BURNOUT, SOCIAL SUPPORT, AND COPING IN CRISISLINE VOLUNTEERS

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This study examines the relationship among burnout, social support, and coping in volunteers. In this study, 30 volunteers from Rape Crisis Center of Bloomington, Illinois, will anonymously complete four questionnaires: the Maslach Burnout Inventory, the UCLA Social Support Inventory, a coping survey, and a demographic survey. The Maslach Burnout Inventory contains three subscales, Emotional Exhaustion, Depersonalization, and Personal Accomplishment. A question is asked on the demographic questionnaire regarding the respondent's perception of the turnover rate among the volunteers of the group. This response will be correlated with the three subscales of the burnout measure in order to establish if perception of turnover is related to burnout. Also, the respondents' scores on the subscales of the burnout inventory will be correlated with the total support received and the rape crisis group support to determine the impact of social support on burnout. In addition, two different coping styles, control and escapist, will be computed and correlated with the three subscales of the Maslach Burnout Inventory to measure the relationship between coping and burnout. The hypotheses are that high turnover will be related to greater burnout, higher levels of social support will relate to lower levels of burnout, and volunteers who use more control coping strategies and fewer escapist coping strategies will have lower levels of burnout.