

**VISOKA ZDRAVSTVENA ŠOLA V CELJU**

**DIPLOMSKO DELO**

**VPLIV DELOVNIH OBREMENITEV NA NASTANEK IZGORELOSTI  
PRI IZVAJALCIH ZDRAVSTVENE NEGE**

**THE IMPACT OF WORKLOAD IN OCCURRENCE OF BURNOUT  
BETWEEN NURSING CARE PROVIDERS**

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## POVZETEK

**Uvod:** Večina dela v zdravstvu poteka večizmensko, preko polnega delovnega časa ali dela v pripravljenosti. Kadar postane breme preveliko, začnejo zdravstveni delavci zaznavati različne obremenitve, ki vodijo v utrujenost, kar posledično vodi tudi v slabše medsebojne odnose. Nezdravljeni simptomi stresa in fizičnih obremenitev lahko vodijo v izgorelost. Namen diplomskega dela je raziskati delovne obremenitve izvajalcev zdravstvene nege in vpliv teh dejavnikov na nastanek izgorelosti zdravstvenega osebja v Urgentnem centru Celje.

**Metode:** Raziskava je temeljila na kvantitativni metodi raziskovanja in metodi deskripcije. Za metodološki pristop smo uporabili tehniko anketiranja, za instrument pa vprašalnik, ki smo ga oblikovali na podlagi analize literature. Uporabili smo neslučajnostni, priložnostni vzorec, v katerega smo vključili 90 izvajalcev zdravstvene nege v Urgentnem centru Celje. Pravilno izpolnjenih in vrnjenih je bilo 78 vprašalnikov, kar predstavlja 87 % realizacijo vzorca. Podatke smo obdelali z Microsoft Office Excell 2010, verzija 14.0.7258.5000 in programom SPSS 25.0.

**Rezultati:** Rezultati so pokazali, da med najpogostejše fizične in psihične obremenitve sodijo agresivnost in nestrpnost pacientov (PV 4,0), moten proces dela s strani svojcev (PV 4,0), nepravilno razporejen delovni čas (PV 4,0), delo v majhnih in neprimernih prostorih (PV 4,0), trkanje na vrata (3,8), delo preko polnega delovnega časa (PV 3,7), število dnevno obravnavanih pacientov (PV 3,4) in delo v več delovnih enotah (PV 3,4). Ob preobremenjenosti na delovnem mestu se anketiranci redko (PV 3,3) pogovorijo s sodelavci ob nastopu težav, zelo redko poiščejo pomoč pri vodji (PV 2,3), skoraj nikoli se ne poslužujejo supervizije (PV 2,1), zato pogosto razmišljajo o menjavi službe (PV 3,3). Anketiranci se v prostem času za preprečevanje psihične preutrujenosti ali izgorelosti najpogosteje odpravijo v naravo (PV 3,9). Rezultati raziskave nam pokažejo tudi obstoj močne povezave depersonalizacije s čustveno izčrpanostjo (Spearmanov koeficient korelacije = 0,791;  $p = 0,000$ ) ter srednje močno negativno povezanost z osebno izpolnitvijo (Spearmanov koeficient korelacije = -0,427;  $p = 0,000$ ).

**Razprava in sklep:** Med izvajalci zdravstvene nege pogosto prihaja do fizičnih in psihičnih obremenitev. V diplomskem delu so opisani vzroki, ki vodijo v izčrpanost zaposlenih na delovnem mestu. Stres in stresni dejavniki ne predstavljajo problema samo za posameznika, temveč tudi za tim, v katerem dela, na delo in organizacijsko strukturo delovne enote in bolnišnico kot organizacijo na sploh. V bodoče bo nujno potrebno razmisliti o različnih možnostih, ki jih bo organizacija lahko ponudila izvajalcem zdravstvene nege, da se preprečijo duševne, psihične stiske in s tem izgorelost.

**Ključne besede:** psihična obremenjenost, fizična obremenjenost, urgentni center, stres, izgorelost.

## ABSTRACT

**Introduction:** Most of the work in healthcare is full-time work, shift work or stand-by duty work. When the burden becomes too great, healthcare professionals begin to notice various strains that lead to fatigue, which in turn affects the quality of interpersonal relationships. Untreated symptoms of stress and physical strain can lead to burnout. The purpose of this thesis is to investigate the workload of nursing care providers and the impact of these factors on the occurrence of burnout among the medical staff at the Celje Emergency Center.

**Methodology:** The research was based on a quantitative research method and a descriptive method. For the methodological approach, the survey technique was used and for the instrument, a questionnaire designed on the basis of literature analysis. We used a non-probability (convenience/opportunity) sample which included ninety nursing care providers at the Celje Emergency Center. Seventy-eight questionnaires were completed and returned, representing 87% of the research sample. Data was processed with Microsoft Office Excel 2010, version 14.0.7258.5000 and SPSS 25.0.

**Results:** The results revealed that the most common physical and mental burdens include: aggression and intolerance of patients (average result 4.0), disturbed work process by relatives (AR 4.0), unfairly distributed working hours (AR 4.0), work in small and unsuitable rooms (AR 4.0), door knocking (AR 3.8), full-time work (AR 3.7), number of patients treated daily (AR 3.4), and work in several work units (AR 3,4). When overworked, respondents rarely (AR 3.3) talk to coworkers when problems arise, very rarely seek help from a superior (AR 2.3), almost never resort to supervision (AR 2.1) and therefore often think about changing jobs (AR 3.3). Respondents most often spend their free time in nature in order to prevent mental fatigue or burnout (AR 3.9). In the category of emotional exhaustion, respondents achieved an average result of 3.32, in the category of depersonalization they attained an average score of 3.54 and in the field of personal fulfillment they obtained an average result of 5.04.

**Discussion and conclusion:** Physical and mental stress often occurs among nursing providers. The diploma thesis describes the causes that lead to the exhaustion of employees in the workplace. Stress and stressors are not only a problem for the individual, but also for the team in which work, the work and the organizational structural work unit in the hospital as an organization in general. In the future, it will be necessary to consider the various options that the organization will be able to offer to nursing providers in order to prevent mental, psychological distress and thus burnout.

**Key words:** mental strain, physical strain, emergency center, stress, burnout.