>5</td>
<td>3.1</td>
</tr>
<tr>
<td>Nurse</td>
<td>3</td>
<td>1.9</td>
</tr>
<tr>
<td>Criminology</td>
<td>9</td>
<td>5.6</td>
</tr>
<tr>
<td>Master</td>
<td>6</td>
<td>3.7</td>
</tr>
<tr>
<td>Other</td>
<td>10</td>
<td>6.2</td>
</tr>
<tr>
<td>Specialty</td>
<td>2</td>
<td>1.2</td>
</tr>
<tr>
<td>Total</td>
<td>152</td>
<td>94.4</td>
</tr>
<tr>
<td>Not answered</td>
<td>9</td>
<td>5.6</td>
</tr>
<tr>
<td>Total</td>
<td>161</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Confirmatory Factor Analysis Models and Reliability of Measuring Scales of Independent and Dependent Variables

Confirmatory factor analysis was used with the purpose of determining the validity of construct, by using “maximum probability” procedure, from burnout syndrome scales and their correspondent subscales (emotional burnout, diminished personal accomplishment and depersonalization), scales of self-control resources and...
social support, in their correspondent subscales of loss, loss threat and gain, by AMOS (Arbuckle, 1996),
determining the validity of factors. Covariance matrix was also analyzed to identify variance variability, and it
was obtained a final explanatory model determined by scales reliability in which items were charged in some of
the predicted factors, which will be described in the second part of this section.

In this section, it is reviewed the model prepared to know explanatory value of independent variables:
social support loss, self-control loss, threat of social support loss, self-control loss threat, self-control gain and
social support gain of the sole factor of dependent variable that was reliable, emotional burnout, in order to
refute our hypotheses, when rejecting the use of depersonalization variable and diminished personal
accomplishment variable due to low reliability obtained (0.45 and 0.62, from Alpha-Cronbach coefficient,
respectively), due to limited conjoint correlation between items (0.52 and 0.69 of Kaiser-Meyer-Olkin measure),
even though these two factors were really identified by confirmatory factor analysis as sounded with the data.

Model 1. Emotional Burnout and Self-Control Loss, Social Support Loss, Control Threat,
Control Gain and Social Support Gain

A re-specification method of initial model was used, eliminating relations that are not significant,
according to CR (critical ratios analysis), and improvements to model are applied later, from MI (modification
indexes) suggested by the program. The model was prepared by “maximum probability estimation method, but
only five independent variables were identified (see Figure 10), this subscale was eliminated since threat of
social support loss variable was not identified by model analysis. Confirmatory factorial analysis suggests
eliminating the cases presenting short data, in order to produce sample effectiveness; consequently, the size of
the sample was reduced to 101 professionals for this model.

When starting confirmatory factorial analysis, it could be possible to observe items of threat of social
support loss subscale were not identified as an existing factor for this sample; therefore, it was necessary to
eliminate this variable in the analysis in order to reach the fit to reality (> 0.05). Later, when charging the
model, reality was fit to reality with a probability value of 0.37, after establishing some modification indexes
between errors as a measure to increase its fit. In Figure 2, subscales can be observed, both measure variables
charged in each case and their relation with dependent variable of emotional burnout, and standardized
regression coefficients. Error terms and their relation to get a higher clarity when reading are not included (see
Figure 1).

Items were named by abbreviations from variables initial letters to which they belonged; each one with its
respective error sampling, relations established between each one of independent variables identified by the
model and dependent variable, emotional burnout, in which standardized regression coefficients between those
relations can be observed, establishing the change produced in the dependent variable of emotional burnout per
unit of variation from explanatory variables control loss, social support loss, control loss threat, control gain,
social support gain, meaning, standardized regression coefficients are the correlation coefficients with no grade
between each explanatory variable and dependent variable. Consequently, the values shall have to go from 0
and 1, so closer its value to 1, higher grade of relation between variables (Rodriguez, 2005).

In order to evaluate total fit of the proved model to data, Chi-square test was examined, as global indicator,
and other specific indicators proposed by the analysis, such as CFI, TLI, and RMSEA. These indicators were
elected because they are appropriate for the confirmatory factorial analysis by maximum probability procedures,
but due to sensitivity of statistical data, sampling size and data standard, another fit indexes were proposed, like
A STUDY FROM RESOURCES CONSERVATION THEORY

GFI (Goodness of Fit), AGFI (Adjustment Goodness of Fit Index), and RMR (Root Mean Residual), so as to complete the results. RMR was used instead of the standardized version of this statistical tool (RMSR).

Figure 1. Fit model of confirmatory factorial analysis.

