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Comprehensive Psychological Analysis of The Features of Emotional Burnout Among IT Specialists: The Ukrainian Labor Market

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Abstract: *The article includes an analysis of the symptoms (occurred at the stages of formation) of emotional burnout of IT workers in the labor market of Ukraine in accordance with experience in the profession, type of programming - BackEnd, FrontEnd and kind of work organization involving absence and presence of communication with the client within the project. The use of the method of Victor Boyko determined the symptoms of emotional burnout. The study involved 75 programmers, divided into three groups based on the duration of professional experience including up to 5 and 10 years, and more than 10 years. The study revealed the opposite trend between work experience and the main symptoms of emotional burnout occurring at the already formed stage and the phases of "resistance" and "exhaustion" marked by the decrease in the percentage of formed symptoms and increase in the percentage of symptoms at the stage of formation. The FrontEnd group demonstrated the most pronounced symptoms of emotional burnout as a manifestation of the simplification of emotional emphasis in the profession. The BackEnd showed the symptoms of emotional burnout as a manifestation of the simplification of professional responsibilities. The severity of symptoms of psychosomatic and psych vegetative disorders and self-dissatisfaction occurred in the FrontEnd group at the stage of symptoms formation of emotional burnout. The research did not show the already formed symptoms in this group. The project revealed a higher percentage of symptoms of emotional burnout in the phases of "resistance «and "exhaustion" in the group having no communication with the client, than in the group with communication with the client.*

Keywords: *Burnout, IT specialists, emotional burnout, IT market.*

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1. Introduction

In 2017, 64% of Ukrainians noted that they were in a state of emotional burnout. Only 5% of Ukrainian citizens did not experience this state by showing disappointing indicators (Dudyak, 2007). The dissatisfaction with work was the main cause of this syndrome. Lack of professional development and career growth were also important factors. Unfortunately, many employers, top management of companies, and even team leaders of the departments do not understand the importance of stress at work, the general psychological climate in the team and company, and the importance of rest and recovery at the strategic level. Every employee should work in a positive psychological climate to show productive work by bringing personal satisfaction, and the company's success in the market.

The Ukrainian IT market doubled during 2016-2020 to 184,700 IT professionals. By the end of 2019, labor market statistics in Ukraine showed that the number of able-bodied people working in IT has increased by 18% (Stasiuk, 2017). Nowadays, it is difficult to overestimate the fact that the IT sector is developing quite rapidly in the world including Ukraine. Accordingly, a large number of jobs and a variety of vacancies for professionals with experience and without it occurred. Since the IT sector has recently begun to gain rapid popularity in Ukraine, publications and studies showing the psychological characteristics of IT workers and a set of characteristics needed to work in this field have not existed yet. Brooks, Weinberg, Wirth, Dijkstra, McConnell, Smulson, Volkonskaya, Babayeva took part in the study of personal characteristics of IT workers. Certain publications on the issue of professional and emotional burnout, research on stress resilience, leadership skills and communication skills in employees in this field emerged. Thus, the works of such foreign and domestic psychologists as Burish, Jackson, Selye, Dion, Maslach, Boyko, Vodopyanova, Karamushka, Zaychikova, Lozhkin, Levitska, Orel, Formanyuk, and Maksymenko dedicated to the problem of burnout, content, and structure of this phenomenon occurred.

The activities in a constantly developing field caused a constant increase in attention to detail and change, anxiety of the unknown (Sandu et al., 2017) and constant learning activity. After all, the knowledge gained a year ago in the courses becomes obsolete in the current moment in technology. One of the causes of job burnout among software developers is the pressure they experience in meeting impending deadlines (Rezvania & Khosravi, 2019). If the specialist works in such conditions of the working environment, it causes a great burden on the emotional background of the

individual. By the way, one of the factors in the development of emotional burnout is determined by the low level of emotional intelligence and, as a consequence, reduced ability of developers to self-regulate their feelings and understandings. In addition, the most common factor in emotional burnout in the IT field is work overload, namely the uneven distribution of work of IT workers, life from contract to contract (Nagaraj & Mahadevan, 2015). "Every employee is aware that stress can be a fire of joy from the work done. But if the worker does not have the resources to manage and control this fire, he can "burn out": Freudenberg writes (Freudenberger, 1974). Therefore, the study of the psychological characteristics of emotional burnout among IT professionals is relevant by bringing IT business companies to a new level of development in the management of work.

