



Social Apathy and Emotional Burnout Syndrome as the Measurement of Phenomenon of Anomie

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Abstract

This paper presents the results of the study on revealing anomie features. The interconnections between characteristics of social apathy and subjective wellbeing, as well as emotional burnout syndrome are underlined. The purpose of the paper was conduction of research on anomie measurement. The methods of the research were anomie measurement scales. The research was conducted from January 2021 to January 2023 among Armenian employees (n=780). The recruited participants were 20-60 years old. The results of the research emphasized that emotional burnout syndrome is a phenomenon that leads to negative changes in the personality structure, contributing to a decrease in professional and social activity. The study of issues related to emotional burnout is an important direction in the field of studying the phenomenon of social apathy and anomie. A significant role in the formation of the syndrome of emotional burnout is played by the individual characteristics of people, as well as the nature of social activity. Thus, it can be said that emotional burnout is the result of a mismatch between individualism and social norms perception which leads to increase of normlessness, meaninglessness and social isolation. From this point of view, social apathy and burnout syndrome can be considered as a way to measure the phenomenon of anomie.

Keywords: adaptive capabilities, assessment, collective consciousness, psyche, scale

1. Introduction

In scientific literature, social apathy presents itself as a type of behavior, so we can say that social apathy is not only social but psychological phenomenon that reflects the dynamics of social wellbeing of individuals and social behavior (Erikson, 1962; Goode, 2015).

People's behavior and thinking are always accompanied by certain emotions due to the characteristics of mental activities. An individual's vitality included in different social groups gives birth to a spiritual and emotional phenomenon called subjective wellbeing. It is based on subjective assessments of people from their social status, family life, relatives, partners, and other qualities behavior (Kinderman et al., 2011).

These subjective assessments have two closely interconnected parties - rational and emotional. In an individual consciousness, they are closely interconnected, but they are still different in their manifestations. The rational assessment can be explained and argued, for example, "I do not feel confident in this team, because I do not have higher education". Emotional assessment is often situational, it can be due to the events in personal life, that is, reflecting a person's mood or, on the contrary, life, permanent emotional background, such as dissatisfaction or optimism. It is known that the emotional side of the subjective assessment is always dominated by rational one.

At the same time, subjective wellbeing is the phenomenon of collective consciousness, as it is objected in the form of generalized assessments, emotional reactions, and response forms and otherwise, can significantly affect the perception of life members.

In addition, the nature of subjective wellbeing determines the general direction of the social activities of an individual and social group, such as constructive, destructive and passive directions.

Social apathy as a type of subjective wellbeing has its various manifestations, such as:

- Indifference to what is happening in public life,
- Complete or partial loss of interest in the future,
- Relaxation of interests and motives for activities,
- Lack of life meaning,
- Social impotence.

The duration of these manifestations may vary. If it goes to a steady state, it gives birth to a state of man or a group such as apathy. The general feature of social behavior accompanied by social apathy is passivity. Passivity has different manifestations, less noticeable to extremely express. Many authors consider social apathy a way to adapt to the constantly changing circumstances of life and a complaint against reality (Aronsson et al., 2017; Hakobyan & Khachatryan, 2022; Lafaye, 2012; Steenvoorden, 2015). This feature is especially emphasized by the young people who are under the strong influence of the media, advertising and the Internet. At the same time, indifferent behavior can be activated. But that activity is aimed at developing real abilities and spiritual growth, but to the pleasures developing.

The reasons for social apathy should be sought in modern society. Sociology views social apathy as a result of "failures" in the value system of individual and society, that is, anomie of value. This approach is due to huge role of values in formation of human behavior. Values-based behavior has a deeper, stronger basis than the actions based on social norms. Social norms mainly make a controller function related to human behavior, with sanctions, confirmation / punishment. Man does not choose social norms; he chooses to follow or not follow them. The values, unlike the norms, choose the individual himself, deciding which to be significant, which is not. The values make up the human inner world and directing its activities. Throughout life, a person can change value priorities, but that change will always be the result of his choice. In the event that the public invades the world of human values,

imposing certain values, or, on the contrary, killing them, man lives inner shock that affects his mental condition and social behavior.