According to criteria suggested by Hu and Bentler (1999), and Byrne (2001), a good adjustment of the model is obtained when CFI values and TLI are higher or equal than 0.95. To RMSEA, which indicates the wrong discrepancy between covariances observed and the implied ones by the model, due to degrees of freedom, a value of 0.05 or lower indicates that there is a good fit, and values up to 0.08 indicate an acceptable fit (Browne & Cudeck, 1993). It can be mentioned that RMSEA has been recognized as one of the most informative criteria available, and it has been demonstrated the highest sensitivity to erroneous specification of the model, and it has not been influenced excessively by other validation methods.

As it can be seen in Table 2, the model shows an appropriate adjustment of data, in which CFI and TLI are higher than 0.95 (CFI = 0.997, TLI = 0.995) as suggested by Hu and Bentler (1999), and RMSEA of 0.016, as suggested by Browne and Cudeck (1993), indicates a good adjustment, having a value lower than 0.05. GFI was of 0.84, AGFI was of 0.77, and RMR of 0.08 reached the desirable level proposed by Vealey, Hayashi, Garner-Holman, and Giacobbi (1998) (GFI = 0.80, AGFI = 0.77, RMS = 0.06), so the model may presume to have an appropriate adjustment.

Coefficients of reliability and validation of measuring scales from explanatory model variables obtained from Alpha-Cronbach reliability, as well as variance percentage explained by the factor of each scale in
burnout syndrome explanatory model obtained by SPSS exploratory factorial analysis were shaped as follows: emotional burnout scale, originally composed by nine items, only five were identified, making up a sole factor by “maximum probability” extraction, which was used for factor analysis of all measuring scales of model variables. It was obtained an Alpha-Cronbach reliability coefficient of 0.82, being a score pretty much acceptable, following the criterion of equal to or higher than 0.70 as a value usually proposed to measure internal consistency of the scale (Watson & Clark, 1997) (see Table 3).

Table 2
Self-Control Loss, Social Support Loss, Control Threat, Self-control Gain, and Social Support Gain Associated With Emotional Burnout

<table>
<thead>
<tr>
<th>Model 1</th>
<th>Standardized regression coefficient</th>
<th>Significance</th>
<th>Degrees of freedom</th>
<th>CFI</th>
<th>RMSEA</th>
<th>TLI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional burnout</td>
<td></td>
<td></td>
<td>328</td>
<td>0.997</td>
<td>0.016</td>
<td>0.995</td>
</tr>
<tr>
<td>Social support loss</td>
<td>-0.38</td>
<td>0.049</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self-control loss</td>
<td>0.60</td>
<td>0.002</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self-control loss threat</td>
<td>0.30</td>
<td>0.099</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self-control gain</td>
<td>-0.47</td>
<td>0.022</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social support gain</td>
<td>0.33</td>
<td>0.137</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Notes. Independent variables: social support loss, self-control loss, self-control loss threat, self-control gain, social support gain; Dependent variable: emotional burnout n = 101.

Table 3
Structure Coefficient of Emotional Burnout Scale

<table>
<thead>
<tr>
<th>Structure coefficient</th>
<th>Explanatory % of variance</th>
<th>Method of extraction</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel exhausted when I get up in the morning and I have to face another working day.</td>
<td>0.66</td>
<td>48.74%</td>
</tr>
<tr>
<td>To assist people all day long makes me feel stressed.</td>
<td>0.63</td>
<td></td>
</tr>
<tr>
<td>I feel exhausted due to my job.</td>
<td>0.80</td>
<td></td>
</tr>
<tr>
<td>I feel frustrated in my job.</td>
<td>0.77</td>
<td></td>
</tr>
<tr>
<td>I think I am working too much.</td>
<td>0.59</td>
<td></td>
</tr>
</tbody>
</table>

Factorial analysis of self-control variable professionals has showed three main components, as we could see in the model, which are classified by following the theory of scale of self-control loss, self-control loss threat, and self-control gain. In the first one, items from original first scale identified by confirmatory factorial analysis were only five from 20 original items (loss of feelings that I have control of my life = 0.78; loss of leader role = 0.74; loss of feelings that my life is pacific = 0.74; loss of recognition of my achievements = 0.92; loss of ability to organize tasks = 0.76) obtained an Alpha-Cronbach reliability coefficient of 0.90 and the percentage of variance explained by this variable was of 62.63%.

In the scale of self-control loss threat that was originally composed of 20 items, only five were identified (threat of losing optimistic sense 0.85; feelings of having control over life 0.94, threat of losing leader role 0.69; feeling that life is pacific 0.60, and threat of losing recognition of my achievements 0.78) obtained a much pretty acceptable reliability of 0.88 (Alpha-Cronbach coefficient) and variance percentage was of 59.38%, so items were very well related and explaining almost 60% of the variance of total ratings, thanks to construct.