An analysis of emotional burnout and its manifestations occurred under the impact of the ideas of emotional burnout by Maslach, as a three-dimensional construct including emotional exhaustion, depersonalization, and reduction of personal achievements (Maslach & Leiter, 1997). The main component of emotional burnout involves emotional exhaustion manifesting itself in a low background, indifference, or emotional oversaturation. According to Boyko, Vodopyanova, and Karamushko, burnout is an acquired stereotype of emotional and often professional behavior associated with the dosage of energy resources and the negative impact on the performance of professional activities in the form of a professional deformation of the specialist (Boyko, 1999; Vodopyanova, 2005).

2. Methods

Various companies, including outsourcing and product enterprises in the city of Kyiv and Lviv, became the basis for the study of the psychological features of emotional burnout among IT workers. The sample for the empirical study involves 75 programmers aged 20 to 41. The study occurred anonymously in the period from January 27 to February 4, 2020-2021. The average experience of respondents was equal to 6 years. Among the respondents included 14 women and 61 men reflecting the gender distribution in this area of activity. The group of correspondents working from home made up 83% of all participants in the experiment. They emphasized the relevance of this topic for them at the moment.

The methodology of "Diagnostics of the level of emotional burnout" by Boyko turned into a foundation for the study (Maksymenko et al., 2004).

Boyko's method of "Diagnosis of the level of emotional burnout" is the most complex approach compared to the works of other Ukrainian

authors (Raigorodsky, 1998). It allows the audience to analyze the severity of twelve individual symptoms of "emotional burnout" systematically and in detail. They include individuals experiencing traumatic circumstances, self-dissatisfaction, cornering, anxiety and depression, inadequate selective emotional response, emotional and moral disorientation, emotions, reduction of professional responsibilities, emotional deficit, emotional alienation, personal alienation or depersonalization, psychosomatic and psych vegetative disorders. This emphasizes the procedural nature of the emotional burnout syndrome. We find similar views in Matthias Burisch's book The Burnout Syndrome (Burisch, 1994). This technique consists of a questionnaire of 84 statements (for example, 7 signs for each of the 12 symptoms). The respondent should give an answer in the form "Yes" or "No" to each statement. This technique is the most comprehensive way by showing the features of the manifestation of emotional burnout in a particular person. It also detects the presence of psychosomatic and psychotic vegetative disorders. This approach makes it possible to reveal the formed symptoms and during the process of their formation. The analysis of the various symptoms assesses the development of emotional burnout. It is possible to give a broad description of personality and prescribe prevention and psych correction measures based on the consideration of the content and quantitative indicators calculated for different symptoms and phases of the formation of the "burnout" syndrome.

3. Results

The research conducted by the method of descriptive statistics resulted in the analysis of the peculiarities of the formation of symptoms of emotional burnout among programmers depending on the duration of their working experience: 1-4 years (I group of respondents), 5-10 years (II group of respondents) and more than 10 years (III group of respondents). The peculiarities of emotional burnout in BackEnd and FrontEnd developers were also studied. The sample includes indicators based on the interaction with the client and customer ordered the project or its absence (I and II groups of respondents, respectively).

Table 1. Phases and symptoms of emotional burnout of programmers by work experience (I and II groups)

Results %	**Group I programmers (experience 1-4 years)**			**Group II programmers (experience 5-10 years)**		
Phases and symptoms	Un-formed	At the stage of formation	Formed	Un-formed	At the stage of formation	Formed
Experiencing traumatic circumstances:	62%	14%	24%	70%	11%	19%
Self-dissatisfaction:	81%	19%	0%	81%	15%	4%
Hopelessness:	76%	19%	5%	93%	7%	0%
Anxiety and depression:	52%	14%	33%	67%	15%	19%
Emotional tension:	71%	5%	24%	85%	7%	7%
Inadequate selective emotional response:	24%	33%	43%	33%	41%	26%
Emotional and moral disorientation:	38%	29%	33%	56%	37%	7%
Expansion of areas of saving emotions:	67%	10%	24%	52%	19%	30%
Reduction of professional responsibilities:	38%	24%	38%	44%	22%	33%
Resistance phase:	33%	38%	29%	44%	37%	19%
Emotional deficit:	33%	48%	19%	52%	30%	19%
Emotional alienation:	29%	33%	38%	30%	48%	22%

