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ABSTRACTS – Poster Session I**EMOTIONS AND BURNOUT EXPERIENCED BY FIREFIGHTERS**

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Abstract**Introduction**

Professional activity can provide positive emotions, personal and professional fulfillment, but can also be a source of stress that gradually wears (Vara, 2007). In activities that requires an intense and emotional effort, and even a direct contact with pain and death, burnout becomes a problem (Maslach, Schaufeli & Leiter, 2001). The worker's own expectations about their work and the interactions within the professional task are important determinants for job satisfaction and are related with specific emotions. Although there are several studies on burnout in different professions, is scant literature on the work of the firefighters and the constraints they face, ignoring the fact that the quality of services may be affected by each professional experience. According to some studies (Gil-Monte, 2005) the emergence of emotions is related to the evaluation of the characteristics of the job and task, the system of rewards, feedback on performance and conduct of the superior and co-workers . Some studies suggest the demands of work as predictors of depersonalization and emotional exhaustion (Lourel et al., 2008). Others (Zapf & Holz, 2006) shown unequivocal effects of these demands in psychological well-being of the worker, referring the emotions at work as a multidimensional construct whose dimensions have positive and negative effects on health. Events in work elicits emotions and those have direct influence on behaviors and attitudes in the workplace, leading organizations to regulate the expression of emotions, what can provoke emotional exhaustion and burnout (Gil-Monte, 2005; Marques Pinto & Chambel, 2008; Maslach & Leiter, 1997; Weiss & Cropanzano, 1996).

Objectives

Our aim is to identify emotions in the workplace and its relationship with burnout.

Method

To assess burnout we have used a translated version of M.B.I. done by Marques-Pinto (2009). To assess emotions elicited by professional activity we have used the F.E.W.S. (Zapf & Holz, 2006), preparing a portuguese adaptation authorized by the authors.

Data will be collect in a non-probabilistic sample of 100 volunteer firefighters who work in different domains.

Results

We are starting to collect data and hope to found that positive emotions experienced at work will be a protective variable in the arising of burnout, while the existence of negative emotions may act as a facilitator of the emergence of burnout (Gil-Hill, 2005).

Conclusions

The results of studies conducted by Best and colleagues (2005) revealed the influence of self-assessment and organizational constraints on burnout and job satisfaction, suggesting personal and contextual contributions. These results reinforce a broad and current thinking on the impact of situational constraints in the expression of burnout at work, and the role of affective responses in problem management in various professions. Thus, the perception of emotions could be a way to prevent burnout. It is important to think about the multiple and cumulative effects of the different conditions and the working environment in which firefighters operate, especially the emotions that can arouse and that could influence the development of burnout.

Keywords: burnout, emotions, firefighters