In self-control gain scale, the analysis of 22 items originally showed by this scale was composed only by six items (a positively challenged routine 0.84, sense of optimism 0.88, feeling that I have the control over my
A STUDY FROM RESOURCES CONSERVATION THEORY

life 1.09, leader role 0.87, feeling that my life is pacific 0.88, recognition of my achievements 0.85) that were identified by confirmatory factor analysis in the model, belonging to a sole factor denominated self-control gain, following the conservation of resources theory from Hobfoll (1989). This scale obtained an Alpha-Cronbach reliability coefficient pretty high of 0.95, and with a high variance percentage of 76.31% of the variance of total ratings, thanks to construct.

Items analysis of social support resource scale showed two components that were called social support loss and social support gain. Social support loss scale obtained 63.95 of explained variance percentage, with an Alpha-Cronbach reliability coefficient of 0.87, which indicates a good degree of scale reliability that was composed only by four identified items from 18 original ones (feeling of being worthy for others 0.804, familial stability 0.886; relation of intimate reliability with one or more members of the family 0.892; good relation with my children 0.575). Social support gain scale obtained a 62.58% of explained variance and a reliability coefficient of 0.89 (Alfa-Cronbach) was identified only 5 from 18 original items (Gain of feeling worthy for others 0.74; a relation of intime reliability with one or more members of the family 0.91; a good relation with my children 0.75; time spent with the loved ones 0.84; intimacy with husband or couple 0.69).

Discussion

These results mostly support the explanatory models of burnout syndrome and some premises from conservation of resources theory, in which the most consisting with hypotheses establishes empirical evidences that proved or differed from the theory of other researches related to it.

This study shows the relevance of emotional burnout dimension as a main suffering of professionals assisting familial violence who participated in the sample, in which depersonalization and diminished personal accomplishment appeared as totally irrelevant, so discussion of hypotheses will be based on these findings, that are proved by Wright and Hobfoll (2004) researches, and triggers the question about efficacy of burnout scale from its three dimensions.

This study contributed with the salutogenic model proposed by some authors (Seligman & Csikszentmihalyi, 2000; Menezes de Lucena, 2000) in which to review personal resources gain contributes to recognize health standards and mental and social welfare of professionals; in which the way of acquiring social resources played a relevant role in accepting or rejecting hypothesis, but without ignoring the loss and threat of resources loss, as part of these other pathogenic models, which, from our point of view, are not less relevant as tools generating knowledge about personal and social disadvantages that equally establish the design of interventions regarding that, even under the critics of previous mentioned authors.

Next, a brief discussion of each hypothesis of this study is presented, correlated to the corresponding literature and empirical evidence found in this research, refuting it in favor of or against it.

H1 Personnel of familial violence assistance who show self-control resource loss will increase burnout syndrome: totally consisted with some researches (Hobfoll et al., 2003; Freedy, 1988; Fuqua & Couture, 1986; Glowgow, 1986; Shirom, 1989). The first hypothesis (H1) is accepted since it is positively related (p ≤ 0.05); self-control loss from professionals who assist familial violence and burnout syndrome development at its emotional burnout dimension, with a significant level of 0.002, and standardized coefficient of regression of 0.60, in which higher self-control loss from professionals, higher emotional burnout will be developed; in consequence, professionals perceive the loss of their personal resources of self-control as it is to lose feelings of having control over their life, to lose leaders’ role in their developing environment, to lose feelings of peace in
their life, and to lose recognition of their achievements to organize tasks; so professionals feel “drained”; they feel they cannot give more of themselves anymore at emotional level; it is a situation of energy exhaustion and own emotional resources; an experience of being emotionally exhausted.

H2 Personnel of familial violence assistance who show self-control resource loss threat will increase burnout syndrome development: Findings stated in this study show this hypothesis is rejected when accepting non-significant relation \((p \geq 0.05)\) with a score of 0.09 between professionals’ perception of threat of losing their self-control resources, and emotional burnout, which for health professionals assisting familial violence seems not to influence the feelings of threat of losing their optimism sense; feelings of having control over their life; threat of losing their leaders’ role, and threat of feeling that their life is pacific and they are recognized by their achievements. In this sample, achievements do not seem to be relevant to develop emotional burnout when it is dealt with threat perceived, and they are only relevant when it is dealt with a real loss of feelings about control of their life and self-control. This is accurate with Hobfoll et al.’s (2003) assertion, when suggesting a higher importance to resources loss and it results completely opposed to Hobfoll (1988; 1989) first findings, in which a relation between self-control loss threat and burnout syndrome is established.

