

THE EFFECT OF SPIRITUAL INTELLIGENCE ON THE DIMENSIONS OF BURNOUT SYNDROME

Sedat ÇAT*, Sevil CENGİZ**, Ekrem CENGİZ***

Abstract

Spiritual intelligence deals with both mental and spiritual side of life and it is a type of intelligence that supports and clarifies the mean of the life. Burnout syndrome, which is stated as decrease of internal dynamic of individual, is seen in the people who work with other people and this syndrom affects work life mostly. In this study, it was investigated that the effect of spiritual intelligence on the dimensions of burnout syndrome. Research was done on first aid, rescue and intervention employees in Gümüşhane. It was determined that the spiritual intelligence has an intermediate effect on the three dimensions of Burnout Syndrome that are emotional exhaustion, depersonalization and personal accomplishment.

Key words: Spiritual Intelligence, Burnout Syndrome.

Introduction

Spiritual Intelligence

The meanings of intelligence are these: thinking freely of situations, settle to a new ideas, ability of holding together actions and attitudes, detection, connotation, imagery, judgments, defense, abstraction and it is the name given to all these mental processes (<http://www.tdk.gov.tr>). As a general definition intelligence is solving problems effectively, thinking critical and effective abstract thinking and a mental goal oriented activity (Özyer, 2004).

Definition of intelligence, which stem from intelligence and how to improve intelligence has been the subject of debate from the first time of development of modern intelligence test to until today. In the first years, rational intelligence was accepted mostly as a linear and analytical intelligence and it was accepted the most important thing for success.

But nowadays, rational intelligence is not enough for the success and individuals must have different abilities and different kind of intelligence is necessary for the success (Bekiş, 2006; Salovey ve Mayer, 1990).

One of these is emotional intelligence.

Emotional intelligence is ability of emotion recognition, comprehension, expression and analysis and also using emotional information, supporting to emotional development with intellectual development and regulation of emotions (Mayer vd., 2000). According to Goleman (2013), emotional intelligence is actuate oneself, keep going on against disruptions, control impulse, defer satisfacion feelings, set the mood, thinking of the problems blocking disallowing, empathy and the ability of saving hopes.

* Graduate Student

**Assis. Prof., Department of Health, Gümüşhane University, 29100 Gümüşhane, Turkey
(sevilcengiz@gumushane.edu.tr)

***Assoc. Prof., Department of Business Management, Gümüşhane University, 29100 Gümüşhane, Turkey
(ekremcengiz@gumushane.edu.tr)

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Individuals who have emotional intelligence are insistent and amiable and also they can live in unison with other individuals. They can resolve the problems more easily. They are better control their emotions and they can understand better than the other individuals emotions of themselves and the other individuals (Salovey ve Mayer, 1990).

Towards the end of the century many researches has been done about emotional intelligence and rational intelligence and as a result of these researches, new kind of intelligence has been discovered. This new kind covers emotional and rational intelligence.

This new kind is helpful to solve the problems about the meaning and value and it make sense our live more fertile. It called spiritual intelligence (Zohar ve Marshall, 2004). Spiritual intelligence is a phenomenon as old as humanity. It cannot be defined and cannot be placed our in daily routins until nowadays, because of unable to evaluate situaitons with science objectively. Many scientific data proving the existence of spiritual intelligence are achieved and these researches are about neurological, psychological and anthropological.

Spiritual intelligence is a three-dimensional construct and these three are acceptance, ego, goals and values (Aydıntan, 2009). According to Bozdağ (2010) spiritual intelligence has seven parts and these seven parts increase spritual supports or could be encourted spiritual obstacles. Bozdağ explain the part of spiritual intelligence like that: the power of faith, power of intention, power of feelings, insistence power, the power of conviction, mental interaction power, power of divine will.

