



Project: "Empowering Practitioners in Social Work from Rural Communities"  
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## **Romanian Survey On the perceptions and the needs of the PSW from the rural regions in addressing the "burn-out" phenomenon**

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### **1. INTRODUCTION**

#### **Social work in Romania**

Social work professionals have to fulfil a social mission based on professional values and principles: social justice, dignity and uniqueness of each human being, self-determination, confidentiality, competence etc. Their work is complex and diverse: they analyse the influence of social factors on clients' mental state and behaviour, they inform their clients about their legal rights, they collaborate with other professionals or organizations having similar goals, they develop helping and rehabilitation measures for their clients.

Social workers' main objective is to help people solve problems faced in their social situation or personal life. These professionals face complex social problems in their work and they need to design interventions on three levels: *individual level* (people need specialized interventions in order to adapt to certain environments or to adapt the environment to their needs; *group level* (a group of people need support dealing with a similar problem or with social adaptation); *community level* (social workers can help an entire community to find the resources it needs in order to deal with its problems so that life quality and wellbeing in that community will increase).

Social work in Romania now is in a re-construction, post-communist era. The communist regime (1947-1989) attempted to reduce the role of social work, mainly for ideological reasons, because people were expected to be equal, poverty and inequalities were not foreseeable, thus social work had a marginal role. Social work education disappeared in 1962 from universities. Social assistance

institutions for abandoned children, disabled people and the elderly were the only ones surviving, but in precarious conditions. The decree from 1966 forbidding abortion led to many illegal abortions, a deterioration of women' reproductive health and increased child abandonment (Lazăr, 2015).

After the December 1989 Revolution, when people overthrew the communist regime, many changes intended to re-establish social work as a profession: a State secretariat for handicapped people is created by the Ministry of labor and social protection to coordinate the social assistance activities, social work and sociology education are re-established, several laws were passed by the parliament, such as the establishment of the social services law, the law to protect people with disabilities, the law on prevention of social exclusion and marginalization, the introduction of several cash benefits (guaranteed minimum income, single parents allowance, heating allowance, etc.) (Lazăr, 2015).

Romanian social policies are still looking for an identity, but social work continues its reconstruction after the communist blackout. There is progress in terms of services provided, quality of social work education and the recognition of social work profession, although there is room for improvement (e.g. services for certain categories, evidence-based practice and policies, doctoral studies in social work, adequate wages for social workers) (Lazăr, 2015).

In Romania, social workers can formally work with an accreditation from The National College of Social Workers, which is the largest membership organization of professional social workers in Romania. This professional body founded in 2005 is autonomous and independent in rapport with any public authority and it is the representative of Romanian social workers in relations with national and international governmental or non-governmental authorities and institutions (<http://www.cnasr.ro/en>).

Now, more than 8,200 social workers and 100 individual private practice offices are registered in the National register of social workers.

### **Stress, burnout and satisfaction of social work professionals**

Stress and burnout for health care professionals have received increasing attention in the literature. In a review of the research literature on stress and burnout in social work, Lloyd, King, & Chenoweth (2002) found out that organizational factors, such as work pressure, work load, role ambiguity, and relationship with supervisor have been identified as primary predictors of stress and burnout. Only a few client-related factors were mentioned in the studies. Risk factors associated with burnout appeared to include the lack of challenge on the job, low work autonomy, role ambiguity, difficulties in providing services to clients, and low professional self-esteem. Moderating influences were mainly found to be supervisory support.

People's psychological relationships to their jobs have been conceptualized as a continuum between the negative experience of burnout and the positive experience of engagement. There are three interrelated dimensions to this continuum (Maslach & Leiter, 2008):

- Exhaustion – energy – exhaustion represents the basic individual strain dimension of burnout. It refers to feelings of being overextended and depleted of one’s emotional and physical resources.
- Cynicism – involvement – cynicism (depersonalization) represents the interpersonal context dimension of burnout and refers to a negative, callous, or excessively detached response to various aspects of the job.
- Inefficacy – efficacy - inefficacy (or reduced accomplishment) represents the self-evaluation dimension of burnout and refers to feelings of incompetence and a lack of achievement and productivity in work.

Burnout has been associated with various forms of negative responses to the job, including job dissatisfaction, low organizational commitment, absenteeism, intention to leave the job, and turnover.

Calitz, Roux, & Strydom (2014), in a study investigating factors that affect social workers’ job satisfaction, stress and burnout, found out that it is not surprising that social workers experience work-related stress, considering factors like their experiences of insufficient time to complete day-to-day work tasks, heavy workloads, poor compensation, challenging and/or difficult clients, as well as few resources, long working hours and unclear job expectations. Under these less-than-optimal working conditions, social workers are often “pushed to the limit” when trying to meet their job requirements. Over time this can result in burnout, impaired performance, poor mental health, impaired cognitive functioning, decreased concentration and health-related problems for social workers. Additionally, these issues may cause social workers to consider a career change. In order to address these issues, increased support, support groups, supervision, knowledge and skills improvements are necessary in order to assist social workers to deal with the stressors and keep them excited about and interested in the profession.

Farmer (2011) stated that based on the current literature concerning how to create and maintain job satisfaction of social workers, there still is a gap in the literature regarding interventions, models, and avenues which explore and enhance job satisfaction.

