



Sindrom sagorevanja na poslu

Burnout Syndrome at Work

Gordana Stevović

Univerzitetski klinički centar Niš

University Clinical Center Niš

Apstrakt

Sindrom sagorevanja na poslu definisan je kao postepen gubitak motivacije i kao emocionalna istrošenost koja nastaje na radnom mestu usled posebnih zahteva radnog mesta, individualnih osobina i očekivanja samog radnika, kao i rezultata rada koji nisu u skladu sa ulozenim naporima. Posledica toga su emocionalna iscrpljenost, depersonalizacija i doživljaj umanjenog ličnog postignuća kod radnika.

Simptomi ovog sindroma su iscrpljenost, nesanica, glavobolja, visok pritisak, pad imuniteta, osećaj praznine, poremećaj koncentracije, zaboravljanje, nervoza, preosetljivost, stres.

Stres predstavlja napetost, umor i pritisak. Stres je uzročnik za oboljenja srca i direktno je povezan sa drugim bolestima kao što su: povišeni krvni pritisak, depresija, migrena, groznica, kolitis, zamor, čir, alergije, zgrušavanje krvi, a odnedavno i karcinoma. Stres je odgovor organizma na situaciju koju osoba doživljava kao ugrožavajuću po svoj telesni ili psihički integritet. Organizam se u stresu priprema na brzu reakciju i zaštitu, na primer: ubrzava se rad srca i pluća, raste krvni pritisak, mišićna napetost. Psihičke reakcije su: strah, promena pažnje, rasuđivanje, osećaja.

Izvori stresa ili stresori su spoljašnja zbivanja ili unutrašnji podsticaji koje procenjujemo kao ugrožavajuće. Izvori stresa: fizički – izloženost jakoj buci, vrućini, hladnoći, bolu. Psihološki – sukobi sa članovima porodice, prijateljima, kolegama na poslu. Socijalni – ekonomske krize, ratovi, poplave.

Reakcije na stres zavise od dužine njegovog trajanja i jačine. Stres može biti: akutni (jak iznenadan), hronični (posledica trajne izloženosti stresnoj situaciji), mali svakodnevni stresovi, veliki životni stresovi, traumatski životni stresovi.

Kako bismo sprečili ili ublažili stres, ponekad možemo promeniti samo stresnu situaciju, a ponekad svoj odnos na situaciju:

- zadržati osećaj za humor;
- održati ravnotežu između rada i zabave;
- usporiti;
- pronaći vreme za opuštanje;
- podeliti probleme sa prijateljima i porodicom;
- poznavati sebe i svoje granice tolerancije na stres;
- zatražiti savet od stručne osobe.

Zbog stresa na poslu u Evropi se dogodi 5 miliona nesreća na poslu, pola miliona pokušaja samoubistva i 48 hiljada samoubistva. Istraživanja pokazuju da oko 2/3 građana Srbije ili više od 60% pati od hronične iscrpljenosti uzrokovane stresom na poslu.

Najugroženije profesije su one koje su primarno usmerene na rad sa ljudima kao što su: lekari, medicinsko osoblje, socijalni radnici.

Abstract

Burnout syndrome at work is defined as a gradual loss of motivation and emotional exhaustion, which occurs in the workplace due to special requirements of the workplace, individual characteristics and expectations of the worker, as well as work results that are not in agreement with the efforts made. The result is emotional exhaustion, depersonalization, and the experience of reduced personal achievement in workers.

The symptoms of this syndrome are exhaustion, insomnia, headache, high pressure, decreased immunity, feelings of emptiness, concentration disorder, forgetfulness, nervousness, hypersensitivity, and stress.

Stress represents tension, fatigue, and pressure. Stress is the cause of heart disease and is directly related to other diseases such as high blood pressure, depression, migraine, fever, colitis, fatigue, ulcers, allergies, blood clotting, and recently cancer. Stress is the body's response to a situation that a person perceives as threatening their physical or psychological integrity. Under stress, the body prepares for a quick reaction and protection, for example: the heart and lungs work faster, blood pressure increases, and muscle tension increases. Psychic reactions are fear, change of focus, judgment, and feeling.

Sources of stress or stressors are external events or internal stimuli that we evaluate as threatening. Sources of stress: physical - exposure to loud noise, heat, cold, pain. Psychological - conflicts with family members, friends, and colleagues at work. Social - economic crises, wars, floods.

Reactions to stress depend on its duration and intensity. Stress can be acute (strong sudden), chronic (result of permanent exposure to a stressful situation), small daily stresses, major life stresses, or traumatic life stresses.

To prevent or relieve stress, sometimes we can change only the stressful situation, and sometimes our attitude towards the situation:

- Keep a sense of humor
- Maintain a balance between work and fun
- Slow down
- Find time to relax
- Share problems with friends and family
- Know yourself and your limits of stress tolerance
- Ask for advice from an expert

Due to stress at work, 5 million accidents at work, half a million suicide attempts, and 48 thousand suicides occur in Europe. Research shows that about 2/3 of Serbian citizens or more than 60% suffer from chronic exhaustion caused by stress at work.

The most threatened professions are those that are primarily focused on working with people, such as doctors, medical staff, and social workers.

Značajan uticaj na psihičko stanje zaposlenih u zdravstvu u posljednje dve godine imali su novi uslovi rada zbog epidemije virusa korona. Pandemija je doprinela dodatnom stresu na poslu koji prijavljuje čak 63% zaposlenih. Strah od nepoznatog virusa, drastično veći broj pacijenata i njihovo često umiranje, uprkos uloženom trudu, promena radnog okruženja, fizička iscrpljenost, teški uslovi za rad, povećani stres, anksioznost, depresija, probelmi su sa kojima se suočavaju zdravstveni radnici od početka pandemije. Uprkos dužem trajanju pandemije „sagorevanje” na poslu se nije pojačalo, već su se zdravstveni radnici navikli na novonastali stres.

Edukacioni programi sadrže metode i tehnike upravo za prevazilaženje stresa na najbolji mogući način. Svetska zdravstvena organizacija uvrstila je stres na radnom mestu u 11. izdanje priručnika Međunarodne klasifikacije bolesti i najavila da će sindrom izgaranja na poslu od 2022. godine postati dijagnoza, što praktično znači da će zbog premora na poslu zaposleni i zvanično moći da dobijaju bolovanje.

The new working conditions due to the Coronavirus epidemic have had a significant impact on the mental state of healthcare workers in the last two years. The pandemic has contributed to additional stress at work, reported by as many as 63% of employees. Fear of an unknown virus, a dramatically higher number of patients and their frequent deaths despite the effort put in, a change in the work environment, physical exhaustion, difficult working conditions, increased stress, anxiety, and depression, are the problems faced by healthcare workers since the beginning of the pandemic. Despite the longer duration of the pandemic, “burnout” at work did not increase, but health workers got used to the new stress.

Educational programs contain methods and techniques precisely for overcoming stress in the best possible way. The World Health Organization included stress at the workplace in the 11th edition of the manual of the International Classification of Diseases and announced that burnout syndrome at work will become a diagnosis in 2022, which basically means that employees will officially be able to receive sick leave due to work fatigue.