Burnout Syndrome

Freudenberger (1974) defined burnout syndrome like that: fail, depreciation, energy and power loss and also

irresistible desires makes problems and burnout syndrome occurs. According to Perlman and Hartman burnout syndrome is this: failure, fatigue and emotional collapse, loss of creativity, loss of dedication and response to customers, colleagues, alienation of profession and the institution, chronic stress. Usually burnout syndrome emerged because of the work problems so this syndrom effects work life mostly. Researches have proved that: burnout and work life are connected each other (Çağlıyan, 2006). Organizations face these problems because of the burnout syndrom: decrease performance of indivual's work, decrease loyalty to organization, decrease satisfaction of work, rise health care costs, decrease of innovation works and solving the problems (Saçlı, 2011). Burnout syndrom affects the organizations mostly but it effects stronger individuals too. Individuals who face with burnout syndrome at work are nervous, restless, exhausted physically (Örmen, 1993; Jackson and Maslach, 1982). Our age, the main effects of disease is not biological effects, the reason is inability to adapt to stress (Tutar, 2000). Individual reacts with psychological phenomena to physical ailments which is formed because of the burnout. Individuals react to pyscihal discomfort with psychological phenomena and this pysical discomfort come forward because of the burnout syndrom. Depression which appears being response makes wrong effects on individuals psychology and the syptoms are these: worry, feeling helpless, loss of confidence (Sophia Kahill, 1998).

Burnout syndrom has 4 periods and these are enthusiasm and eagerness period, recession period, blocking period and indifference period (Nazlıoğlu, 2009).

Maslach Burnout Model

According to Maslach burnout has three formats. These are emotional exhaustion, depersonalization and reduction

of the sense of individual success (Yıldırım, 1996). And these are three of Maslach's burnout models:

a. Emotional Exhaustion

This concept explains of individuals personal stress period and it includes decrease of physical resources (Danah and Ion, 2004). The main reasons of emotional exhaustion are these: greater workload, adverse working conditions and problems of individuals inside the organizations. Individuals who have emotional exhaustion feel exhausted and worthless and they cannot find resource to gain performance again (Polatçı vd., 2007). Emotional exhaustion is the first period of burnout syndrom and it comes forward like that: emotionally busy individuals are put upon the other individuals' emotional needs (Şahinoğlu, 2010).

b. Depersonalization

Individuals' who serve the another people behavior change and answer negatively, it makes depersonalization period. Serviced individuals are acted solid, distant, cold, indifferent by individuals who serve. These signs show usperseverance of individuals who serve get loss on them work idealism (Kervacı, 2013). According to Maslach depersonalization is the most problematic period. Individuals who are in depersonalization period do not care the other individuals' needs and their feelings (Ergin, 1996).

c. Personal accomplishment

Individuals evaluate negatively themselves and also they think decreasing of feeling success, efficiency and proficiency in the organizations. Individuals who work feel they are not useful and they are inadequate (Maslach and Goldberg, 1998). Reduction of the sense of individual success is the reason of emotional exhaustion or depersonalization or combination of them (Maslach and Jackson, 2007).

Methodology

The purpose of this research is to identify the effect of emotional intelligence on burnout syndrom on individuals who work first aid, rescue and intervention sector. Result of this research can be used for determine of individuals' spiritual intelligence and burnout syndrom level in the organizations and also expectations and results about these subjects can be comment and evaluated truely.

This research has been done in Gümüşhane not all of Turkey because of the time and cost constraints and it has been limited only individuals who work for first aid, rescue and intervention. Convenience sampling method is used for this reserach and this method is one of the non-random sampling method. Results of this research must be used only individuals who are in scope.

Test has been done for determine the reliability of survey and Cronbach's Alpha is 0,945 and survey has been accepted reliable. Factor analysis is done for validity and each substance assembled their own factors. And also face validity method has been done for determining the validity.

This research is used as descriptive attributes and inferential nature. Frequency analysis is used for descriptive statistics and regression analysis is used for inferential test technique. Research has been done on first aid, rescue and intervention workers (Disaster and Emergency Directorate, Directorate of Health, Gümüşhane Municipality Fire Department, State Hospital of Gümüşhane) and convenience sampling method which is method of non-random sampling methods is used. Research has been done with totally 203 workers. 31 of completed surveys has been seen the wrong and they were excluded from the analysis, 172 individuls has been included to analysis. This research has been done beetwen these dates 22.11.2013-20.12.2013.

