

VISOKA ZDRAVSTVENA ŠOLA V CELJU

**IZPOSTAVLJENOST IN OBVLADOVANJE STRESA PRI
ZAPOSLENIH V CENTRU ZA VARSTVO IN DELO**

**EXPOSURE TO AND MANAGMENT OF STRESS AMONG THE
EMPLOYEES OF THE CARE AND WORK CENTRE**

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POVZETEK

Uvod: Stres na delovnem mestu ima veliko negativnih učinkov na zdravje. Zaposleni ki je pod stresom, v službi ne more dovolj dobro opravljati svojih delovnih obveznosti, kar posledično lahko vpliva tudi na ostale zaposlene v timu. Namen diplomskega dela je predstaviti vpliv stresa na zaposlene in njihovo delo v Centru za varstvo in delo Golovec.

Metoda: Uporabljen je bil kvantitativni raziskovalni pristop. V teoretičnem delu smo uporabili metodo deskripcije, s študijo domače in tuje literature ter internetnih virov. Za instrument smo uporabili anketni vprašalnik, katerega smo oblikovali na podlagi pregleda literature. Uporabili smo neslučajni priložnostni vzorec, ki je zajemal 70 zaposlenih Centra za varstvo in delo Golovec. V raziskavi so sodelovali tehniki zdravstvene nege, bolničarji, fizioterapevta, delovne terapevte, varuhi, inštruktorji, oskrbovalci in strokovni sodelavci. Vrnjenih je bilo 57 anketnih vprašalnikov, kar predstavlja 83 % realizacijo. Podatki so bili obdelani s programom Microsoft Office Excel 2010.

Rezultati: 46 (82 %) zaposlenih meni, da so izpostavljeni stresu na delovnem mestu. Pri delu z uporabniki je daleč najpogostejši dejavnik, ki največkrat povzroča stres, fizična agresija uporabnikov za 48 (86 %) zaposlenih. Podatek, da je bilo 36 (64 %) zaposlenih fizično napadenih s strani uporabnikov, je še en dokaz o njihovi izpostavljenosti na delovnem mestu. Da stres vpliva na zaposlene in organizacijo kaže podatek iz raziskave, da je bilo v zadnjem letu na bolniški odsotnosti 29 (52 %) anketirancev, zaradi bolezni, ki jih povezujemo s stresom.

Razprava in sklep: Ugotavljamo, da so zaposleni v Centru za varstvo in delo Golovec pri svojem delu izpostavljeni stresu. Spodbudno je, da zaposleni poznajo znake stresa in načine obvladovanja stresa na delovnem mestu, kar pa ni pokazatelj, da se zaposleni dejansko teh razbremenitev poslužujejo. Dejstvo je, da ima pri obvladovanju stresa na delovnem mestu veliko vlogo organizacija in vodstvo ter da je potrebno sodelovanje obeh strani, če želimo, da bo stres na delovnem mestu obvladljiv in ne bo pustil posledic ne za zaposlene, ne za organizacijo.

Ključne besede: stres, stres na delovnem mestu, delo z agresivnim pacientom, obvladovanje stresa.

SUMMARY

Introduction: Stress in the workplace has many negative effects on health. An employee who is under stress cannot effectively perform his duties at work, which can consequently affect other employees in the team. The aim of the thesis is to present how stress affects the employees and their work.

Method: A quantitative research approach was used. In the theoretical part we used the descriptive method, studying the Slovene and foreign literature as well as the Internet sources. The instrument was an anonymous questionnaire that was developed on the basis of the literature review. We used a non-random convenience sample that consisted of 70 employees of the Golovec Care and Work Centre (Center za varstvo in delo Golovec). The study involved nursing care technicians, nurses, physiotherapists, occupational therapists, guardians, tutors, carers and professional workers. 57 questionnaires were returned, which represents a 83 % realisation. The data were analysed with Microsoft Office Excel, 2010.

Results: 46 of employees (82 %) believe that they are exposed to stress in the workplace. When working with the users, physical aggression of the users is by far the most common factor that causes stress – for 48 employees (86 %). The fact that 36 of employees (64 %) were physically attacked by the users is an evidence of their exposure in the workplace. That stress has an impact on the employees and organization, is shown by the following data from the survey: 29 of respondents (52 %) were on sick leave in the past year because of diseases associated with stress.

Discussion and conclusion: We find that the employees of the Golovec Care and Work Centre are exposed to stress at work. It is encouraging that the employees are aware of the stress signs and ways to manage stress in the workplace, which, however, is not an indication that the employees actually help themselves with stress relievers. It is a fact that organization and leadership play a major role in managing workplace stress. Additionally, cooperation from both sides is needed if we want to make stress in the workplace manageable, and that it does not have consequences for the employees or organization.

Key words: stress, workplace stress, working with aggressive patients, stress management.