

# ABSTRACT

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**Title:** Levels of psychological strain and risk of burnout syndrome in physiotherapists working in outpatient settings

**Objectives:** The aim of this thesis is to assess the prevalence of the burnout syndrome and the level of psychological stress among physiotherapists working in outpatient facilities in the Czech Republic. The main contribution of this thesis is to determine the level of these problems among physiotherapists which may contribute to better recommendations for improving working conditions. Another aim is to determine what effects the length of experience of physiotherapists and participation in supervision and interviews has on the burnout syndrome and the level of psychological distress. The final aim of my thesis is to determine what preventative measures or strategies physiotherapists use outside of work to maintain their psychological well-being.

**Methods:** For the quantitative research, an online questionnaire survey CASI (Computer-Assisted-Self-Interview) was used. Click4Survey software was used to create an electronic questionnaire consisting of 32 questions and was divided into six blocks. Two standardized questionnaires, the Shirom-Melamed Burnout Measure and the Meister Questionnaire, were used in the survey. In my work I chose the Czech version of the Shirom and Melamed Burnout Scale, which assesses burnout symptoms in three areas - physical exhaustion, emotional exhaustion and cognitive fatigue. To measure psychological distress, I used the Meister questionnaire, which has become one of the proven tools for examining psychological distress. The questionnaire contains 10 items, of which 3 items assess overload, 3 items survey monotony and 3 questions are devoted to non-specific factors.

**Results:** The results of the study show that the majority of physiotherapists working in outpatient settings does not show signs of the burnout syndrome and higher levels of psychological stress, while a minority does. The SMBM questionnaire, which assesses various factors of exhaustion, showed that the mean values of all respondents indicated a significant level of physical exhaustion. It was also found that physiotherapists with shorter years of experience showed higher psychological strain and a higher incidence of the burnout syndrome. Supervision and interviewing have a positive effect on a work stress management. The

physiotherapists in this research reported that they most often choose active recreation and spending time with family and friends as part of mental health prevention in their private lives, and a relatively large proportion use meditation as part of their psychological hygiene. The majority of respondents is aware of the importance of prevention and actively engages in it.

## **KEYWORDS**

Burnout syndrome, psychological distress, mental health, stress, Shirom - Melamen Burnout Measure, Meister questionnaire, supervision