Dickens & Serghi (2000), in a study comparing stresses and satisfactions for Social Workers in Romania and England, found out that more than one third of Romanian participants rated as dissatisfaction sources: rate of pay, chance of promotion, relations between management and staff, and more than half of them rated the amount of paper work, the amount of influence they have and the way the department/workplace is managed as factors of dissatisfaction.

Bădărău and Robu (2013) investigated professional satisfaction among Romanian social workers and identified moderate levels of stress and satisfaction. They also identified as main sources of dissatisfaction: salary, opportunities for professional training and career development, additional financial reward, material and logistic resources.

As social work is notoriously known as a demanding profession, it seems vital that job satisfaction be taken seriously when looking to combat such things as burnout (Farmer, 2011). Cole, Panchanadeswaran, and Daining (2004) say that organizations that employ social workers and identify job satisfaction as a priority, can lead to not only enhancing a social workers role within the organization, but can also reduce absenteeism, increased retention, and increased quality of services offered to clients. The authors cite that such factors as salary, job autonomy, opportunities for promotion, quality of supervision, good working conditions, support from co-workers, perceived efficacy, and social supports are all contributing factors to increased job satisfaction of social workers.

## 2. RESEARCH METHODOLOGY

### 2.1. Research objectives

This study aims to identify:

- Social workers’ opinions on social work as a profession, social problems and difficulties daily faced in their work, interaction ways with the people in need,
- the extent of the social workers’ self-care practices, stress and frustration from failures and moral distress and explore its causes,
- the meaning of concepts like self-care and reflective practice and if those concepts are used in practice,
- social workers’ needs for professional training and education,
- the extent of networking practice and the relations social workers’ have with the community members, with local private or public institutions representatives (schools, local authorities, NGOs) and with other specialists from the professional community.

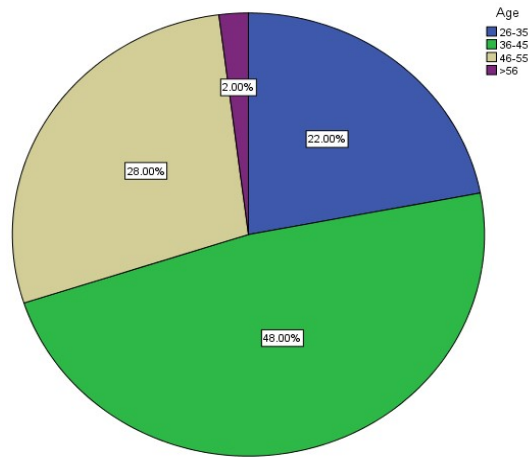
### 2.2. Participants

The sample consists of 50 social workers from rural areas. They are 12 men (24%) and 38 women (76%). Table 1 and fig. 1 show the participants’ age distribution.

**Table 1. Participants’ age**

		Frequency	Percent
Valid	26-35	11	22.0
	36-45	24	48.0
	46-55	14	28.0
	>56	1	2.0
	Total	50	100.0

**Fig. 1. Participants' age – percentage distribution**



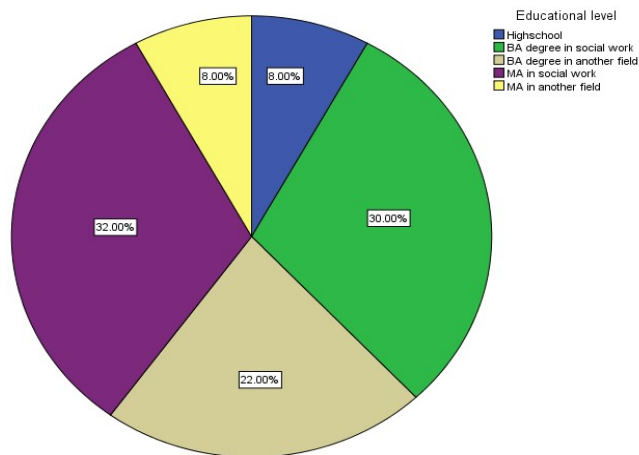
Participants' experience in Social Work ranges from 0.5 to 23 years (mean=10.58,  $\sigma=5.92$ ).

Tabel 2 and fig. 2 show participants' education level.

**Tabel 2 Participants' education level**

		Frequency	Percent
Valid	Highschool	4	8.0
	BA degree in social work	15	30.0
	BA degree in another field	11	22.0
	MA in social work	16	32.0
	MA in another field	4	8.0
	Total	50	100.0

**Fig. 2. Participants' education level - percentage distribution**



## 2.3 Measure

We designed a questionnaire for our research. The construction of the questionnaire began with a consultation of the partners involved in the project, at the kick-off meeting of the project, held in Pitesti, in December 2018. We discussed and agreed upon the objectives of the survey and the structure of the questionnaire. We discussed the research objectives stated in the project proposal and we agreed to focus on explorations of:

- Social workers' perceptions on their profession;
- Sources of occupational stressor for social workers;
- Burnout symptoms among social work professionals;
- Stress consequences on personal and professional life of social work professionals;
- Ways to improve professional activity in social work;
- Professional training and development needs.

