



# Uticaj demografskih i socioekonomskih faktora na nastanak sindroma sagorevanja u privatnom sektoru bezbednosti u centralnoj Srbiji

## The Influence of Demographic and Socioeconomic Factors on the Emergence of Burnout Syndrome in the Private Security Sector in Central Serbia

Dejan Veljković

Ministarstvo unutrašnjih poslova Republike Srbije,  
Odred žandarmerije Kraljevo

Ministry of Internal Affairs of Serbia,  
Kraljevo Gendarmerie Detachment

### Apstrakt

**Uvod:** Sagorevanje na poslu predstavlja specifično područje istraživanja kojem se u savremenim uslovima pridaje sve veća pažnja. Cilj studije je bio da se ispita uticaj demografskih i socioekonomskih faktora na nastanak sindroma sagorevanja u privatnom sektoru bezbednosti u centralnoj Srbiji.

**Materijali i metode:** Primenjena je multicentrična studija preseka kojom je obuhvaćen reprezentativni uzorak zaposlenih koji su ispunjavali kriterijume za uključivanje u istraživanje. Podaci su prikupljeni upotrebom specijalno dizajniranog polustrukturalnog epidemiološkog upitnika sa 20 pitanja i Maslach upitnika za procenu sindroma sagorevanja na poslu za zaposlene u ustanovama koji su u neposrednom kontaktu sa ljudima.

**Rezultati:** Stopa odgovora je bila 80% (353/439). Muškarci predstavljaju 93,5% svih ispitanika i bili su značajno stariji od žena:  $44,09 \pm 11,44$  naspram  $36,91 \pm 7,92$  ( $F = 8,752$ ;  $p = 0,003$ ), 224 (64,3%) ispitanika je bilo u braku, oko trećine nije imalo dece 119 (33,7%). Analizom stepena obrazovanja ustanovljeno je da je najveći broj zaposlenih završio četvorogodišnju srednju školu 193 (54,7%), trogodišnju srednju školu 103 (29,2%), dok je fakultetsko obrazovanje imalo 27 (7,6%). Službenika obezbeđenja je bilo 300 (78,00%), oko 22,7% je bilo na rukovodećim mestima, 288 (81,6%) radilo je u smenama, a najviše ispitanika, čak 277 (78,5%), radilo je od 8 do 12 sati dnevno. Utvrđen je značajan stepen sindroma sagorevanja kod naših ispitanika: emocionalna iscrpljenost (visoki 66,3%, umeren 19,8%); depersonalizacija (visoki 82,4% umeren 16,2%); lična ostvarenost (nizak 34,5%, umeren 32,9%). Skoro dva puta više emocionalno iscrpljenih ispitanika u našoj studiji, u velikoj meri povezano je sa socio-demografskim, a posebno ekonomskim karakteristikama: mlađe životno doba, ženski pol, kraći radni staž, rad u smenama, rad duži od 12 sati dnevno kao i rad 8 – 12 sati dnevno i nezadovoljstvo uslovima na radnom mestu. Zaposleni koji radi u smenama ima 75% povišenu verovatnoću da ispolji ukupno sagorevanje na poslu, u odnosu na zaposlene koji ne rade u smenama. Zaposleni koji rade 8 – 12 sati imaju 150% veću verovatnoću da ispolje ukupno sagorevanje na poslu. Zaposleni koji rade preko 12 sati imaju 203% veću verovatnoću da ispolje ukupno sagorevanje na poslu. Zaposleni koji nije zadovoljan uslovima rada ima 280% povišenu verovatnoću da ispolji ukupno sagorevanje na poslu, u odnosu na zaposlene koji su zadovoljni uslovima rada.

### Abstract

**Introduction:** Burnout at work represents a specific area of research that is receiving increasing attention in modern conditions. The study aimed to examine the influence of demographic and socioeconomic factors on the occurrence of burnout syndrome in the private security sector in central Serbia.

**Materials and Methods:** A cross-sectional multicenter study was applied, which included a representative sample of employees who met the criteria for inclusion in the research. Data were collected using a specially designed semi-structured epidemiological questionnaire with 20 questions and the Maslach questionnaire for the evaluation of burnout syndrome at work for employees in institutions that are in direct contact with people.

**Results:** The response rate was 80% (353/439). Men represent 93.5% of all respondents and were significantly older than women:  $44.09 \pm 11.44$  vs.  $36.91 \pm 7.92$  ( $F = 8.752$ ;  $p = 0.003$ ), 224 (64.3%) of the respondents were married, about a third had no children 119 (33.7%). By analyzing the level of education, it was established that the largest number of employees completed four-year high school 193 (54.7%), three-year high school 103 (29.2%), and 27 (7.6%) had a university education. There were 300 security officers (78.00%), about 22.7% were in management positions, 288 (81.6%) worked in shifts, and most respondents, even 277 (78.5%), worked from 8 to 12 hours a day. A significant degree of burnout syndrome was found in our respondents: emotional exhaustion (high 66.3%, moderate 19.8%); depersonalization (high 82.4% moderate 16.2%); personal fulfillment (low 34.5%, moderate 32.9%). Almost twice as many emotionally exhausted respondents in our study are largely related to socio-demographic and especially economic characteristics: younger age, female gender, shorter work experience, working in shifts, working longer than 12 hours a day as well as working 8-12 hours a day and dissatisfaction with the conditions at the workplace. A shift worker is 75% more likely to experience total job burnout than a non-shift worker. Employees who work 8-12 hours a day are 150% more likely to experience overall burnout at work. Employees who work more than 12 hours are 203% more likely to experience overall job burnout. An employee who is not satisfied with working conditions has a 280% higher probability of experiencing total burnout at work compared to employees who are satisfied with working conditions.



**Zaključak:** Na osnovu prikazanih rezultata, oko jedne trećine zaposlenih ima simptome ukupnog sagorevanja na poslu. Ženski pol, kraći radni staž, smenski rad, rad preko 12 sati, zadovoljstvo uslovima rada, značajno su povezani sa ukupnim sagorevanjem na poslu. Ubrzani razvoj profesionalnog privatnog sektora bezbednosti u Srbiji zahteva dodatno istraživanje sindroma sagorevanja, kako bi se prevenirali faktori povezani sa njegovim nastankom.

**Ključne reči:** sagorevanje, privatno obezbeđenje, Maslač upitnik

**Conclusion:** Based on the presented results, about one-third of employees have symptoms of total burnout at work. Female gender, shorter work experience, shift work, working more than 12 hours, and satisfaction with working conditions, are significantly related to overall burnout at work. The accelerated development of the professional private security sector in Serbia requires additional research into burnout syndrome to prevent the factors associated with its occurrence.

**Key words:** burnout, private security, Maslach questionnaire