

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**VPLIV ORGANIZIRANOSTI ZDRAVSTVENE NEGE NA
ZADOVOLJSTVO MEDICINSKIH SESTER**

**IMPACT OF ORGANIZATION OF NURSING ON THE
SATISFACTION OF NURSES**

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IZVLEČEK

Uvod: V vsaki organizaciji se morajo zaposleni počutiti zadovoljne, saj lahko le tako svoje delo opravljajo vestno, kakovostno, uspešno in so usmerjeni k doseganju skupnih ciljev.

Namen: Namen diplomskega dela je preučiti vpliv organizacijskih dejavnikov na zadovoljstvo zaposlenih in načine motiviranja za povečanje zadovoljstva.

Metode dela: Uporabili smo kvantitativno metodo raziskovanja. Za zbiranje podatkov smo kot instrument uporabili anketni vprašalnik, ki smo ga oblikovali na podlagi pregleda literature. Uporabili smo neslučajnostni priložnostni vzorec, v katerega smo vključili zaposlene v zdravstveni negi. Od 48 razdeljenih anketnih vprašalnikov je bilo 43 primernih za nadaljnjo obdelavo, kar predstavlja 90 % realizacijo vzorca. Podatki so bili statistično obdelani s programom Excel.

Rezultati: Zaposleni na dveh oddelkih Splošne bolnišnice Celje so nezadovoljni z delitvijo dela (PV = 2,8 in PV = 3,2) in enakopravnostjo v timu zdravstvene nege (PV = 2,8). Komunikacijo v timu zdravstvene nege so ocenili kot dobro (PV = 3,5) in kot najpomembnejši obliki komuniciranja izpostavili predajo službe in beleženje. Zadovoljni so z medsebojnimi odnosi v timu zdravstvene nege (PV = 3,6) in z delom (PV = 3,8). Najbolj jih motivira varnost in stalnost zaposlitve (PV = 3,7) ter vodenje (PV = 3,3).

Razprava in sklep: Anketirani so nezadovoljni z delitvijo dela in enakopravnostjo v timu zdravstvene nege, kar pomeni, da timsko delo ni dobro. Obstaja razkorak med motivacijskimi dejavniki, ki zaposlene dejansko motivirajo, in med dejavniki, ki jih organizacija ponuja. Ugotovili smo, da imajo anketiranci dokaj dobre medsebojne odnose kljub temu, da se je stopnja zadovoljstva zmanjšala v primerjavi s prejšnjo raziskavo ter komunikacijo, kar pomeni, da bo mogoče izboljšati tako timsko delo kot motivacijo.

Ključne besede: motivacija, delovni tim, medsebojni odnosi, komunikacija, medicinska sestra.

ABSTRACT

Introduction: The satisfaction of the employees in an organization is necessary in order to perform their duties conscientiously, qualitatively, effectively and to be motivated to fulfill the same goals.

Aim: The purpose of this thesis was to examine the influence of organizational factors on employees' satisfaction and to find out which methods of motivation could be used to enhance it.

Methodology: We used the quantitative research method. A questionnaire, developed on the basis of a literature review, was used for data collection. We used a non-random quota sample, which included employees in health care. Of the 48 questionnaires distributed, 43 were suitable for further processing, which represents a 90% realization of the sample. Data were statistically analyzed with the computer program Excel.

Results: The employees of two departments of the General Hospital Celje are discontented with the division of labor (average value = 2.9) and the equality in the nursing team (average value = 2.8). The communication in the nursing team was evaluated as good (average value = 3.5) and as the most important form of communication the handover of services and taking records were highlighted. They are satisfied with interpersonal relationships in nursing team (average value = 3.6) and work (average value = 3.8). Their best motivation are security and continuity of employment (average value = 3.7) and management (average value = 3.3).

Discussion and conclusion: The respondents are discontented with the division of labor and equality in the nursing team, which means that teamwork is not good. There is a gap between the motivational factors that actually motivate employees and the factors that the organization offers. We found out that the respondents have fairly good relationships, despite the fact that the level of satisfaction decreased compared to the previous survey, and communication, which means that it will be possible to improve both teamwork and motivation.

Keywords: motivation, working team, interpersonal relationships, communication, nurse.