Personal alienation (depersonalization):	76%	10%	14%	81%	7%	11%
Psychosomatic and psycho vegetative disorders:	67%	24%	10%	78%	19%	4%
Depletion phase:	62%	19%	19%	74%	15%	11%

According to the results presented in table 1, we can observe that a small number of specialists have complete or partial formation of symptoms and phases of emotional burnout. The first component called "Stress" indicates a sense of influence of stressors causing emotional exhaustion and fatigue during professional activities. It has certain symptoms including experiencing traumatic circumstances (group I - 24%, group II - 19%, group III - 14%). This symptom is most pronounced among programmers with up to 5 years of experience and decreases in proportion to the experience growth. Self-dissatisfaction (Group I-0%, Group II-4%, Group III-0%) occurs due to a large number of failures. The programmers begin to feel dissatisfied with their performance, professional activities or the position in the project. Such low percentages may indicate the symptom that is uncommon for burnout of programmers. We can say that they enjoy work regardless of the situation. Hopelessness (Group I - 5%, Group II - 0%, Group III - 0%) means the presence of a symptom in 5% of developers with experience up to 5 years. The professionals at the start of a career more often face stress factors making them feel critical of the situation and think about changing jobs. Anxiety and depression (group I - 33%, group II - 19%, group III - 0%) decreases with increasing experience. The high percentage of symptoms means that young people are more vulnerable to fear of making a mistake. They make every effort to achieve the next level of professional development.

Table 2. Phases and symptoms of emotional burnout of programmers by work experience (III group)

Results %	**Group III programmers (more than 10 years of experience)**		
Phases and symptoms	Unformed	At the stage of formation	Formed
Experiencing traumatic circumstances:	86%	0%	14%
Self-dissatisfaction:	86%	14%	0%
Hopelessness:	100%	0%	0%
Anxiety and depression:	71%	29%	0%
Emotional tension:	100%	0%	0%
Inadequate selective emotional response:	0%	71%	29%
Emotional and moral disorientation:	29%	43%	29%
Expansion of areas of saving emotions:	57%	29%	14%
Reduction of professional responsibilities:	43%	43%	14%
Resistance phase:	14%	86%	0%
Emotional deficit:	57%	29%	14%
Emotional alienation:	43%	57%	0%
Personal alienation (depersonalization):	100%	0%	0%
Psychosomatic and psycho vegetative disorders:	71%	14%	14%
Depletion phase:	71%	29%	0%

The second component of the syndrome includes "resistance" showing its special symptoms. The peculiarities of the symptoms of this phase involve inadequate selective emotional response (group I - 43%, group II - 26%, group III - 29%) - when the specialist no longer understands the difference between "economic" expression of emotions and inadequate selective emotional response by becoming strong enough to limit his/her emotional impact. This approach affects the mood and reaction of colleagues, conflicts by causing complaints. The employees with up to 5 years of experience are most affected. Emotional and moral disorientation (Group I - 33%, Group II - 7%, Group III - 29%) emerges at the stage of career development. It is more difficult for programmers to cope with a proper emotional attitude due to the working experience of more than 10 years. A large amount of accumulated communication experience has an impact on the situation. The expansion of the sphere of saving emotions (Group I - 24%, Group II - 30%, Group III - 14%) is the most pronounced symptom among programmers with experience from 5 to 10 years. Reduction of professional responsibilities (Group I - 38%, Group II - 33%, Group III - 14%) demonstrates a low percentage of symptoms among programmers with more than 10 years of experience by having the qualification level of a senior or technical worker of this level.

The third component called "exhaustion" involves a pronounced drop in overall energy tone and complete or partial weakening of the nervous system based on other physiological problems of the body. Our study revealed certain features of symptoms including emotional deficit (group I - 19%, group II - 19%, group III - 14%). It involves a low level of formation of this symptom indicating its insignificant meaning in the burnout syndrome among IT workers. The emotional alienation (Group I - 38%, Group II - 22%, Group III - 0%) represents a weakened emotional control of specialists during the first 5 years of work. The personal alienation (depersonalization) (group I - 14%, group II - 11%, group III - 0%) shows low rates correlated with the symptom of emotional deficit. People working with technology and emotional deficit and alienation are almost unproductive. Psychosomatic and psych vegetative disorders (group I - 10%, group II - 4%, group III - 14%) represent the data indicating an increase in the percentage of symptom formation relative to the increase in experience.