The next step was the construction of the first version of the questionnaire, after a focused research of the national and international scientific literature on stress, burnout and satisfaction among social workers. The questionnaire was structured on four sections:

- The first section, including 25 closed-ended items, was designed to explore social workers' perceptions on their job, the problems and the difficulties they face in their professional activity, to identify sources of occupational stress and symptoms of burnout. The respondents have to assess the frequency they encounter the situation described in each item on a 5-point Likert scale.
- The second section, including 8 items, was designed to identify the satisfaction level social work professionals experience towards 7 work related aspects like: salary and rewards, promotion opportunities, work conditions, work climate etc. The eighth item was an opened-ended one and it gave the respondent the occasion to add other important satisfaction factor for him. The response scale for all the items consists in a 5-point Likert type scale, assessing the degree of satisfaction, from 1 – Very Dissatisfied to 5 – Very Satisfied.
- The third section included 7 possible stress consequences. The respondents could choose one or several consequences.
- The fourth section focused on 7 possible ways used to improve social workers' professional activity, like: emotional regulation techniques, supervision from another professional, communication with other colleagues, professional training etc. These items could be assessed on two different criteria: first according to the extent it is used and second according to the extent it is needed. The respondents could choose multiple answers. The response scale consisted in a 3-point Likert scale (1- Not at all, 2- To some extent, 3- Very much). The

respondents could add other ways of improving professional activity, on the eighth opened-ended item.

- The last section included respondents' demographic data such as gender, age, work experience, educational level.

The first version of the questionnaire was sent to all the project partners and it was improved after the feedback we receive from the Bulgarian and Slovenian partners. At their suggestions, we added another 7 stress consequences to the third section and we rephrased some instructions so that the task of the respondents had been made clearer.

This version of the questionnaire was pretested on 6 social workers working in rural areas of the Arges County, in order to correct and improve the questionnaire. The final version is in Appendix A.

## 2.4 Procedure

We chose to send the questionnaire to our participants via email. This is a more simple, economical and easier way to collect data, especially in our case, because our respondents work in rural, sometimes remote areas in several counties. We contacted 96 social workers and 25 of them send us back the questionnaire after the first call. After 10 days we asked again the remaining ones to take part in the survey. This reminder and the formal request to fill in the questionnaire expressed by the county authority in social care contributed to a raised response rate. In the end we collected 50 questionnaires from social work professionals working in rural areas.

## 3. RESULTS AND DISCUSSION

The first section of the survey intended to explore social workers' opinions on various aspects of their job, social problems and difficulties daily faced in their work, the sources of occupational stress.

**Tabel 3. Descriptive statistics for social workers' opinions on their job**

	N	Minimum	Maximum	Mean	Std. Deviation
I deal very effectively with my clients' problems.	50	2	5	4.12	.627
I have the occasion to consult another professional when I have difficult cases.	50	2	5	3.80	.990
I have too much work to do.	50	3	5	4.52	.677
I have a difficult collaboration with the authorities.	50	1	5	2.50	1.147
I can organise my work by myself.	50	1	5	4.34	.872
I feel emotionally drained from my work.	50	1	5	3.08	1.158
I face the lack of understanding and cooperation from my clients.	50	1	5	3.16	.889
I solve the work tasks by myself.	50	4	5	4.52	.505

I feel tired when I wake up in the morning and I have to face a new work day.	50	1	5	2.80	.969
I've become more callous toward people since I took this job.	50	1	5	1.42	.950
I feel I'm positively influencing other people's lives through my work	50	1	5	4.08	.752
I have the support of my colleagues in my activity.	50	1	5	3.96	1.049
I have the support of my boss/bosses in my activity.	50	1	5	4.26	.899
My work tasks are clear to me.	50	1	5	4.62	.805
I feel I treat some clients as if they were impersonal objects.	50	1	5	1.18	.661
Working with people is really a strain for me.	50	1	5	1.60	.948
I accomplish tasks which are not in my responsibility.	50	1	5	3.58	1.126
I really don't care about what happens to some clients.	50	1	5	1.28	.904
I feel I need to know other professional intervention methods.	50	1	5	3.78	.975
I have difficult cases to handle and solve in my work.	50	1	4	3.08	.724
I have all the resources I need to do my job.	50	2	5	4.02	.869
My work is appreciated by my colleagues.	50	1	5	3.82	1.044
I feel exhilarated after working closely with my clients.	50	1	5	4.18	.983
I have to fill in many documents in my activity.	50	3	5	4.66	.557
My work is appreciated by my boss.	50	1	5	4.02	1.059
Valid N (listwise)	50				

According to the means from table 3 (we are interested in means closer to the extremes of the scale: lower than 2.5 and around 4 and higher, given that the theoretical mean of the scale is 3), the overall perception of social workers' on different aspects of their job is positive:

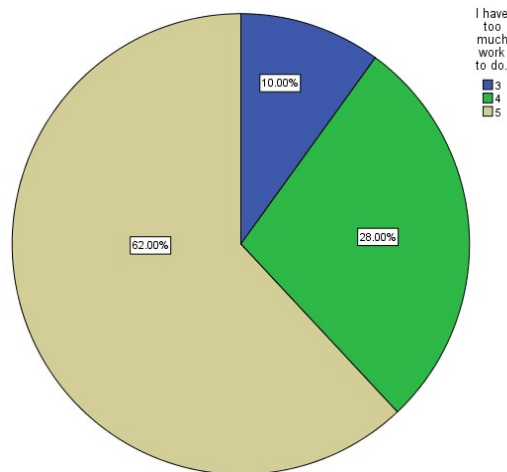
- regarding **the job and working condition**, the majority of them say that they can organise and solve the work tasks by themselves, they have all the resources they need to do their job and the work tasks are clear to them.
- regarding **the work with their clients**, the perceptions are positive. Social workers say that they deal very effectively with the clients' problems; they are not treating some clients as if they were impersonal objects and they haven't become more callous toward people since they took this job. Few of them say that working with people is a strain for them and that they really don't care about what happens to some clients. They feel they have an impact on their clients (They feel they are positively influencing other people's lives through their work) and they feel exhilarated after working closely with their clients. These things suggest that social workers have a well developed sense of professional accomplishment.
- regarding their **work relations**, the social workers say that they have the support of their colleagues and boss/bosses in their activity and that they feel that their work is appreciated by their colleagues and boss.

