

Kakovost delovnega življenja fizioterapevtov

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Povzetek

Raziskovalno vprašanje (RV): Ali so zaposleni fizioterapevti zadovoljni s svojim delom, kateri dejavniki prispevajo k zadovoljstvu fizioterapevtov, kateri dejavniki prispevajo k nezadovoljstvu fizioterapevtov in kateri dejavniki ogrožajo kakovost delovnega življenja fizioterapevtov.

Namen: Namen je preučiti kakovost delovnega življenja fizioterapevtov, ugotoviti ali so zaposleni fizioterapevti zadovoljni s svojim delom, ugotoviti dejavnike, ki prispevajo k zadovoljstvu in nezadovoljstvu fizioterapevtov ter ugotoviti kateri dejavniki ogrožajo kakovost delovnega življenja fizioterapevtov.

Metoda: Izvedli smo pregled literature. Iskanje je potekalo v mednarodnih podatkovnih bazah ProQuest, ScienceDirect in CINAHL. Pri tem smo upoštevali postavljene vključitvene in izključitvene kriterije. Potek iskanja literature smo prikazali s PRISMA diagramom. Dobljene rezultate smo sintetizirali z uporabo metode vsebinske analize.

Rezultati: Z analizo podatkov bomo opredelili in določili, ali so zaposleni fizioterapevti zadovoljni s svojim delom, kateri dejavniki vplivajo na kakovost delovnega življenja fizioterapevtov in sicer, kateri dejavniki prispevajo k zadovoljstvu in kateri k nezadovoljstvu fizioterapevtov ter kateri dejavniki ogrožajo kakovost delovnega življenja fizioterapevtov.

Organizacija: Slaba kakovost delovnega življenja in nezadovoljstvo zaposlenih sta tako iz teorije kot tudi iz prakse tesno povezana s slabo opravljeno kakovostno storitev ter izgubo kvalificiranih delavcev. Raziskava bo pomagala voditeljem pri organiziranju delovnega okolja in kakovosti življenja zaposlenih na delovnem mestu fizioterapevta. Posledično lahko to pozitivno vpliva na zadrževanju usposobljenega fizioterapevskega kadra na njihovem delovnem mestu.

Družba: Nizka kakovost delovnega življenja fizioterapevtov ima širše posledice tudi na družbo. Nezadovoljstvo, izgorelost in stres fizioterapevtov lahko povzroči izstop iz delovnega mesta in migracijo v tujino. To negativno vpliva tako na zdravstveni sistem kot tudi na kakovost zdravstvene oskrbe. Ugotovitve lahko vodijo oblikovalce zdravstvenega sistema ali voditelje oddelkov, da spremenijo ukrepe za zmanjšanje nezadovoljstva med zaposlenimi fizioterapevti. Na ta način lahko rečemo, da je kakovost delovnega življenja eden izmed kazalcev kakovosti zdravstvenega sistema.

Originalnost: Raziskava o kakovosti delovnega življenja fizioterapevtov, in sicer raziskovanje dejavnikov, ki vplivajo na kakovost delovnega življenja fizioterapevtov, z sistematičnim pristopom dela z metodo pregleda znanstvene in strokovne literature.

Omejitve/nadaljnje raziskovanje: Nadaljnje raziskave bi lahko preučile povezavo med kakovostjo delovnega življenja in kakovostjo fizioterapevske obravnave in sicer katere so posledice nizke kakovosti delovnega življenja zaposlenih fizioterapevtov na kakovostno fizioterapevsko obravnavo pacientov.

Ključne besede: fizioterapija, management, zaposleni, kakovost življenja, kakovost delovnega življenja, zadovoljstvo pri delu, stres, izgorelost.

Arbulena Kokollari je po poklicu diplomirana fizioterapevtka. Po opravljenem pripravništvu na Univerzitetnem kliničnem centru v Mariboru in strokovnem izpitu je nadaljevala podiplomski študij na Fakulteti za zdravstvene vede v Mariboru ter pridobila naziv magistrice zdravstveno-socialnega managementa. Za tem se je v študijskem letu 2021/2022 vpisala na doktorski študijski program Fakultete za organizacijske študije v Novem mestu.

Quality of Working Life of Physiotherapists

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Abstract

Research Question (RQ): Are employed physiotherapists satisfied with their work, which factors contribute to the satisfaction of physiotherapists, which factors contribute to the dissatisfaction of physiotherapists and which factors endanger the quality of life of physiotherapists.

Purpose: The purpose is to study the quality of working life of physiotherapists, to determine whether employed physiotherapists are satisfied with their work, to identify factors that contribute to the satisfaction and dissatisfaction of physiotherapists and to identify factors that threaten the quality of working life of physiotherapists.

Method: We performed a literature review. The search was conducted in the international databases ProQuest, ScienceDirect and CINAHL. In doing so, we took into account the set inclusion and exclusion criteria. The course of literature search was presented with a PRISMA diagram. The obtained results were synthesized using the method of content analysis.

Results: The data analysis will define and determine whether employed physiotherapists are satisfied with their work, which factors affect the quality of work of physiotherapists, which factors contribute to the satisfaction and dissatisfaction of physiotherapists and which factors threaten the quality of work of physiotherapists.

Organization: Poor quality of working life and dissatisfaction of employees are, both in theory and in practice, closely related to poor quality service and the loss of skilled workers. The research will help managers to organize the work environment and quality of life of employees in the workplace of a physiotherapist. As a result, it can have a positive effect on retaining qualified physiotherapists in their workplace.

Society: The low quality of working life of physiotherapists also has wider implications for society. Dissatisfaction, burnout and stress of physiotherapists can lead to leaving the workplace and migrating abroad. This has a negative impact on both the health care system and the quality of health care. Findings can lead health system designers or department heads to change measures to reduce dissatisfaction among employed physiotherapists. In this way, we can say that the quality of working life is one of the indicators of the quality of the health system.

Originality: Research on the quality of working life of physiotherapists, namely research on the factors influencing the quality of working life of employed physiotherapists, with a systematic approach to work with the method of reviewing scientific and professional literature.

Limitations / further research: Further research could examine the link between the quality of working life and the quality of physiotherapy treatment, namely the consequences of the low quality of working life of employed physiotherapists on the quality of physiotherapy treatment of patients.

Keywords: physiotherapy, management, employees, quality of life, quality of working life, job satisfaction, stress, burnout.

Arbulena Kokollari is a graduated physiotherapist by profession. After completing an internship at the University Clinical Center in Maribor and a professional exam, she continued her postgraduate studies at the Faculty of Health Sciences in Maribor and obtained the title of Master of Health and Social Management. After that, in the academic year 2021/2022, she enrolled in the doctoral study program at the Faculty of Organizational Studies in Novo mesto.