Table 3. Phases and symptoms of emotional burnout of programmers by types of programming

Results %	**Group I programmers (BackEnd Developers)**			**Group II programmers (FrontEnd Developers)**		
Phases and symptoms	Un-formed	At the stage of formation	Formed	Un-formed	At the stage of formation	Formed
Experiencing traumatic circumstances:	74%	13%	13%	63%	8%	29%
Self-dissatisfaction:	90%	6%	3%	71%	29%	0%
Hopelessness:	90%	10%	0%	83%	13%	4%
Anxiety and depression:	65%	26%	10%	58%	4%	38%
Emotional tension:	94%	3%	3%	67%	8%	25%
Inadequate selective emotional response:	26%	52%	23%	25%	29%	46%
Emotional and moral disorientation:	52%	29%	19%	38%	42%	21%
Expansion of areas of saving emotions:	52%	23%	26%	67%	8%	25%
Reduction of professional responsibilities:	45%	26%	29%	38%	25%	38%
Resistance phase:	35%	48%	16%	38%	38%	25%
Emotional deficit:	42%	39%	19%	50%	33%	17%
Emotional alienation:	42%	39%	19%	17%	50%	33%
Personal alienation (depersonalization):	90%	6%	3%	71%	8%	21%
Psychosomatic and psycho vegetative disorders:	84%	10%	6%	58%	33%	8%
Depletion phase:	74%	23%	3%	63%	13%	25%

Table 3 shows the distribution of the percentage of symptoms based on the type of programming including BackEnd or FrontEnd developers. In software engineering, the terms "FrontEnd" and "BackEnd" are distinguished by the principle of division of responsibilities between the level of presentation of information to the user and the level of access to data. FrontEnd is an appearance for user-BackEnd interaction. BackEnd is a part of the system that is invisible to the user by containing all the logical connections needed to interact with the system (for example, a platform, mobile application or website).

Depending on the type of programming, certain features of the symptoms of emotional burnout of the first component occurred. They included the experience of traumatic circumstances (group I - 13%, group II - 29%). This emotional burnout syndrome is common among FrontEnd programmers. The self-dissatisfaction (Group I – 3%, Group II-0%) does not dominate among the programmers of the second group. This symptom is also rarely manifested in BackEnd specialists. "Hopelessness" (group I - 0%, group II - 4%) does not appear among BackEnd developers. A small percentage of its manifestation occurred among programmers working with the visualized material. Anxiety and depression (group I - 10%, group II - 38%) are common for FrontEnd programmers having a high level of depressive symptoms aggravating the emotional state of the individual.

The following indicators occurred during the second phase of the formation of emotional burnout including inadequate selective emotional response (group I - 23%, group II - 46%). In the second group of programmers, the emotional impact is more limited by increasing the number of conflicts in the group. Emotional and moral disorientation (Group I - 19%, Group II - 21%) is common for the programmers of both groups equally. They experience difficulties during the interaction with colleagues and business partners. The expansion of the sphere of saving emotions (group I - 26%, group II - 25%) is not typical for this group of programmers. The reduction of professional responsibilities (Group I - 29%, Group II - 38%) shows that representatives of the BackEnd direction are more responsible for the performance of their duties.

The empirical study revealed significant differences in the "Exhaustion" phase for the two groups of developers on the scales "Emotional Alienation" and "Personal Alienation".

According to the scale of emotional deficit, group I and group II of developers noted slight differences in indicators, 19% and 17%, respectively. Weakening of emotional control is common for FrontEnd programmers by showing a rate of 33% in contrast to Backend specialists with a quantitative

value of 19%. Significant differences also become noticeable between the two groups in terms of personal alienation, group I - 3%, group II - 21%. On the scale of psychosomatic and psych vegetative disorders no significant differences occur (group I - 6%, group II - 8%).