A number of scientists, including Teymoori and others (2016), believed that the anomie and social apathy arose due to the rapid change of economic relations, in the absence of a moral basis for such a transition. The values that people accepted as it, which reproduced public order were immediately destroyed.

This fact led to the occurrence of mass social stress disorders, one of the consequences of which is apathy. Hope that over time, society will accept imposed values, as changing value orientations is a difficult process. It depends not only from the "accommodation" period of values, but also to what extent these values are to the historical and cultural features of the society.

The sociological and psychological studies of the values of the society shows that the liberal values coming to the country with market reforms do not correspond to the socio-cultural tradition of centuries. Thus, social justice and social equality still hold the main positions of the society's value system. The value liabilities of the members of the society do not coincide with the institutional structure formed over the past decades. This has a negative impact on the social wellbeing of the population, leads to the desire to escape or refuse reality. Indifference is a defensive reaction to changes in social reality (Marwah & Deflem, 2006; Merton, 1938).

The second reason is related to the growing personalization of the society. The priority of the individual's freedom for the public interest makes the attention of the attention only on one's own. As a result, moral norms are gradually losing their strength, and the sense of social responsibility is subject to atrophy. Being deprived of moral connection, common goals and problems, man easily becomes manipulation. By supporting human selfish aspirations, the power structures skillfully direct his social behavior. Information society also contributes to social apathy. The man receives a huge amount of various data that is not coordinated or fragmented. On the contrary, this information often contains a subjective opinion or skillfully presented ideological propaganda. In addition, access to information and ease create the illusion of knowledge of "everything about everything." As a result, the emotional assessment of what is happening is stupid, critical thinking is lacking. Man does not understand the essence of the processes, so he begins to leave them.

Another macro-social reason causing social apathy is the consumer society. The atmosphere of consumerism, the abundance of goods and saturation with material benefits generate a state that Western scientists call "happy apathy." The consumer society, is actually deprived of freedom, is strong integrated into production, as consumer, human life is closed in the production-consume measurement (Hill & Curran, 2016).

Focusing on material use, minimizing spiritual efforts lead to a disease of civilization and the ability to enjoy life. All the necessary items make a person not sensitive to other people, the events of the earth and the world of life. People are trying to buy certain products and services to announce their material status. However, economic crises are more likely to deprive people of this opportunity, strengthening the manifestations of powerlessness.

At the same time, people often do not see the depth of the danger of the spread of this social disease. Therefore, the diagnosis of subjective wellbeing, the "discovery of the centers" of social apathy, the effective ways to overcome it should become one of the main problems of educational work and find widespread in all sides of society.

Social apathy or indifference is a term used in the field of psychology, describes the mental state in which the individual shows or reflects the lack of emotions, motives or enthusiasm of people in his daily routine. People suffering from indifference show certain characteristics such as physical muscle loss and lack of energy. Therefore, when apathy is very difficult, some psychologists or psychiatrists can find convenient to use certain

medications that contribute to a more positive mood. In general, they are usually very effective, but they must be accompanied by some kind of therapy to solve the root problem. The intricate nature of emotional burnout, as well as the variety of causes and manifestations, requires the search for new ways and strategies for researching the optimization of professional activity, which will allow the individual to adapt to the extreme conditions of rapidly changing social processes. In this regard, it is necessary to study the relationship between emotional burnout and individual socio-psychological characteristics of a person whose activities are associated with solving difficult situations, increased stress and other negative effects on the human psyche. Personal characteristics are greatly determined the success or failure of adaptation, and at the same time adaptation itself is a powerful stimulus for individual development. It is obvious that individual features in every single case are unique integral complexes, which depending on their nature, can be attributed to individual character traits, temperament and social-psychological properties (Walters, 2016; Zhao & Cao, 2010; Zhou & Chen, 2019).

It is also important for the development of emotional burnout syndrome, what a strategy is to use the person for overcoming stress.

Studies have shown that they are more vulnerable to those who respond to aggressive, unrestrained and high resistance. Such people tend to underestimate the complexity of their problems and the time required to solve them. It is important for a person to face not only stress factors, but also the consequences of long stress, which are somewhat related to emotional burnout.

