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SOCIAL AND PSYCHOLOGICAL FACTORS OF EMOTIONAL BURNOUT AMONG IT WORKERS

The field of information technology (IT) has been growing rapidly in recent years, and with it, the number of IT workers has also increased significantly. These workers are responsible for developing and maintaining various software, hardware, and network systems that are essential for the functioning of modern society. However, the nature of their work is often stressful and demanding, leading to emotional burnout. Emotional burnout is a psychological syndrome that results from chronic work stress, leading to exhaustion, cynicism, and reduced professional efficacy.

The relevance of this problem is clear, given the high levels of stress and demands faced by IT workers. Several studies have investigated the social and psychological factors that contribute to burnout, and research has shown that individual factors can also play a role. Scientific research on this topic is necessary to identify risk factors and develop interventions and prevention strategies, as well as to raise awareness of the problem among workers and organizations.

Based on a review of literature and empirical research, this study finds that social and psychological factors have significant impacts on the emotional exhaustion of IT workers, and understanding these factors is helpful for preventing and alleviating emotional exhaustion. Firstly, work stress is an important factor leading to IT workers' emotional exhaustion. The IT industry often faces tight deadlines and heavy workloads,

which results in employees being overwhelmed by work burden and emotional exhaustion and other problems. In addition, role ambiguity and organizational support are also important factors that affect IT workers' emotional exhaustion. When employees feel unsure about their job responsibilities and role positioning, they will feel overwhelmed, unable to effectively respond to work stress. Lack of organizational support will make employees feel overwhelmed, unable to deal with work challenges. Secondly, psychological factors also have an important impact on IT workers' emotional exhaustion that cannot be ignored. Psychological resilience, self-efficacy, and emotion regulation are positive psychological resources that individuals possess when facing challenges and difficulties. Employees with strong psychological resilience can better cope with work stress and adversity, those with high self-efficacy have more confidence to deal with work challenges, and those with strong emotion regulation ability can better manage their emotional states, thereby reducing the risk of emotional exhaustion. Finally, this study also explores how to alleviate IT workers' emotional exhaustion through intervention measures. By clarifying job responsibilities, providing training and support, enhancing employees' psychological resilience and self-efficacy, and cultivating their positive emotion regulation ability and other measures, it can effectively prevent and alleviate IT workers' emotional exhaustion. These findings have important practical significance for improving the physical and mental health and career satisfaction of IT workers.

Emotional burnout among IT workers is a critical problem that affects both the workers and the organizations they work for. Burnout can lead to decreased job satisfaction, increased absenteeism, and turnover rates, and reduced productivity. This problem is particularly relevant in the IT industry, where workers are often required to work long hours, meet tight deadlines, and deal with complex technical problems. Moreover, the fast-paced nature of the industry means that IT workers are constantly under pressure to keep up with the latest technologies and trends, leading to high levels of stress.

In summary, starting from social and psychological factors, this paper delves into the impact factors and alleviation strategies of IT workers' emotional exhaustion. The

research results not only enrich our understanding of the work pressure in the IT industry and the well-being of employees' mental health but also provide relevant departments and enterprises with targeted intervention measures for improving the happiness and productivity of IT workers.

In conclusion, emotional burnout among IT workers is a critical problem that affects both workers and organizations. For future research, it is recommended to further investigate the differences in emotional exhaustion among IT workers of different genders, ages, and technical levels, as well as to delve into the specific mechanism of social and psychological factors on emotional exhaustion. At the same time, combined with more cross-cultural comparative studies, it will help us better understand the complexity and universality of IT workers' emotional exhaustion issues.

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