Table 4. Phases and symptoms of emotional burnout of programmers by type of organization of work on the project

Results %	**Group I programmers "Do not communicate with the client/customer "**			**Group II programmers "Communicate with the client/customer"**		
Phases and symptoms	Unformed	At the stage of formation	Formed	Unformed	At the stage of formation	Formed
Experiencing traumatic circumstances:	60%	10%	30%	74%	11%	14%
Self-dissatisfaction:	80%	20%	0%	83%	14%	3%
Hopelessness:	90%	5%	5%	86%	14%	0%
Anxiety and depression:	50%	15%	35%	69%	17%	14%
Emotional tension:	65%	10%	25%	91%	3%	6%
Inadequate selective emotional response:	20%	50%	30%	29%	37%	34%
Emotional and moral disorientation:	55%	25%	20%	40%	40%	20%
Expansion of areas of saving emotions:	60%	15%	25%	57%	17%	26%
Reduction of professional responsibilities:	35%	45%	20%	46%	14%	40%
Resistance phase:	40%	40%	20%	34%	46%	20%
Emotional deficit:	45%	35%	20%	46%	37%	17%
Emotional alienation:	35%	45%	20%	29%	43%	29%
Personal alienation (depersonalization):	75%	5%	20%	86%	9%	6%

Psychosomatic and psycho vegetative disorders:	65%	30%	5%	77%	14%	9%
Depletion phase:	65%	15%	20%	71%	20%	9%

Depending on the type of work organization marked by the presence and absence of communication with the client, we noticed certain features in the indicators of emotional burnout. In the first phase called "Stress" the particular indicators showed the experience of traumatic circumstances (group I - 30%, group II - 14%), self-dissatisfaction (group I - 0%, group II - 3%), hopelessness (I group - 5%, group II - 0%), anxiety and depression (group I - 35%, group II - 14%). Thus, programmers who do not communicate with clients are more anxious. They have elevated levels of nervous tension, accumulation of accumulated irritation and indignation, and more frequent manifestations of the depressive spectrum.

In the second phase of emotional burnout, significant shifts emerged. In general, the following data on the scales included inadequate selective emotional response (group I - 30%, group II - 34%); emotional and moral disorientation (Group I - 20%, Group II - 20); expansion of the sphere of saving emotions (Group I - 25%, Group II - 26%); reduction of professional responsibilities (Group I - 20%, Group II - 40%). Significant differences emerged only in the indicators of the scale "Reduction of professional responsibilities". It means the need to increase the level of communication with the client. It has a tendency to relieve or reduce responsibilities that require emotional expenditure. This situation can cause frequent breaks, and delays at work.

The results of the study affected by the method of diagnosing the level of "emotional burnout" by Boyko made it possible to assess the differences in the third component of emotional burnout depending on the type of work organization on the specific scales including emotional deficit (group I - 20%, group II - 17%); emotional alienation (group I - 20%, group II - 29%); personal alienation (Group I - 20%, Group II - 6%); psychosomatic and psych vegetative disorders (group I - 5%, group II - 9%). The scale "Personal alienation" shows a tendency to increase anxiety and emotionlessness in the sample of respondents who do not communicate with clients. The symptom of emotional alienation is dominant in the phase of exhaustion for both groups of respondents.

The study shows an analysis of the features of the symptoms at the stage of their formation (table 1,2,3,4). The tendency of severity of burnout symptoms at the stage of their formation in programmers, depending on the

length of working experience, has certain differences. With experience, the percentage of symptoms at the stage of "resistance" increases involving inadequate selective emotional response (1 group - 33%, 2 group 41%, 3 group - 71%); emotional and moral disorganization (1 group 29%, 2 - 37%, 3 - 43%); reduction of professional responsibilities (1 group 24%, 2 - 22%, 3 - 43%), and stages of "Exhaustion" implying emotional alienation (1 group 33%, 2 - 48%, 3 - 57%). The symptom of emotional deficit at the stage of formation decreases with experience (1 group 48%, 2 - 30%, 3 - 29%). Thus, this symptom has specific characteristics and as formed, and as one that is in the process of formation, namely confirmed the vulnerability of programmers with up to five years of experience to acquire emotional protection including indifference, and callousness as possible factors of emotional burnout. At the beginning of the career, the absence of the skills of emotional complicity, intellectual, and volitional return has a significant impact. As individuals become older, the professionals begin to develop the skills to limit the range of emotional returns leading to attempts to reduce professional responsibilities. This symptom is most pronounced at the stage of its formation in programmers for more than 10 years. An increase in the percentage of symptoms at the stage of their formation reveals a hidden potential for the development of emotional burnout of IT professionals with increasing experience of their work. It has a negative influence on the effectiveness of the programmers by leading them to professional deformation.

An analysis of the presence of symptoms of emotional burnout among IT employees, based on the type of programming involving FrontEnd and BackEnd showed the severity at the stage of formation of the already mentioned symptoms in both groups. The appearance of psychosomatic and psych vegetative disorders in the phase of "Stress" showed the symptom of dissatisfaction with oneself (29%). It was undetected among the programmers with the formed symptom. This situation may be a signal of the formation of depressive symptoms among these professionals.