Some authors (Perski et al., 2017) believes that those who work with special interests and helping others begin to feel disappointed because they can't achieve the expected result. Such work is accompanied by excessive loss of psychological energy and leads to psychosomatic fatigue and emotional exhaustion, and as a result, anxiety, irritation, anger, low self-esteem, heartbreaking, headaches, sleep disorders, as well as family backgrounds. The formation of emotional instability, scary, suspicion, conservatism, impulsivity, tension and intrusion and introvert-ability are of particular importance.

Another vulnerable category of emotional burnout is considered to be immersed in work, depreciating and pushing their needs. They tend to escape the problems of their personal life in this way. Following the ideal, such people emphasize their work too. They need to be necessary and important. As a rule, such people depend on external assessments, especially from approval (Alarcon et al., 2009).

When a person talks about his profession, there is an increase in the structure of his personality, the development of the quality of activity takes place, and on the other hand, a personality changes that involves suppressing and even destroying balancing structures are not involved in professional development. The emotional burnout syndrome is more prone to people who have a permanent internal conflict related to work, such as women who have internal contradictions in the process of combining the family (De Simone et al., 2021).

American psychiatrist J. Freudenberg describing emotional burnout as syndrome, at the same time singled out the types of personality that are more prone to these emotional features:

1. A super responsibility when a person entirely devotes himself to work, tends to give too much, but not to take it back.
2. One-sided employee, unhappy life. He uses the work as a substitute for a social life, so deep in it that does not stay for him. This leads to the loss of one's own interests.
3. An authoritarian employee who relies on his reputation to control other people and expects the most obedience to his subordinates, despite the existence of a large emotional field.

4. Excessive diligence, who tends to identify himself with those with whom he works for. He is in danger of being at work for a long time to be extremely involved.

There are different opinions on the influence of personal features, but it is an indisputable fact that personal qualities play an important role in resisting life's difficulties.

The next component of emotional burnout is low professional performance, which shows the low self-esteem from the employee, which is accompanied by a sense of work ignorance. This measurement is more complicated and in some environments arises as a result of the above-mentioned measurements or develops in parallel. The opposite image is obtained when the employee perceives his work as stressful; he feels that he is unable to make decisions involved in the work structure.

A. Kaeding and coauthors (2017) believe that the position of a specialist who believes in the four myths, most likely, is likely to cause emotional burnout.

1. I can't make a mistake,
2. I need to be restrained,
3. I do not have the right to be biased,
4. I have to be exemplary in everything.

Thus, the source of emotional burnout cannot be associated with individual factors. Therefore, by analyzing the above, it should be noted that emotional burnout is the result of professional personality lines, its interpersonal relations and the personality integration in the professional situation.

2. Methods

Research participants were recruited by approximately equal sex groups - 390 of all participants were men, and 390 – women. Each group was divided into two age subgroups – 20-40 years old (n=195 for men, n=195 for women) and 41-60 years old (n=195 for men, n=195 for women) participants. To reveal anomie variables, we used H. McClosky, J. Schaar Scale (1965), D. Dean Scale (1961) and R. Middleton Scale (1963). The results of these scales were compared and correlated with emotional burnout and social apathy assessment data (Maslach, 2003). All information data concerning participants was anonymous. The participants were involved into the research process only after their informed consent.

At the first step of the research, we singled out the variables of three anomie measurement scales (Tab.1).

Table 1: Anomie scales variables

McClosky and Schaar Scale	Middleton Scale	Dean Scale
Normlessness	Normlessness	Normlessness
Isolation	-	Social isolation
-	Powerlessness	Powerlessness
Meaninglessness	Meaninglessness	-
-	Social Estrangement	-
-	Estrangement from Work	-
-	Cultural Estrangement	-

Source: developed by the authors

Secondly, we collected responses of all participants, as you can see in Tab.2.