Researcher has completed the survey himself.

The first part of questionnaire includes the purpose and scope of the research and the second part includes demographic characteristics. Next part of the questionnaire has 22 questions about burnout syndrome and 24 questions about spiritual intelligence. Five-point Likert-type scale has been used. Participants were asked to respond according to their own opinion.

Maslach burnout scale which has been developed by Maslach and Jackson for evaluate the individuals' level of burnout syndrome was used to specify burn out level of participants (translated by Turkish language by Ergin). Scale has 22 questions and it evaluates three dimensions of burn out syndrome and these are exhaustion, depersonalization and personal accomplishment. For spiritual intelligence, two different survey questionnaire which is taken from MLQ (Multifactor Leadership Questionnaire) and ROC II (Rahim Organizational Conflict Inventory-II) have been used.

Results

%47.1 (81 person) is female and %52.9 (91 person) is male answer the questions for the survey and they are totally 172 persons. When looking at the marital status: %59.9 (103 person) are married and %40.1 (69 person) are single. When looking at the age status: %34.4 (59 person) are between 18-25 ages, %31.4 (54 person) are between 26 -34 ages, %25 (43 person) are between 35-45 ages and %9.3 (16 person) are between 46-55 ages. When looking at the graduation status: %7 (12 person) have been graduated from primary school, %45.3 (78 person) have been graduated from high school, %25.6 (44 person) have been graduated from pre-licensing, %20.9 (36 person) have licence degree and %1.2 (2 person) have master

degree. Income level for 172 person, %70.3 (121 person) earn money between 1500 - 2500 tl, %23.3 (40 person) earn between 2501-3500 tl, %1.7 (3 person) earn money between 3501-4500 tl and %4.7 (8 person) earn money 4500 tl or more. When looking at the institutions, %72.7 (125 person) work for health directorate, %8.7 (15 person) work for Gümüşhane Municipality Fire Department, %2.3 (4 person) work for Directorate of Emergency Disaster Situation, %15.7 (27 person) work for state hospital. Years of work conditions, %58.1 (100 person) work between 0-5 years, %15.1 (26 person) work between 6-10 years, %8.1 (14 person) work between 11-15 years, % 7 (12 person) work between 16-20 years, % 9 (20 person) work for 21 years or more.

The effects of spiritual intelligence on burnout syndrome subscales:

- a. The effect of spiritual intelligence on emotional exhaustion subscale:

Regression analysis has been done for spiritual intelligence effect on emotional exhaustion subscale and result is $R^2=0,566$. Anova test has been done for test validity of regression analysis and it is significant at $p=0.000$ level ($F=24,103$). Spiritual intelligence affects to emotional exhaustion subscale negatively $r=-0,324$ ($p:0,000$) at moderate level.

- b. The effect of spiritual intelligence on depersonalization subscales:

Regression analysis has done for spiritual intelligence effect on depersonalization subscale and the result is $R^2=0,616$. Anova test has been done for test validity of regression analysis and it is significant at $p=0.000$ level ($F=13,691$). Spiritual intelligence affects to depersonalization subscale negatively $r=-0,258$ ($p:0,000$) at moderate level.

- c. The effect of spiritual intelligence on individual achievement subscale:

Regression analysis has done for spiritual intelligence effect on individual achievement subscale and the result is $R^2=0,612$. Anova test has been done for test validity of regression analysis and it is significant at $p=0.000$ level ($F=23,987$). Spiritual intelligence affects to individual achievement subscale negatively $r= -0,305$ ($p:0,000$) at moderate level.