H3 Personnel of familial violence assistance that show gain of self-control resource will reduce burnout syndrome development. Sounded with the third hypothesis (H3), the first part of Hobfoll (1989) scientific contribution, and other researches (Hobfoll, 1989; Hobfoll et al., 2003; Guerrero, 2003; Brouwers, Ever, & Tomic, 2001; Brouwers & Tomic, 2000; Cherniss, 1993; Evers, Gerrichanzen, & Tomic, 2000; Henson, 2001; Innes & Kitto, 1989; Pierce & Mohillo, 1990) coincide with this study findings when the third hypothesis is accepted, approving the relation between self-control resource gain with emotional burnout development, with a negative direction stated by coefficient of standardized regression = -0.47, and a score of \(p = 0.02\) determining significant relation between variables \((p < 0.05)\).

When health professionals assist familial violence perceive a self-control resources increase or gain, like optimism sense increase, gain of feeling of having control over their life; gain of feelings of having a pacific life; increase of their leaders’ role; gain of recognition of their achievements, as well as positively challenging routines will reduce emotional burnout. In consequence, higher self-control resources gain, lower emotional burnout from professionals assisting familial violence (= -0.47).

H4 Personnel of familial violence assistance who show social support resource loss will increase burnout syndrome development: Concerning H4, about relation between resources social support loss and its relation with burnout syndrome, it is rejected when establishing a significant negative relation between social support resource loss and emotional burnout as a burnout syndrome dimension, developed by personnel assisting familial violence (= -0.38, \(p = 0.05\)), contrary to hypothesis at the beginning of this research. Consequently, higher social support resource loss, lower emotional burnout suffered by personnel of familial violence assistance. These data coincide with those found by Cecil and Forman (1990) and Burke and Greenglass (1995), who did not find significant results between social support and burnout syndrome, together with negative effects of social support in individuals stated by Riley and Eckenrode (1986) and Hobfoll and London (1986).

Maybe because burnout syndrome is positively associated with lack of autonomy, lack of participation in making decisions and lack of social support by supervision, as mentioned by some investigations (Gil-Monte & Peiro, 1997; Zurriaga, Bravo, Ripoll, & Caballer, 1998) who have proved that lack of autonomy at work increases headaches and psychosomatic symptoms, so in this sense, higher autonomy, independence and freedom at work, as well as higher responsibility will be related to burnout low levels. In consequence, it could
emerge an assumption for future researches regarding losing social support resource, with higher autonomy, independency, and responsibility that will reduce professionals’ emotional burnout.

H5 Personnel of familial violence assistance who show social support loss threat will increase burnout syndrome development: The fifth hypothesis was rejected since social support loss threat was not identified by explanatory model of this specific sample, meaning, health professionals reality model does not state this variable explains in some way, burnout syndrome increase when seeing their social support resources threatened. In consequence, invalid hypothesis is accepted and it is established the need to review real importance of the self-control loss threat in other samples, in future researches. These findings could be accurate with some of researches from Hobfoll et al. (1989; 2003), who do not state the revision of loss threat of resources, in its model, in view of the possibility of only reviewing the loss and gain of resources as conditions correlated to explain psychological symptoms, emotional exhaustion or burnout syndrome.

H6 Personnel of familial violence assistance who show gain of resources of social support will reduce burnout syndrome: sounding with the last hypothesis of our study. It does not determine a significant relation ($p < 0.05$) between social support resource gain and emotional burnout in the explanatory model when obtaining a $p = 0.137$ score, and a coefficient of standardized regression $= 0.33$, so, to professionals of familial violence assistance it is not significant to count on social support gain and to reduce emotional burnout; it does not state any influence of this variable in this specific sample; in consequence, suggestion is to establish a deeper revision of social support loss, as determined by H4, more than increase in social support to these professionals.

This result may be explained according to researches effectuated by Freedy and Hobfoll (1993), to double revision of resources (social support and control), in which the sole intervention effectuated, meaning, by reviewing only social support or only self-control resource effects, they found that only gain or increase of social support variable was related to emotional burnout reduction. Some authors mention that people with high self-control use social support in a more effective manner, by developing support systems, knowing that can help them (Kobasa & Pucceti, 1983; Hobfoll, Shoham, & Ritter, 1991). From this contribution, it could be also proved the possibility to analyze the relation of self-control gain with social support gain as a dual revision suggested by these researches, and to achieve a higher explanation than significant influence of social support gain about burnout syndrome.

References
A STUDY FROM RESOURCES CONSERVATION THEORY