Table 2: Anomie variables data

Anomie variables	Men responses, %		Women responses, %	
	20-40 years	41-60 years	20-40 years	41-60 years
Normlessness	43	40	31	38
Powerlessness	11	18	17	5
Meaninglessness	8	25	21	30
Social isolation	6	7	23	24
Social Estrangement	4	1	2	1
Estrangement from Work	5	8	1	1
Cultural Estrangement	3	1	5	1

Source: developed by the authors

And finally, we compared these responses with the results of emotional burnout and social apathy assessment. The main result of using these methods is the statement that social apathy and emotional burnout variables are perceived as anomie measurement variables as well.

3. Results

As a result of the research we can note that those participants who showed the highest positions of social apathy and emotional burnout singled out accordingly the highest anomie measurement variables as well. We also note that, according to Bayesian Paired Samples T-Test results, among men of both age subgroups, normlessness remained almost at the same level (Tab. 3).

Table 3: Bayesian Paired Samples T-Test results among men

Measure 1	Measure 2	BF ₁₀	error %
Group 1 Men Normlessness	- Group 2 Men Normlessness	0.868	0.025
Group 1 Men Powerlessness	- Group 2 Men Powerlessness	0.176	0.064
Group 1 Men Meaninglessness	- Group 2 Men Meaninglessness	0.195	0.061
Group 1 Men Social Isolation	- Group 2 Men Social Isolation	0.762	0.028
Group 1 Men Social Estrangement	- Group 2 Men Social Estrangement	0.166	0.066
Group 1 Men Estrangement from Work	- Group 2 Men Estrangement from Work	0.304	0.048
Group 1 Men Cultural Estrangement	- Group 2 Men Cultural Estrangement	0.187	0.062

Source: developed by the authors

We also note that according to the results of the Bayesian paired T-test, the greatest difference in the levels of powerlessness is observed among women of two age groups (Table 4).

Table 4: Bayesian Paired Samples T-Test among women

Measure 1	Measure 2	BF ₁₀	error %
Group 1 Women Normlessness	- Group 2 Women Normlessness	0.180	0.064
Group 1 Women Powerlessness	- Group 2 Women Powerlessness	1.411	0.018
Group 1 Women Meaninglessness	- Group 2 Women Meaninglessness	0.209	0.059
Group 1 Women Social Isolation	- Group 2 Women Social Isolation	0.404	0.041
Group 1 Women Social Estrangement	- Group 2 Women Social Estrangement	0.155	0.069
Group 1 Women Estrangement from Work	- Group 2 Women Estrangement from Work	0.269	0.051
Group 1 Women Cultural Estrangement	- Group 2 Women Cultural Estrangement	0.176	0.064

Source: developed by the authors

The correlation of the variables anomie, social apathy and burnout among the male sample shows that the strongest positive relationships are observed between the above-mentioned variables and the variables of powerlessness and meaninglessness. These connections are especially strengthened in the second age group of the male sample (Tab. 5).

Table 5: Pearson's *r* heatmap data of men sample

Group 2 Men Emotional Burnout		0.673***	0.648***	0.64***	0.472***	0.643***	-0.11	0.561***	0.394**	0.38**	0.322*	0.358*
Group 1 Men Emotional Burnout	0.673***		0.652***	0.695***	0.425**	0.559***	-0.148	0.443**	0.253	0.266	0.256	0.273
Group 1 Men Social Apathy	0.648***	0.652***		0.625***	0.288*	0.628***	0.003	0.579***	0.376**	0.315*	0.339*	0.328*
Group 2 Men Social Apathy	0.64***	0.695***	0.625***		0.351*	0.653***	0.002	0.53***	0.306*	0.22	0.348*	0.353*
Group 1 Men Powerlessness	0.472***	0.425**	0.288*	0.351*		0.445**	0.037	0.567***	0.489***	0.523***	0.449**	0.482***
Group 2 Men Powerlessness	0.643***	0.559***	0.628***	0.653***	0.445**		0.095	0.531***	0.452***	0.473***	0.447**	0.444**
Group 1 Men Meaninglessness	-0.11	-0.148	0.003	0.002	0.037	0.095		0.004	-0.053	0.079	0.126	0.233
Group 2 Men Meaninglessness	0.561***	0.443**	0.579***	0.53***	0.567***	0.531***	0.004		0.467***	0.495***	0.656***	0.653***
Group 1 Men Social Isolation	0.394**	0.253	0.376**	0.306*	0.489***	0.452***	-0.053	0.467***		0.88***	0.376**	0.328*
Group 2 Men Social Isolation	0.38**	0.266	0.315*	0.22	0.523***	0.473***	0.079	0.495***	0.88***		0.432**	0.442**
Group 1 Men Normlessness	0.322*	0.256	0.339*	0.348*	0.449**	0.447**	0.126	0.656***	0.376**	0.432**		0.817***
Group 2 Men Normlessness	0.358*	0.273	0.328*	0.353*	0.482***	0.444**	0.233	0.653***	0.328*	0.442**	0.817***	
	Group 2 Men Emotional Burnout	Group 1 Men Emotional Burnout	Group 1 Men Social Apathy	Group 2 Men Social Apathy	Group 1 Men Powerlessness	Group 2 Men Powerlessness	Group 1 Men Meaninglessness	Group 2 Men Meaninglessness	Group 1 Men Social Isolation	Group 2 Men Social Isolation	Group 1 Men Normlessness	Group 2 Men Normlessness