Conclusions

First aid, rescue and intervention workers are constantly faced with unusual situations. These people has duty during a disaster and also when they do not work. They must be ready for disaster everytime. Sometimes they are in some terrible thing which cannot be in normal people. They must be ready and being in negativity and carrying the responsibilities of other people and it affects negatively their spiritual health. Reducing the effects of the events or problems to be overcome is harder for this people than the others. Because of their profession, they are exposed to larger negativity so they make communication harder than the other people. These people have a serious risk exposed burnout syndrom which can be called lost the power. Spiritual intelligence makes help thinking matters with all effect not one or more than one and it makes not happening the burnout syndrom and it may also be effective to combat it. Spiritual intelligence and burnout syndrom has more meaning when it comes to an first aid, rescue and intervention workers conditions. Spiritual intelligence affects financial reasons and also it affects spiritual reasons. Spiritual intelligence has target of infinity so it can be understood its necessary. Because the main reasons affecting the survival of life are spiritual reasons not physical reasons. According to

Bozdağ (2010) even the human body does not work with their awareness and power and the people walks on the street is not his own. Spiritual intelligence makes to these contribute on the individuals: to remove internal and external conflicts, to increase efficiency in work, ensure the continuity of progress and development, recover to empty and valueless struggles. In this context, individuals who have high potential spiritual intelligence and develop their intelligence are affected problems and terribles of life less than the others and they can handle easily.

In our research, spiritual intelligence affects all subscales of the burnout syndrom as an average and negatively. The effect of spiritual intelligence on emotional exhaustion subscale has been found bigger than other two subscales (depersonalization subscale and individual achievement subscale). When the spiritual intelligence increases, emotional exhaustion, depersonalization and individual achievement subscales of burnout syndrom decreases.

About spiritual intelligence, "A Field Study on Spiritual Intelligence in Leadership" has been done by Tuğba Bekiş (2006), as a result of this research it has been found that there is a connection between spiritual intelligence and leadership types. Aydıntan (2009) has made this research: effect of spiritual intelligence on transformational leadership and people who have high potential of spiritual intelligence incline to leadership.

Spiritual intelligence affects burnout syndrom and the reason is: it becomes with spiritual reasons not physical. At the same time, spiritual effects are so important situation of the formation of burnout, symptoms, consequences and coping. Stress, dissatisfaction and bored of working are used non-physical things for identification. Some reason of burnout syndroms are these:

personality, expectations, individual needs, sense of self, empathy, role conflict and ambiguity factors and they can be associated with part of spiritual intelligence. These parts are pertinent to behavioral and psychological symptoms of burnout syndrom. Emotional exhaustion, depersonalization and reduced personal sense of accomplishment which are period of burnout mean personal stages of mental collapse. Because of that the rising of spiritual individuals is expected to decrease burnout.

In our study, the result is "spiritual intelligence to affect middle level burnout" and it can be used fighting with burnout syndrom. Mini-seminars can be useful to personnels for recognizing spiritual intelligence and how to develop it and also how to use on their life. Employees compassion, honesty, courage and patience to develop positive emotions such as activities will be effective in this regard.

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APPENDIX I

6) No answer, (5) Strongly Agree, (4) Agree, (3) Partially Agree, (2) Disagree, (1) Strongly disagree								
Please answer the questions, according to your feelings at work.								
		1	2	3	4	5	6	mean
1	I feel I'm bored with my job	43,0	19,2	20,9	8,1	7,0	1,7	2,15
2	I feel exhausted after working	24,4	18,0	26,7	16,9	14,0	0	2,78
3	When I wake up, I feel I cannot work in this job one more day	39,0	29,7	16,9	8,1	5,8	0,6	2,12
4	I meet people because of my job and I can easily understand what they feel	16,9	11,6	27,3	29,1	12,8	2,3	3,10
5	I feel cold and irrelevant to people who I served them	33,7	34,9	12,8	11,0	6,4	1,2	2,21
6	To deal with people all day really wears me	24,4	24,4	32,6	11,6	5,2	1,7	2,48
7	I do not care problems of people who I served them	36,6	36,0	14,0	7,6	4,1	1,7	2,05
8	I feel exhausted because of my job	29,1	25,0	26,7	11,6	7,6	0	2,44
9	I feel positively affect to people life because of my job	39,0	27,3	8,7	12,2	11,0	1,7	2,28
10	Since I started this job I have hardened against people	42,4	30,8	11,6	10,5	4,7	0	2,04
11	I'm afraid that gradually desensitize me with this job	36,0	29,1	14,0	13,4	7,0	0,6	2,26
12	I do not feel the energetic to do many things	32,6	27,3	16,9	15,7	6,4	1,2	2,35
13	I think restrict me what I do	40,7	25,0	18,0	8,1	8,1	0	2,18
14	I feel I work very hard at my job	22,1	27,9	22,7	17,4	9,9	0	2,65
15	I do not care what happened to people who I meet because of my job	49,4	27,3	8,7	5,8	8,1	0,6	1,95
16	I work directly with people and it is too much stress for me	29,1	23,3	18,6	11,0	16,9	1,2	2,63
17	I cannot be relax with people who I meet because of my job	37,8	30,2	8,7	11,6	10,5	1,2	2,26
18	After closely involved with people I do not feel revitalized	32,0	31,4	11,6	11,6	9,9	3,5	2,34
19	I did not get remarkable success in my business	43,6	26,7	12,2	6,4	10,5	0,6	2,13
20	I feel I've come to the end of the road	44,8	27,3	9,9	7,6	10,5	0	2,12
21	I cannot close to the problems with being relax	39,0	29,1	13,4	10,5	7,6	0,6	2,18
22	I feel blamed because of people problem who I served	36,6	30,2	15,1	9,3	8,1	0,6	2,22

