

**VISOKA ZDRAVSTVENA ŠOLA V CELJU**

**DIPLOMSKO DELO**

**STRES NA DELOVNEM MESTU**

**STRESS IN THE WORKPLACE**

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## IZVLEČEK

**Uvod:** Stres je v današnjem času še bolj izrazit kot nekoč. V diplomskem delu smo prikazali, kaj je stres, kako ga prepoznamo in kako se ga lahko ubranimo. Osredotočili smo se na medicinske sestre in zdravstvene tehnike, saj je delo z ljudmi, predvsem pa z pacienti, eno najzahtevnejših. Zaposleni v zdravstveni negi opravljajo delo v izmenah, ponoči, podnevi, ob praznikih in vikendih ter ob tem skrbijo za ravnovesje v domačem okolju.

**Namen:** Namen diplomskega dela je predstaviti stres na delovnem mestu, zakaj nastaja, kakšne so posledice stresa in ali prihaja do stresa na delovnem mestu medicinskih sester in zdravstvenih tehnikov.

**Metoda dela:** V teoretičnem delu smo uporabili deskriptivni pristop s študijem domače in tuje literature ter elektronske vire. Za zbiranje podatkov smo kot raziskovalni instrument uporabili anketni vprašalnik, ki je obsegal vprašanja o prisotnosti stresa na delovnem mestu medicinskih sester in zdravstvenih tehnikov, zaposlenih v Splošni bolnišnici Celje. Anketni vprašalnik je bil zaprtega tipa ter sestavljen na podlagi teoretičnih spoznanj o stresu in delovanje stresa na zaposlene v zdravstveni negi. Dobljene rezultate smo proučili in grafično prikazali.

**Rezultati:** V raziskovalnem vzorcu je sodelovalo 79 (84,9 %) žensk in 14 (15,1 %) moških. Največ je starih od 36 - 45 (37,6 %) let zato je tudi najpogostejša delovna doba od 11 do 20 let (38,7 %). Ugotovili smo, da je največji vzrok za nastanek stresa manjše število zaposlenih (89,2 %), s tem pa se prenese večja obremenjenost in odgovornost na ostale zaposlene v zdravstveni negi. Razvidno je, da si želijo medicinske sestre in zdravstveni tehniki priznanje za svoje prispevke in dosežke (58,1 %), kar je v celoti naloga delovne organizacije in nadrejenih. Stres pri zaposlenih v zdravstveni negi se kaže kot stalna utrujenost (22,6 %), nezdrav način življenja (19,4 %) in povečana obolevnost (17,2 %).

**Razprava in sklep:** Rezultati anketnega vprašalnika so pokazali, da največkrat do stresa prihaja prav zaradi gospodarske nestabilnosti v državi.

**Ključne besede:** stres, delovno mesto, posledice stresa na delovnem mestu, stres medicinskih sester in zdravstvenih tehnikov.

## **ABSTRACT**

**Introduction:** In the present times, stress is more visible than in the past. The thesis explains what stress is, how to identify it and how to avoid it. It focuses on nurses and medical technicians because work with people, especially patients, is one of the most demanding ones. People working in nursing care do both day and night shifts, work on public holidays and weekends as well as try to maintain balance at home.

**Purpose:** The purpose of the thesis is to provide insight into stress in the workplace, what causes it and what are its consequences, and why nurses and medical technicians experience it at work.

**Method:** We adopted a descriptive approach by studying domestic and foreign literature and electronic resources. We used a survey questionnaire as a research instrument to collect data; the questionnaire contained questions relating to stress in the workplace on a sample of nurses and medical technicians working in the General Hospital Celje. The closed questionnaire was distributed among nurses and medical technicians. We analysed the results and presented them graphically.

**Results:** The research involved 79 (84.9 %) women and 14 (15.1 %) men. Most are aged between 36-45 (37.6%) years, so it is also the most common employment period from 11 to 20 years (38.7 %). We established that the main cause of stress lies in the small number of employees (89,2 %), which results in excessive workload and heavier responsibility assumed by the employees. Moreover, the results suggest that both nurses and medical technicians would like to be appraised for their contribution and achievements (58,1 %), which is the full responsibility of the organisation and supervisors. The symptoms of stress in nurses and medical technicians show in the form of constant fatigue (22,6 %), unhealthy lifestyle (19,4 %) and a higher incidence rate (17,2 %).

**Discussion and conclusion:** Survey results suggest that the most common reason for stress is economic instability in the country.

**Keywords:** stress, workplace, consequences of stress in the workplace, stress in nurses and medical technicians.