* $p < .05$, ** $p < .01$, *** $p < .001$

Source: developed by the authors

In a group of women, there was an increase of the normlessness level especially in the second age subgroup. In contrast, powerlessness showed a tendency to weaken in this sex-age group. It is also interesting that variables of meaninglessness and social isolation showed a tendency to strengthen in the second age subgroup of both men and women. We can also add the fact that variable of social isolation was more pronounced among women compared to men.

The correlation of the variables anomie, social apathy and burnout among the female sample shows that the strongest positive relationships are observed between the above-mentioned variables and the variables of social isolation and meaninglessness. These connections are especially strengthened in the second age group of the female sample (Tab. 6).

Table 6: Pearson's r heatmap data of women sample

Group 1 Women Social Apathy		0.625***	0.536***	0.432**	0.373**	0.444**	0.2	0.359*	0.023	0.439**	0.59***	0.546***
Group 2 Women Social Apathy	0.625***		0.602***	0.581***	0.407**	0.493***	0.349*	0.273	0.028	0.497***	0.575***	0.538***
Group 1 Women Emotional Burnout	0.536***	0.602***		0.728***	0.588***	0.721***	0.201	0.176	-0.128	0.704***	0.611***	0.644***
Group 2 Women Emotional Burnout	0.432**	0.581***	0.728***		0.634***	0.708***	0.455***	0.272	-0.09	0.737***	0.653***	0.636***
Group 1 Women Normlessness	0.373**	0.407**	0.588***	0.634***		0.76***	0.428**	0.142	-0.016	0.808***	0.647***	0.67***
Group 2 Women Normlessness	0.444**	0.493***	0.721***	0.708***	0.76***		0.424**	0.199	0.012	0.857***	0.754***	0.771***
Group 1 Women Powerlessness	0.2	0.349*	0.201	0.455***	0.428**	0.424**		0.189	0.03	0.487***	0.386**	0.319*
Group 2 Women Powerlessness	0.359*	0.273	0.176	0.272	0.142	0.199	0.189		0.152	0.172	0.187	0.228
Group 1 Women Meaninglessness	0.023	0.028	-0.128	-0.09	-0.016	0.012	0.03	0.152		0.023	-0.033	0.05
Group 2 Women Meaninglessness	0.439**	0.497***	0.704***	0.737***	0.808***	0.857***	0.487***	0.172	0.023		0.758***	0.763***
Group 1 Women Social Isolation	0.59***	0.575***	0.611***	0.653***	0.647***	0.754***	0.386**	0.187	-0.033	0.758***		0.878***
Group 2 Women Social Isolation	0.546***	0.538***	0.644***	0.636***	0.67***	0.771***	0.319*	0.228	0.05	0.763***	0.878***	
	Group 1 Women Social Apathy	Group 2 Women Social Apathy	Group 1 Women Emotional Burnout	Group 2 Women Emotional Burnout	Group 1 Women Normlessness	Group 2 Women Normlessness	Group 1 Women Powerlessness	Group 2 Women Powerlessness	Group 1 Women Meaninglessness	Group 2 Women Meaninglessness	Group 1 Women Social Isolation	Group 2 Women Social Isolation