There are also negative aspects in social workers' opinion:

- a large workload (I have too much work to do) and the requirement to do other tasks (I accomplish tasks which are not in my responsibility).
- the bureaucracy (I have to fill in many documents in my activity).
- the lack of professional tools (I feel I need to know other professional intervention methods).

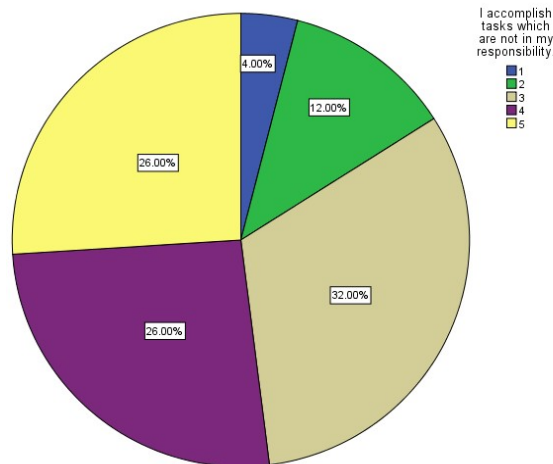
Figures 3-6 show the percentage distribution of responses to the four negative aspects (sources of stress) discussed above.

**Fig. 3. The percentage distribution for the item “I have too much work to do”**



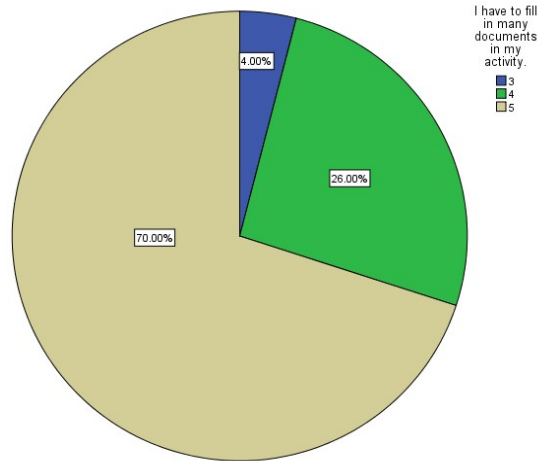
According to fig. 3, 90% of the respondents say they have often and always too much work to do.

**Fig. 4. The percentage distribution for the item “I accomplish tasks which are not in my responsibility”**



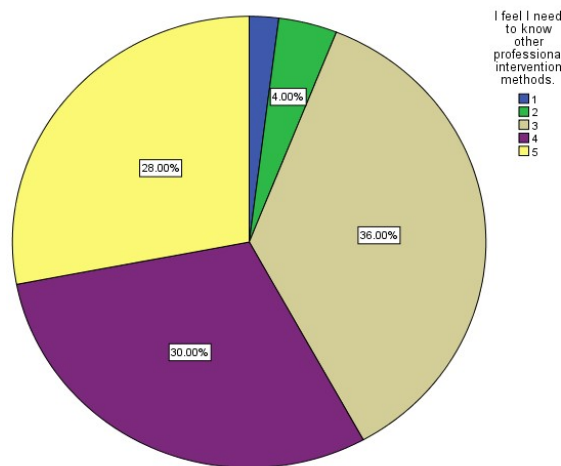
According to fig. 4, 52% of the social workers say they accomplish often and always extra work tasks.

**Fig. 5. The percentage distribution for the item “I have to fill in many documents in my activity”**



96% of the social workers say they often and always have to fill in many documents in their work, according to fig. 5.

