

소진증후군의 이해와 대처 조직적 요인과 대처를 중심으로

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- 소진증후군, 업무열의의 유사점과 차이점을 살펴본다.
- 소진증후군을 일으키는 직업적, 개인적 선행요인을 살펴본다.
- 소진증후군을 설명할 수 있는 모델을 살펴보고, 조직적 대처 방안을 모색한다.
- 소진 증후군 증례를 보고, 대처 방안과 업무적합성에 대해 논의한다.

Comparison

Burnout

- Exhaustion
- Depersonalization, Cynicism
- Reduced
personal accomplishment
professional efficacy

Work Engagement

- Vigor
- Dedication
- Absorption

Antecedents

Situational factors

- **Job demands**

Role ambiguity, role conflict,
role stress, stressful events,
workload, work pressure

- **Job resources**

Autonomy, Opportunity for
development, Social support,
Feedback

Individual factors

- **Personality**

Emotional stability

Extraversion/Introversion

Conscientiousness

Agreeableness

Work Environment

- Job demand-resource model (Demerouti et al. 2001)
- Job demand-control model (Karasek 1979)
- Effort-reward model (Siegrist et al. 1996)

Organizational-Level Interventions

- Job demands

 - Reducing role ambiguity, conflict

 - Fair procedures in organizational change

 - To combine challenge demands with sufficient job resources

- Job resources

 - Social support, performance feedback

- Personal resources

 - On-the-job training: e.g. job craft, optimism, resilience, self-efficacy

Case discussion

References

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