

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**STRES NA DELOVNEM MESTU MEDICINSKE SESTRE IN NJEGOV
VPLIV NA KAKOVOST DELA**

**STRESS AT NURSE'S POSITION OF EMPLOYMENT AND IT'S
IMPACT ON THE QUALITY OF WORK**

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IZVLEČEK

Uvod: Eden izmed največjih povzročiteljev stresa je prav gotovo služba. Čeprav na delovnem mestu na veliko dejavnikov ne moremo vplivati, pa le-te lahko vsaj omilimo.

Namen: Namen diplomskega dela je prikazati simptome, posledice in vplive stresa na kakovost dela na delovnem mestu medicinske sestre.

Raziskovalna metodologija: Pri raziskovalnem delu je bila uporabljena metoda spraševanja z zaprtim tipom anketnega vprašalnika. Anketirani so se odločali o predlogih, ki se nanašajo na vzroke stresa na delovnem mestu, označevali simptome, ki jih povzroča stres ter določali vpliv posledic stresa na kakovost dela. V zaključku so podali metode sproščanja, ki jih uporabljajo za premagovanje stresa.

Rezultati: Najpogostejši vzroki stresa, ki so jih anketirani neprestano občutili, so bili plača (41 %), konflikti na delovnem mestu (33 %) in nejasno podani cilji s strani vodstva (31 %). Dejavniki, ki jim ne povzročajo stresa, so komunikacija s svojci pacientov (51 %), nerazumevanje domačih (49 %), skrb za paciente (49 %) in dežurstva (49 %). Najpogostejši simptomi, ki se pri medicinskih sestrah pogosto pojavljajo in imajo zato tudi vpliv na njihovo delo, je kronična utrujenost (27 %), sledi pa ji nespečnost (16 %). Težave s prehranjevanjem navaja 14 % anketiranih medicinskih sester.

Največ odgovorov glede metod za obvladovanje stresa sta zasedla odgovora spanje počitek, na katerega je odgovorilo 42 oseb (82 %), ter rekreacija, za katerega se je odločilo 35 oseb (69 %). 31 oseb (61 %) je kot metodo sproščanja navedlo pozitivno mišljenje.

Razprava in sklep: Raziskava je pokazala, da so medicinske sestre izpostavljene stresorjem, ki na njihovo delo različno vplivajo. Najmanj stresno na njihovo delo vpliva skrb za paciente in komunikacija s svojci. Najbolj pa stresorji, kot so nezadostno nagrajevanje (plača), slaba organizacija dela (nejasno podani cilji s strani vodstva, nejasno podajanje navodil s strani vodstva) in medsebojni odnosi (konflikti na delovnem mestu), kar se pri vsakodnevnem delu kaže na različne načine. Medicinske sestre pri sebi opažajo tudi telesne znake zaradi izpostavljenosti različnim dejavnikom stresa.

Ključne besede: medicinska sestra, stres, simptomi, posledice stresa, vpliv stresa na kakovost dela.

ABSTRACT

Introduction: One of the major causes for stress is certainly your job. Although we cannot control all the factors at work place, we can limit them.

Purpose: The purpose of this diploma paper is to show the symptoms, consequences and impacts of stress on the quality of work at the workplace of a nurse.

Research methodology: We used a closed type of questionnaire for our research. The respondents had to choose answers regarding the causes for stress at work place, mark the symptoms caused by stress and determine the impact of stress effects on the quality of work. In conclusion, they stated their relaxation methods for overcoming stress.

Results: The most common causes of stress that were constantly felt by the respondents are salary (41 %), conflict at workplace (33 %) and unclear objectives given by management (31 %). Factors that do not cause stress, according to the respondents, are communication with relatives of the patients (51 %), lack of understanding of their own families (49 %), patient care (49 %) and being on call (49 %). The most common symptom that occurs with nurses and has therefore influence on their work is chronic fatigue (27 %), while the second most common symptom is insomnia (15.69 %). Eating problems are mentioned by 14 % of the surveyed nurses.

Discussion and conclusion: The survey revealed that nurses are exposed to stressors that have different effects on their work. Their work is the least affected by patient care and communication with relatives. It is affected the most by stressors, such as poor remuneration (salary), poor work organization (unclear objectives given by management, unclear instructions from management) and interpersonal relationships (conflict at workplace). These factors manifest themselves in different ways at nurses' daily work. Nurses also observe physical signs of exposure to various stressors.

Key words: nurse, stress, symptoms, stress result, stress impact on the quality of work.