An analysis of the presence of symptoms of emotional burnout at the stage of their formation in groups of programmers differing in the type of organization of work on communication/non-communication with the client showed a high percentage of scales of inadequate emotional response (50%), reduction of professional responsibilities (45%), emotional deficit (35%), emotional alienation (45%), and psychosomatic and autonomic disorders (30%), in terms of communication with the client. The results may indicate the possibility of alternate changes in the type of work organization

to avoid professional deformation and the intensity of emotional burnout, even to physical exhaustion.

4. Discussion

The development of emotional burnout depends on certain external and internal factors. In the course of the empirical research, significant differences occurred in the manifestations of emotional burnout of programmers depending on the length of service, type of programming, and type of work organization based on the presence of communication with the customer and its absence.

The results of the symptoms of emotional burnout including emotional deficit (formed type and the stage of formation) at the beginning of the professional career of a programmer up to 5 years of experience indicate danger to further effective functioning in the profession. This situation occurs when the skills and abilities of the employee are insufficient to meet the status-role and professional requirements, or the work does not meet the expectations, needs, values of the specialist.

The next position of the analysis concerns the symptoms of emotional burnout depending on the type of programming. Although most of the symptoms of emotional burnout in all phases are presented in the group FrontEnd including experiencing a traumatic situation, anxiety and depression, inadequate selective emotional burnout, emotional deficit, weakening of emotional control may indicate the presence of emotional burnout in this group of programmers. They do not communicate with the client on the project, but the presence of one of the main symptoms of emotional burnout in professional activities involving the reduction of professional responsibilities in the group BackEnd highlights a similar trend. Thus, 40% of the programmers of the group communicating with the clients on the project have the most pronounced reduction of professional responsibilities. It indicates the presence of emotional burnout. Probably, this situation corresponds to the nature of burnout as an emotional state in the process of long-term professional communication. The symptom of the reduction of professional responsibilities is manifested in the removal from their responsibilities, the desire to reduce the emotional cost of communication and reduced motivation to work. At the same time, this group has a symptom of "inadequate selective emotional response" (34%) indicating an attempt to limit emotional impact, exacerbated by the symptom of "emotional alienation" (29%) excluding emotional reactions both positive and negative from the professional sphere of activities. The presence of such signs indicates the manifestations of professional

deformation (as a consequence of burnout) of the IT specialist of the BackEnd group taking part in communication with the client.

5. Conclusions

A comprehensive analysis of emotional burnout of IT specialists showed the presence of the features of indicators of emotional burnout at the stages of their formation in accordance with experience in the profession, types of programming, and the type of organization of programmers. The analysis also noted the importance of taking into account the symptoms of emotional burnout at the stage of their formation to predict the occurrence of emotional burnout and protect programmers from the destructive power of emotional energy.

According to the results of the analysis, we can observe that a small number of IT specialists have complete or partial formation of symptoms and phases of emotional burnout. The symptom of self-dissatisfaction is atypical for the programmers. They also know how to cope with critical situations. Therefore, they do not have the desire to change their area of activity. The shorter the work experience leads to the higher the percentage of depressive symptoms. It means that young people are more vulnerable to the fear of making a mistake. The programmers with up to 5 years of experience have an inadequate selective emotional response. Programmers with 5 to 10 years of experience are more likely to build a family as well as a career. The scope for saving emotions expands. Deterioration in emotional health increases with age. The most vulnerable group consists of the programmers with up to 5 years of experience. This group of programmers needs the help of a psychologist for corrective prevention of overcoming the negative consequences of emotional burnout.

The number of programmers with symptoms of emotional burnout significantly exceeds in the direction of FrontEnd. The programmers communicating with the client on the project have 40% of the formation of the symptom indicating that communication with the client encourages programmers to transfer their responsibilities to other colleagues. Communicating frequently with clients, they more often than others try to limit their emotional impact, even in cases that are completely normal.

The study allows us to note that the phases and symptoms of emotional burnout begin to form in programmers from the first years of their careers. These aspects prevent the possibility of self-regulation of stress levels in life. The developers with experience up to 5 years are more likely to develop emotional burnout. This group of programmers needs the help of a

psychologist for corrective prevention of overcoming the negative consequences of emotional burnout.

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