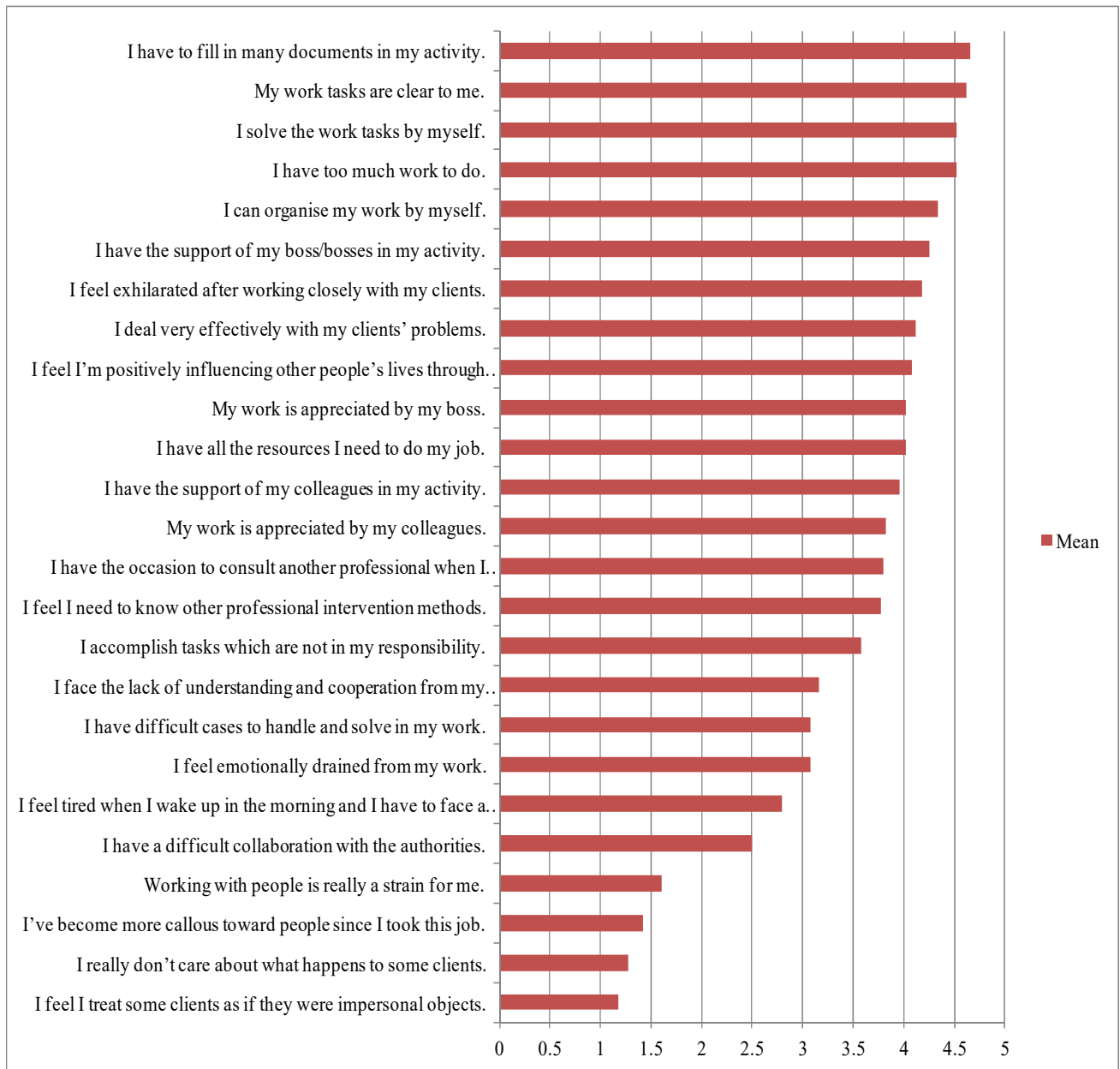
**Fig. 6. The percentage distribution for the item “I feel I need to know other professional intervention methods”**



As we can see from fig. 6, 58% of the respondents often and always feel they need other professional intervention methods.

As we can see from fig. 7, the items with the smallest means (1.18-1.6) indicate that social workers experience almost never feelings of depersonalisation, which are burnout symptoms.

**Fig. 7. Social workers' opinions on their job**

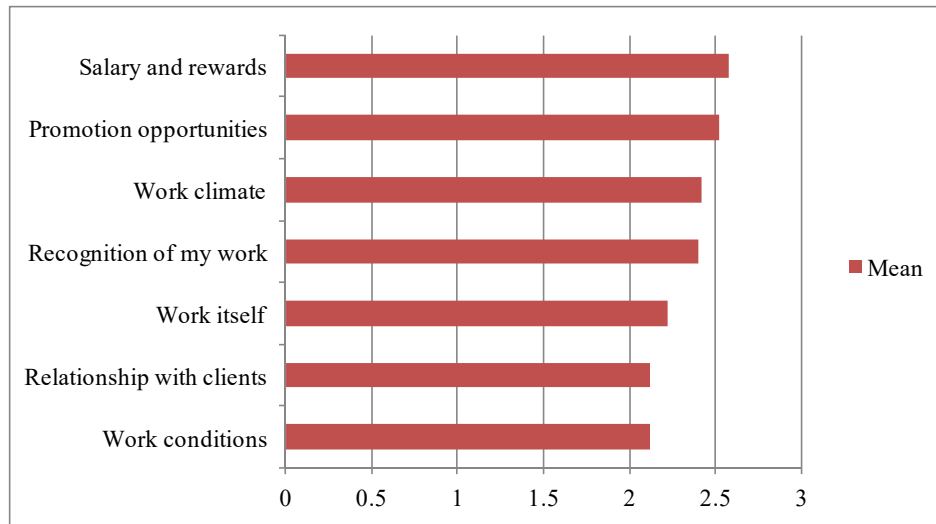


The second section of the survey intended to explore social workers' opinions on various sources of work satisfaction.

**Table 4. Descriptive statistics for the sources of work satisfaction**

	N	Minimum	Maximum	Mean	Std. Deviation
Salary and rewards	50	1	5	2.58	.971
Promotion opportunities	50	1	4	2.52	.886
Work conditions	50	1	5	2.12	.746
Work itself	50	1	4	2.22	.790
Recognition of my work	50	1	4	2.40	.904
Work climate	50	1	5	2.42	1.012
Relationship with clients	50	1	4	2.12	.627
Valid N (listwise)	50				

**Fig. 8. Sources of work satisfaction**



As we can see from table 4, none of the means reaches 3, the theoretical mean of the scale. This means that social workers are rather dissatisfied with all the aspects listed above. This is somehow contradictory to some of their positive opinions expressed in the first section and consistent with others. Two respondents added “client satisfaction” as other important satisfaction factor.