Please answer the questions, according to your own feelings.								
1	I have often questioned the basis of the existence or thought too much on it	33,7	18,0	12,8	18,6	12,2	4,7	2,55
2	My own world is deeper than the physical body, I have come to realize that	16,9	18,6	20,9	24,4	15,1	3,5	3,27
3	I spent a lot of time to think of my reason for being here	20,3	23,3	16,9	19,8	15,1	4,7	2,85
4	I gained distance for giving meaning to life and being aware of life	20,9	20,3	14,0	24,4	18,6	1,7	2,99
5	I can think and discuss what will happen after death	19,8	14,5	15,1	23,8	23,3	3,5	3,17
6	It is easy to understand outside of the physical or material things	18,0	16,3	18,0	26,7	18,0	2,9	3,11
7	It is helpful trying to find purpose and meaning of life on stressful situation	18,0	14,5	18,6	27,3	20,3	1,2	3,18
8	I can control my thoughts, feelings and awareness	18,6	12,8	19,8	26,7	20,9	1,2	3,19
9	I have developed my own theory on topics such as life, death, reality and existence	25,6	21,5	12,2	19,2	15,1	6,4	2,75
10	I know deep bond between me and the other people	14,5	17,4	20,3	23,8	19,8	3,5	3,18
11	I can explain the reason and purpose of life	18,0	15,1	17,4	25,6	22,7	1,2	3,20
12	I can move freely between the material and spiritual world	16,3	18,6	19,8	22,7	19,8	2,9	3,11
13	I can think of events in my live meaning	12,2	12,8	20,3	31,4	21,5	1,7	3,38
14	I can define myself by not being physical	18,0	11,6	21,5	25,6	19,2	4,1	3,17
15	When I make a mistake I can find a meaning	13,4	12,8	18,0	30,8	20,9	4,1	3,35
16	I can see easily how I have developed spiritually	15,7	11,6	19,8	30,2	19,2	3,5	3,27
17	I can think about mankind and the universe	12,8	12,2	20,9	32,6	20,9	0,6	3,37
18	I am aware of the non-material aspects of life	16,9	14,0	12,2	32,6	22,1	2,3	3,30
19	I can make decisions about the purpose of my life	15,1	14,0	12,8	30,8	24,4	2,9	3,37
20	I think there is more important qualifications than body, personality and feelings	19,2	11,0	14,0	30,8	19,8	5,2	3,22
21	I can feel there is huge power on the earth or not	15,7	16,3	13,4	19,8	27,9	7,0	3,30
22	Being aware of immaterial opinions help me in my spiritual progress	19,8	14,5	11,6	25,6	23,3	5,2	3,19
23	I can find purpose and meaning in my daily life	12,8	18,6	12,8	27,3	26,2	2,3	3,36
24	I developed my own methods in transition to be satisfied spiritually	18,0	12,2	16,9	26,7	19,8	6,4	3,19