

# When Care Becomes Exhausting

*Emotional Labour, Digital Mediation & Burnout Risk in a South African Distance-Learning University*



PSYCH-IN-3



## Continuous Emotional Availability

Always-on digital communication blurs the line between work hours and rest.



## Moralised Professional Care

Emotional labour is framed as professional duty — not individual choice.



## Erosion of Emotional Recovery

Sustained availability steadily depletes staff capacity to recover and replenish.

“ *Burnout isn’t an individual failing — it’s an organisational condition.* ”