

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**STRES NA DELOVNEM MESTU IZVAJALCEV ZDRAVSTVENE NEGE
V ZDRAVSTVENEM DOMU**

STRESS OF NURSING CARE PROVIDERS IN HEALTH CENTER

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POVZETEK

Uvod: Stres je na delovnem mestu izvajalcev zdravstvene nege vsakodnevno prisoten, v različnih oblikah in jakostih. Najpogosteje stres nastane zaradi preseganja kompetenc, preobremenjenosti z delovnimi nalogami, kratkimi časovnimi roki in previsokimi delovnimi zahtevami. Z raziskavo smo želeli ugotoviti dejavnike, ki izvajalcem zdravstvene nege v zdravstvenem domu povzročajo stres na delovnem mestu.

Metoda: Uporabili smo kvantitativno metodo raziskovanja, metodo deskripcije, komparacije in sinteze. Podatke smo pridobili z anketiranjem. Merski instrument je bil anketni vprašalnik, ki smo ga zasnovali na podlagi pregleda literature. Uporabljen je bil neslučajnostni namenski vzorec. Anketo smo izvedli med izvajalci zdravstvene nege, ki imajo najmanj 3 leta delovne dobe in so zaposleni, v zdravstvenem domu. Razdelili smo 60 anketnih vprašalnikov, vrnjenih jih je bilo 45. Od tega je bilo 43 pravilno izpolnjenih, kar predstavlja 71,6 % realizacijo vzorca. Podatke smo analizirali v statističnem programu SPSS 22.0.

Rezultati: Izvajalci zdravstvene nege, ki so bili vključeni v raziskavo, so navedli, da je pri njih prisoten stres na delovnem mestu. Dejavniki, ki povzročajo stres na delovnem mestu, so: preseganje kompetenc glede na izobrazbo ($\bar{x} = 2,65$), preobremenjenost z delovnimi nalogami ($\bar{x} = 2,79$), previsoka zahtevnost del ($\bar{x} = 2,63$) in kratki časovni roki ($\bar{x} = 2,70$), na štiri stopenjski lestvici. Anketiranci so kot pogost znak stresa izpostavili utrujenost in pomanjkanje energije v 7 %. Izvajalci zdravstvene nege preprečujejo stres na različne načine. Najpogosteje se ukvarjajo z športnimi aktivnostmi (51,2 %) in s pogovorom s prijatelji, partnerjem in sodelavci (54,5 %). Dejavnik, ki zmanjšuje stres na delovnem mestu, so dobri medosebni odnosi s sodelavci (81,4 %). Supervizija se v zdravstvenem domu ne izvaja. Supervizijo kot metodo razbremenjevanja poznana 16,3 % anketiranih izvajalcev zdravstvene nege. Izvajalci zdravstvene nege z višjo izobrazbo in daljšo delovno dobo so manj izpostavljeni stresu na delovnem mestu. Vrsta zaposlitve ne vpliva na intenziteto pojavljanja stresa pri anketiranih izvajalcih zdravstvene nege.

Razprava in sklep: Najpogostejši identificirani dejavniki, ki povzročajo stres na delovnem mestu izvajalcev zdravstvene nege, so preseganje kompetenc glede na izobrazbo, preobremenjenost z delovnimi nalogami, previsoka zahtevnost del in kratki časovni roki. Da bi zmanjšali prisotnost stresa pri zaposlenih v zdravstvenem domu, jim delovna organizacija omogoča pogovor z nadrejenim in delavnico na temo preprečevanje in obvladovanje stresa. V prihodnje je potrebno razmisliti o uvajanju supervizije v delovno okolje, saj gre za učinkovito metodo razbremenjevanja.

Ključne besede: stres, izvajalci zdravstvene nege, delovno mesto, supervizija, zdravstveni dom.

SUMMARY

Introduction: Stress in the workplace of nursing care providers are dealing with stress in the workplace every day and it comes in various forms and strengths. Most often, stress results from overcoming competences, overloading with work tasks, short deadlines and excessive work demands. With our research, we wanted to find out the factors that cause stress at the workplace of nursing care providers in the health care centre.

Method: We have used a quantitative method of research, a method of describing, comparisons and synthesis. We got the data through surveying. The measuring instrument was a questionnaire, which was based on a literature review. We have used an all-purpose random sample. We have conducted a survey among health care providers who have worked in a health centre for at least 3 years. We have distributed 60 survey questionnaires and we got 45 of them back. 43 were filled in correctly, which represents 71.6 % of the sample realization. The data was analysed in the statistical program SPSS 22.0.

Results: Nursing care providers who were involved in the study indicated that they have stress at work. Factors that cause stress at the workplace are: overcoming competencies according to education ($\bar{x} = 2.65$), work overload ($\bar{x} = 2.79$), excessive complexity ($\bar{x} = 2.63$) and short deadlines ($\bar{x} = 2.70$), on a four-level scale. Respondents, as a common sign of stress, pointed out tiredness and lack of energy in 7 %. Nursing care providers prevent stress in various ways. They are most often engaged in sports activities (51.2 %) and having conversations with friends, partners and colleagues (54.5 %). The factor that reduces stress at the workplace is good interpersonal relationships with colleagues (81.4 %). Supervision does not take place in the health centre. Supervision as a method of relieving stress is known to 16.3 % of respondents, nursing care providers. Health care providers with a higher education and longer working experience are less exposed to stress at the workplace. The type of employment does not affect the intensity of stress among surveyed nursing care providers.

Discussion and conclusion: The most commonly identified factors causing stress in the workplace of nursing care providers are overtaking competencies according to education, overload with working tasks, over-demanding working tasks and short deadlines. In order to reduce the presence of stress among health staff, the work organization enables them to talk with their superiors and a workshop on prevention and management of stress. In the future, the introduction of supervision, as an effective method of relieving stress in the working environment, should be taken into a consideration.

Key words: stress, nursing care providers, working place, supervision, health centre.