

Identification of the emotional wear level of the public server that provides attention to women in crisis situations

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ABSTRACT: To know is to learn, to learn is to improve and improve is to share, these are the foundations of our work which is shown below, structured as follows: first, there is the justification that explains the *raison d'être* of the work; subsequently, the problem statement appears which mentions the reason for this situation of emotional crisis in public servants. Immediately there is the hypothesis that will be the object and verification of the study, the objectives continue where the goals to be followed are detailed, once the objectives have been concluded, the literature review begins where a review of different authors who handle information is found about work stress, emotional attrition and the different issues related to the central axis of work.

KEYWORDS: Emotional wear, Public servants, Organizational climate.

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I. INTRODUCTION

The research refers to the profile and personal skills of the public servant generate a level of physical, mental and emotional wear since not all personnel have the professional profile for the function of emotional support towards violent women. Therefore, a diagnosis was considered necessary to identify the level of attrition in this position and to establish support strategies to strengthen personal skills and develop others, required by the functions, to improve the quality of life of public servants in each one of the DAM'S of the state of Tabasco

To respond to this need for development, an emotional containment program was developed aimed at public servants who serve women in crisis situations, the program included five months of work where activities were distributed for two workshops of 40 hours each in order to train and develop emotions management skills; Parallel to these workshops, an individual psychotherapy process was carried out for each participant in order to provide emotional support in a personalized way and according to individual needs.

The program included the application of a pretest and a posttest using a specific psychometric battery in order to detect the factors related to emotional wear and obtain the emotional profile that would define the basis for the work in the workshops and finally obtain the indicators of the change in the profile of each participant at the end of the emotional containment program.

Currently, there is a great demand of the service in the Directorates of Attention to Women (DAM's) of the state of Tabasco to deal with cases of women in crisis situations, usually violated, to the extent that the work dynamics of the public servant is seen demanded in time and continuous service daily, sometimes, without rest or break between one and another personal situation of each of the women who require the support service. The above, together with the profile and personal skills of the public servant generate a level of physical, mental and emotional wear and tear since not all personnel have the professional profile for the function of emotional support towards violated women. Therefore, a diagnosis was considered necessary to identify the level of attrition in this position and to establish support strategies to strengthen personal skills and develop others, required by the functions, to improve the quality of life of public servants in each one of the DAM'S of the state of Tabasco

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II. METHODOLOGY

The following research will be supported by the qualitative method where Sampiere, Roberto (2006) mentions:

It works from a quantitative and longitudinal design which consists of describing and quantifying the number of results that are in a margin of gravity in terms of the subject under study and psychological tests are applied at the beginning and end of the program (pretest and posttests) to identify clearly and in detail the results of the emotional profile.

Population;

We worked with 28 public servants of fourteen municipalities of the State of Tabasco, for this project the collaborators of each of the DAM'S who participated in the containment program and who perform the function of care for women in situations were taken as a population of crisis. The population was made up of psychologists, lawyers and social workers. It is important to mention that three state municipalities did not participate in the program due to work situations due to the contingency (flood season) of the area where their workplace is located.

The sample was determined by the results of the pretest by identifying people with high levels of emotional attrition, five participants were found for the study. (see results section)

Instruments:

The instruments that were used to measure the level of emotional wear in the participants of this project are the following psychological tests:

For the pretest

- POI (Personal Orientation Inventory) .- It has 150 items of comparative values and behavior judgments.
- IDARE (Trait-State Anxiety Inventory) .- Contains 40 reagents divided into 2 parts to assess anxiety from the trait, which is the stable and consistent behavior trend; and from the state that refers to the way a person is at a given time.
- Zung (Depression Scale) .- Contains 20 items to measure the current depression level.
- MBI-GS (Maslach Burnout Inventory) .- Handles 16 reagents that assess professional attrition from three factors: emotional exhaustion, depersonalization and low self-esteem.
- EAP (Psychological Self-Care Behavior Scale) .- Presents 10 items that identify the behaviors of the professional in matters of care, personal protection.

For the posttest

- CPS Situational Personality Questionnaire.