Starting from these results, we may say that social workers included in our survey are rather dissatisfied with their work, and we could explain this by the fact that the social-economic situation is far from being a good one, though the salaries have been increased, the prices on the market are increasing, so the financial satisfaction is low. At the same time we might also take into consideration that in Romania the activity of social workers isn’t well known, so there is not a specific culture which should respect this profession, maybe because of the bad laws, maybe because of the social work system which is not too developed by comparison with other countries in the world, maybe because of social perceptions-which are old and also very rigid specially in the rural areas. So though social workers are happy with their jobs, as they can build a career in this field, and this is seen in the results obtained in the first section of the study, they experience low satisfaction related to their work. This aspect which is contradictory may be also explained by the fact that the social workers could have lied to obtain the social admiration or recognition, although in reality, they are rather dissatisfied with their job. It is also important to underline the fact that social workers have to deal with a lot of work, a lot of bureaucracy, and the lack of certain tools they need in their activity, so these negative features of their work might be strong predictors for their dissatisfaction. All in all, there isn’t a balance between what they invest in their activity and what they receive, so we could say that these people like their job, though they aren’t satisfied with it.

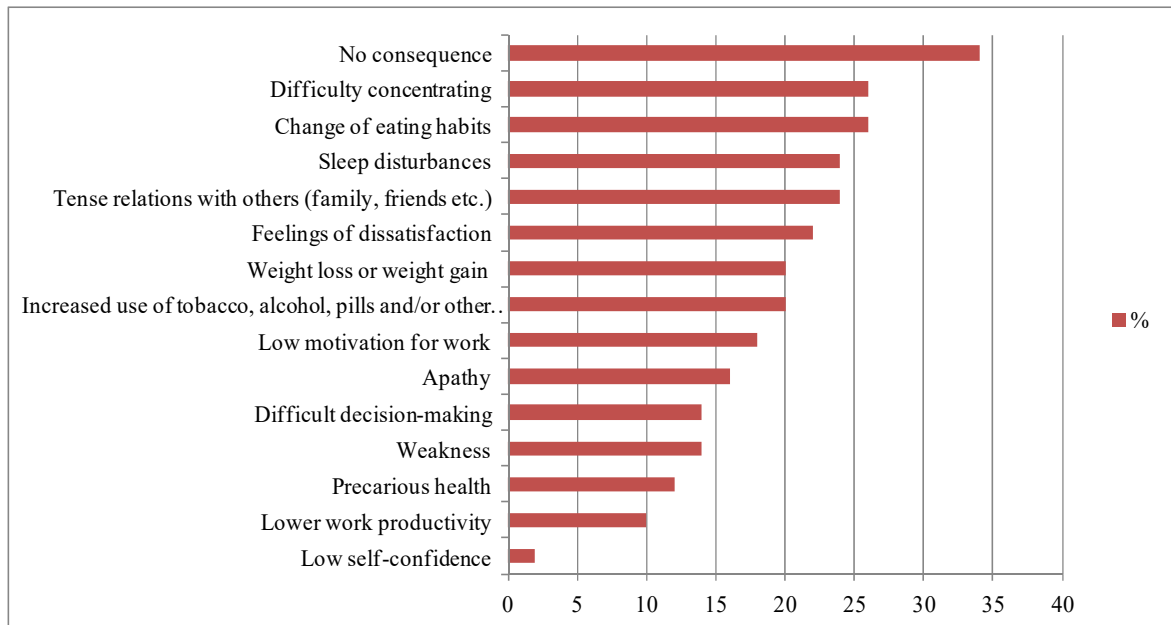
The third section of the survey explored stress consequences experienced in the last year. Table 5 show the distribution of stress consequences.

**Table 5. Distribution for stress consequences**

	Count	%
Low motivation for work	9	18.0%
Low self-confidence	1	2.0%
Feelings of dissatisfaction	11	22.0%
Increased use of tobacco, alcohol, pills and/or other substance	10	20.0%
Precarious health	6	12.0%
Tense relations with others (family, friends etc.)	12	24.0%
Lower work productivity	5	10.0%
Sleep disturbances	12	24.0%
Weight loss or weight gain	10	20.0%
Weakness	7	14.0%
Change of eating habits	13	26.0%
Apathy	8	16.0%
Difficulty concentrating	13	26.0%
Difficult decision-making	7	14.0%
None of the above	17	34.0%

As we can see (fig. 9), 34% of the social workers didn't experience any stress consequences. 66% experienced one or several stress consequences, the most frequent being: difficulty concentrating, change of eating habits, sleep disturbances, tense relations with others (family, friends etc.), feelings of dissatisfaction, increased use of tobacco, alcohol, pills and/or other substance. We cannot identify the extent to which the work has led to these effects. It is possible that other stressors, unrelated to social workers' professional activity, to generate such consequences.

**Fig. 9. Distribution for stress consequences**



The last section of the survey intended to explore ways of improving social workers' professional activity.