* $p < .05$, ** $p < .01$, *** $p < .001$

Source: developed by the authors

As a result of the analysis of a number of studies, it is possible to show the relationship between burnout syndrome and anomie. The features of anomie can be formed under the influence of various factors, including the nervous system, the characteristics of family education, the social environment, professional activities, and physical health. Depending on this, different ways of measuring anomie are distinguished, which correlate with social apathy and emotional burnout. The most obvious personality accentuations are emotionally rich and demonstrative. People with these characteristics are often guided by the strategy of achieving exemplary order in any business, strive to be the first in everything and always be in the spotlight, and these types of people also have a tendency to perceive someone else's pain, which borders on pathology, self-destruction, and all this with a clear absence of confrontation. any adverse circumstances.

4. Discussion

Summarizing many studies aimed at the study of emotional burnout we can say that general personal characteristics revealed in anomie are the basic ones for emotional burnout

as well, such as adaptive capabilities - a person's social adaptation and stress, resistance, human emotional stability, social activity etc.

Thus, O'Connor and coauthors (2018) describe the individual differences in the development of emotional burnout with the typological properties of the nervous system, weakness, instability, which, in his opinion, can indirectly show the existence of natural preconditions for anomie.

D. Madigan and T. Curran (2021) studied the connection between emotional burnout and motivation. Various motives for work activities have been taken into account, level of salaries, sense of importance in the workplace, professional advancement, autonomy and management control level. Studies have shown that if the work is insignificant, there is dissatisfaction with professional growth, the burnout syndrome is developing faster. This implies that people who feel dissatisfied with professional growth and the lack of autonomy are more inclined to burn.

Among professional requirements that contribute to emotional burnout syndrome we can single out complex cognitive communications, the need for permanent self-development and professional capacity to adapt to new people, the search for new solutions, the sense of high responsibility for others, self-control and creativity. One of the most famous lines of personality, which is associated with burnout, is "the development of personal resistance." This feature in modern psychology is defined as a person to be highly active, supervising the life of life, and the ability to respond to different types of changes. People with a high degree of this feature have high points in emotional exhaustion. In the process of studying the phenomenon of emotional burnout, there is a complex relationship between the degree of burning, period of time, gender, status and professional growth in satisfaction.

According to some data, professional growth, which provides a person to increase social status, reduces the degree of emotional burnout. In these cases, from a certain point, the negative ratio between the experience and emotional burnout may arise. The longer the experience is, the lower the level of emotional burnout. In case of decrease of career growth, professional experience contributes to emotional burning of employees (Lindblom et al., 2006).

As for sex and emotional burnout relationship, the differences are clearly shown when considering individual components of the syndrome. Thus, it turns out that men are more characterized by a high degree of fulfillment and their professional success, and women are more prone to emotional burnout.

Character traits are formed and developed under the influence of life, activities, training and education in the process of human interaction with the environment.

Personal characteristics, attitudes, needs, interests, mind flexibility, etc., significantly affect the choice of profession and professional adaptation. Perhaps the character traits are not the main reason that activates the emotional burnout process. However, they can strengthen anomie features and manifested as a kind of a social apathy. Individual lines of personality, which play their role in the formation of the burnout syndrome, strategies of stress resistance, control, self-esteem, aggression, anxiety, emotional sensitivity, etc., can be combined in general types of personality (Hakobyan et al., 2022).

5. Conclusion

Thus, summarizing we can emphasize that the spread of social apathy in modern society is conditioned by the impact of the leading social trends in recent decades, a transition to market society, personalization and consumer culture. Social apathy caused indifference to what is happening not only in the country and in the world, but also in personal life. The state of indifference, in turn, does not allow a person to realize his significant features, strength

and abilities. Thus, the results of the study of professional literature on anomie underline the communication between emotional burnout and the individual characteristics of social apathy manifestation. At the same time, this direction requires further development and a new approach to determining anomie through the connection between social apathy and emotional burnout syndrome.

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