

ABSTRACT

MASTER THESIS

A STUDY TO DETERMINE THE LEVEL OF SPIRITUAL INTELLIGENCE AND BURNOUT SYNDROME STAFF OF EMERGENCY, RESCUE AND INTERVENTION: AN EXAMPLE OF GÜMÜŞHANE PROVINCE

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Mental Intelligence deal with both physical and spiritual side of life and it is a type of intelligence that does not support clarifies the information completely and truly. Burnout syndrome, which is stated as decrease of internal dynamic of individual, is seen in the people who work with other people one to one and occupational groups which are full of stress and workload. Burnout syndrome is divided into three parts which are emotional exhaustion, depersonalization and decreasing of individual success. In this study, mental intelligence and Burnout syndrome levels of workers, who work as an emergency aid, relief and intervention in Gümüşhane, and the relation between two concepts are examined.

It is determined that emergency aid, relief and intervention workers reply the question about level of mental intelligence as “I agree” (3.16). Burnout syndrome, emotional exhaustion, depersonalization and individual success examined as three dimensions and it is determined very low in each dimension. It is determined that regression coefficients which are standardized determined as (0,566) for emotional fatigue, (0, 5000) for depersonalization and (0,570) for individual success when the relation of mental intelligence and Burnout syndrome dimension is examined.

It is determined that there has an intermediate relation between mental intelligence and three dimension of Burnout syndrome. Reach a conclusion emergency aid and intervention managers have to know the ways of struggle with Burnout syndrome and that also have to apply them. In addition to this, essential working requires have to supply by administration units.

Key Words: Emergency, Rescue And Intervention Staff, Spiritual Intelligence, Burnout Syndrome