**Table 6. Descriptive statistic for the use of different ways to improve professional activity**

	N	Minimum	Maximum	Mean	Std. Deviation
Emotional regulation techniques	21	1	3	1.81	.602
Supervision from another professional	18	1	2	1.39	.502
Communication with other colleagues	39	1	3	2.28	.560
Being a member of a professional network/ association	16	1	3	2.13	.806
Professional training	14	1	3	1.64	.633
Reading about the latest developments in the field of social work	17	1	3	2.41	.712
Exchange of experience with other professionals in my field (from my country or from abroad)	12	1	3	1.58	.669
Valid N (listwise)	7				

As we can observe from table 6, social workers use to a large extent three ways of improving their professional activity: communication with other colleagues, being a member of a professional network/ association and reading about the latest developments in the field of social work. They use less: supervision from another professional, exchange of experience with other professionals in my field (from my country or from abroad), professional training and emotional regulation techniques.

Two social workers added to this section “meetings with and trainings from other institutional partners”.

**Table 7. Descriptive statistic for the need of different ways to improve professional activity**

	N	Minimum	Maximum	Mean	Std. Deviation
Emotional regulation techniques	35	1	3	1.74	.701
Supervision from another professional	37	1	3	1.76	.683
Communication with other colleagues	21	1	3	2.24	.625
Being a member of a professional network/ association	43	1	3	2.58	.626
Professional training	42	1	3	2.69	.517
Reading about the latest developments in the field of social work	42	1	3	2.69	.517
Exchange of experience with other professionals in my field (from my country or from abroad)	46	1	3	2.65	.566
Valid N (listwise)	16				

As we can see from table 7, regarding the need of different ways to improve professional activity, the respondents say they need: professional training, reading about the latest developments in

the field of social work, exchange of experience with other professionals in my field (from my country or from abroad), being a member of a professional network/ association.

**Fig. 10. Comparison between the usage and the need for ways of improving professional activity**

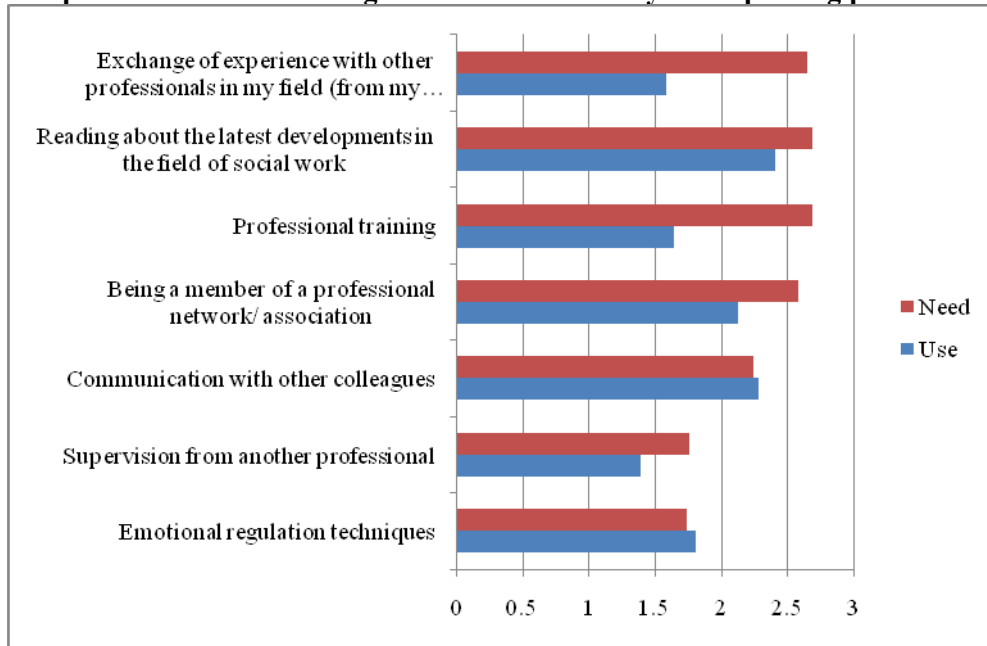


Fig. 10 shows us the mean differences in the usage of and the need for several way of improving social workers' activity. The main aspects here are:

- there is a larger difference regarding the experience of changing information between colleagues as we can observe their present situation (use) and social workers' need for this. So we might just say that the need for this kind of experience is a sign of development for their activity, as social workers want to improve their knowledge through information sharing with other professionals.
- there is a also a larger difference regarding professional training, as social workers really feel the need for such activities. If we relate this with their need for changing information with their colleagues, we might say that professional associations should be developed in order to organise activities like training sessions, camps, conferences etc.
- it is also really important to observe the differences regarding the experience of reading about the latest developments in the field of social work, being a member of a professional network/ association, as social workers expressed their need for this activities, though they already use these ways to improve professional activity.
- Communication with other colleagues is the single aspect in which the use of and the need are almost to the same extent. This means that this is one of the functional, effective ways social workers use in their professional activity.
- social workers do not use and do not show the need to use professional supervision or emotional regulation techniques as ways of improving professional activity.

