

A Comparative Study of Burnout and Coping Strategies between HIV Counselors: Face to Face and Online Counseling Services in Addis Ababa

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Abstract : The purpose of this study was to compare burnout and coping strategies between HIV counselors in face to face and online counseling settings in Addis Ababa. The study was mixed approach design that was quantitative and qualitative. For the quantitative data the participants involved in this study included 64 face to face and 47 online HIV counselors in both counseling settings. In addition, 23 participants were involved to offer qualitative data from both counseling settings. For the purpose of gathering the quantitative data, the instruments, namely, demographic questionnaire, Maslach Burnout Inventory and the COPE questionnaire, were used to gather quantitative data. Qualitative data was also gathered in the FGD Guide and Interview Guide. Thus, this study revealed that HIV counselors in online counseling settings scored high on emotional exhaustion, depersonalization and low in personal accomplishment dimensions of burnout as compared to HIV counselors in face to face setting and the difference was statistically significant in emotional exhaustion and personal accomplishment, but there was no a significant difference on depersonalization dimension of burnout between the two groups. In addition, the present study revealed a statistically significant difference on problem focused coping strategy between the two groups and yet for on the emotion focused coping strategy the difference was not statistically significant. Statistically negative correlation was observed between some demographic variables such as age with emotional exhaustion and depersonalization dimensions of burnout; years of experiences and personal accomplishment dimension of burnout. A statistically positive correlation was also observed between average number of clients served per day and emotional exhaustion. Sex was having a statistically positive correlation with coping strategy. Lastly, a significant positive correlation was also observed in the emotional exhaustion dimension of the burnout and the emotional focused coping strategy. Generally, this study has shown that HIV counselors suffer from moderate to high level of burnout. Based on the findings, conclusions were made and recommendations were forwarded.

Keywords : counseling, burnout management, psychological, behavioral sciences

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