This test was determined based on the characteristics under study and the time limit to perform the test-retest since the program

Follow-up interview

It consisted of a semi-structured interview that allowed to know the impression of each one of the public servants in the participation to the program and thus rescue the most outstanding of each factor evaluated in the tests, getting in this way, that each one of them expressed in a way Free your feeling and your experience in the growth process. (page 000)

Process:

- a) Know the profile of the public servant of the DAM's that cares for women in crisis situations
- b) Design the psychometric battery to detect the emotional profile of the public servant
- c) Processing of emotional profile data
- d) Result of emotional diagnosis
- e) Develop emotional support strategies for cases with emotional attrition
- f) Integration of reception work
- g) Presentation of the final work and administrative procedures

III. DISCUSSION

The study manages to determine a level of emotional attrition of consideration in public servants with the function of providing care to women in crisis situations in the DAM's.

The results contributed to the structure of the emotional containment program and redirect the activities according to the emotional needs of the group of participants.

The comparison of results and factor analysis allowed the development of strategies for monitoring emotional containment work.

Apply pre and post evaluations in future emotional containment programs to direct activities towards the real needs of personal and group human development.

A follow-up program is proposed to strengthen the achievements and meet the needs of group and personal growth that facilitate and improve attention to cases of crisis in violent women. Develop personal skills of servers with profiles different from those required for put in study (psychologists, social workers).

Involve all servers with similar functions to homogenize the development and integrate the effective emotional containment group that functions as a support network.

The psychological report that expresses the emotional profile obtained through the application of psychological tests is as follows:

The levels are expressed in three categories that mean the following:

High.- Scores obtained above the normal average of people according to the standardization of each of the tests.

Medium.-Scores within the normal behavior of the population according to the standardization of each of the tests.

Low.- Scores obtained below the normal average of people according to the standardization of each test.

For practical purposes of understanding, in the work a color was assigned to each of the levels, for the high level the RED, for the medium level the GRAY and for the color under the WHITE.

IV. FINDINGS

The following follow-up proposals are considered necessary in order to maintain the positive results of the intervention and to direct all personnel on a path of personal success, establishing a theme closely linked to those described above and giving priority to these experiences by group that participated in the intervention already mentioned. These activities will be handled alternately (conferences, workshops and group meetings) giving time and space for the implementation of the three activities in a month, the conferences will be handled the first days of the month with an approximate duration of one hour, the intervention with The workshops will be in the intervening days of the month to reinforce what was learned in the conference, these will last approximately three to four hours and finally at the end of the month there will be a group meeting where all the participants of these activities will participate in order to share experiences this activity will be an hour and a half; It is highly recommended that each of the participants in this activity continue with their individual therapy in order to maintain the results of the intervention and continue to provide their services efficiently

CONFERENCES. These are in order to inform, motivate and strengthen the spirit of service, enlarge the staff and form a solid institution, with principles and values, which is constantly updated and improved.

WORKSHOPS: to strengthen what they have learned according to the conference of the month and to make participants understand the true meaning of life and why their work in the institution is important.

GROUP MEETINGS: they will be held every end of the month with the purpose of analyzing and revaluing the actions of that month and to be able to set goals for the next one, the fundamental purpose of these meetings of relieving your emotions, speaking, expressing yourself and being able to renew forces to find meaning again in their work.

V. CONCLUSION

Of the 28 public servants under study who participated in the emotional containment program, five participants presented a high level of emotional attrition in the pretest representing 17.85% of the population.

The majority of the participants obtained factors of interest in the study, that is, cases with at least one of the factors under study (Self-Care, Emotional Wear, Depression, Cynicism and Personal Efficacy) at a high level; However, only five showed levels of attention in most of these factors, which is why they were considered as cases of immediate need for psychological attention.

The contribution of the results of the pretest was to follow up on the activities of the workshops and direct the objectives towards the attention of the factors that the population under study showed in common denominator. Another contribution was for the process of personal psychotherapy directing the process towards the development of the factors detected in levels of professional care in each case and especially in the five people who determined the sample under study.

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