## CONCLUSIONS

The main results of our survey are:

- Social workers assess as positive various aspects of their work: work and working conditions, work with their clients and work relations.
- The participants identified as main sources of stress: workload, bureaucracy and lack of professional tools.
- Romanian social workers involved in this survey are rather dissatisfied with different aspects of their job.
- One third (34%) of the social workers didn't experience any stress consequences and the rest of them (66%) experienced one or several stress consequences, including physiological, psychological and social effects.
- Regarding the need of different ways to improve professional activity, the respondents say they need: professional training, reading about the latest developments in the field of social work, exchange of experience with other professionals in my field (from my country or from abroad), being a member of a professional network/ association.

### **Limitations**

The number of participants included in our research is small, so we cannot extend our results and conclusions to the reality of all social workers working in rural areas, although our results are consistent with findings from other research.

Another limitation derives from the data collection procedure. Emailed questionnaires prevent the researcher to control the conditions in which the survey is filled in. We cannot know if the answers reflect only our respondents' perceptions and opinions. In addition to this, it is possible the anonymity was affected by the fact that we asked participants to send us back, via email, the filled in questionnaire, which made them identifiable. This could influence the answers, despite our assurance regarding confidentiality.

### **Implications for practice and for future research**

These findings stress social workers' need for support in ongoing professional development, the need for organizational change in order to reduce stress and to identify sources of satisfaction. This is a difficult task for Romanian institutions, because first of all they have to consider human resources as the most valuable resource.



**Erasmus+ Programme – Strategic Partnership**  
**Project Nr:**  
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## QUESTIONNAIRE

*We are a network of institutions across Europe who is implementing an Erasmus+ project with the main goal to empower practitioners in social work from rural areas in seven European countries, by developing their abilities to better manage the challenges of their professional activities. In this stage of the project we are conducting a survey in order to identify their work related difficulties, as well as the best solutions in order to meet their professional needs. The results of this research will be used by a significant number of professionals at European level, and you as well can benefit from these results. We kindly ask you to give your honest response to the next questions regarding your professional activity. We assure you that all your answers are confidential.*

*Thank you for participating in this survey!*

*If you are interested, you can find more information about the project at the following link:*

***[https://www.facebook.com/Epswra-Project-277292906295720/?epa=SEARCH\\_BOX](https://www.facebook.com/Epswra-Project-277292906295720/?epa=SEARCH_BOX)***

1. Are you interested in improving your professional activity?

1.Yes

2.No

3.I don't know/No response

2. How often do you face each of the following situations?

	Never 1	Rarely 2	Sometimes 3	Often 4	Always 5
1. I deal very effectively with my clients' problems.					
2. I have the occasion to consult another professional when I have difficult cases.					
3. I have too much work to do.					
4. I have a difficult collaboration with the authorities.					
5. I can organise my work by myself.					
6. I feel emotionally drained from my work.					
7. I face the lack of understanding and cooperation from my clients.					
8. I solve the work tasks by myself.					
9. I feel tired when I wake up in the morning and I have to face a new work day.					
10. I've become more callous toward people since I took this job.					
11. I feel I'm positively influencing other people's lives through my work.					
12. I have the support of my colleagues in my activity.					
13. I have the support of my boss/bosses in my activity.					

14. My work tasks are clear to me.					
15. I feel I treat some clients as if they were impersonal objects.					
16. Working with people is really a strain for me.					
17. I accomplish tasks which are not in my responsibility.					
18. I really don't care about what happens to some clients.					
19. I feel I need to know other professional intervention methods.					
20. I have difficult cases to handle and solve in my work.					
21. I have all the resources I need to do my job.					
22. My work is appreciated by my colleagues.					
23. I feel exhilarated after working closely with my clients.					
24. I have to fill in many documents in my activity.					
25. My work is appreciated by my boss.					

3. How satisfied are you with the following aspects?

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
1. Salary and rewards					
2. Promotion opportunities					
3. Work conditions					
4. Work itself					
5. Recognition of my work					
6. Work climate					
7. Relationship with clients					
8. Other important satisfaction factor (please specify) .....					

4. Please choose from the list below the aspects you have experienced in the last year of work.

(Multiple answers are allowed):

- 1. Low motivation for work
- 2. Low self-confidence
- 3. Feelings of dissatisfaction
- 4. Increased use of tobacco, alcohol, pills and/or other substance
- 5. Precarious health
- 6. Tense relations with others (family, friends etc.)
- 7. Lower work productivity
- 8. Sleep disturbances
- 9. Weight loss or weight gain
- 10. Weakness
- 11. Change of eating habits
- 12. Apathy
- 13. Difficulty concentrating
- 14. Difficult decision-making
- 15. None of the above

5. The list below contains several possible ways to improve your professional competence. Please rate the extent to which you use and need each of them (*you may mark from both categories one answers*)

	I'm already using it			I would need it		
	Not at all	To some extent	Very much	Not at all	To some extent	Very much
1. Emotional regulation techniques						
2. Supervision from another professional						
3. Communication with other colleagues						
4. Being a member of a professional network / association						
5. Professional training						
6. Reading about the latest developments in the field of social work						
7. Exchange of experience with other professionals in my field (from my country or from abroad)						
8. Other (please specify) .....						

6. Gender

1. Masculine

2. Feminine

7. Age

1. <25

2. 26 – 35

3. 36 – 45

4. 46 – 55

5. > 56

8. Experience as a specialist in social work: ..... years

9. Educational level:

1. High school

2. BA degree:  
 a. in social work   
 b. in another field

3. MA degree

4. a. in social work   
 b. in another field

5. PhD degree

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