

STRESS AT WORK AMONG HEALTH PROFESSIONALS IN PRIMARY AND SECONDARY HEALTH CARE IN GJAKOVA

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ABSTRACT

The purpose of the research was to present the level of stress at work, to analyze the knowledge of health professionals about the ways of dealing with stress at work and to find out and analyze the factors causing stress among healthcare workers in primary and secondary health care in Gjakova city. The research was conducted in the Main Center for Family Medicine and the Regional Hospital in Gjakova, in the period from February to June 2015. The respondents were 300 professionals (216 females and 84 males), by 150 professionals from both levels of health care. 216 of them were females, while 84 were males. Data collection was conducted through "questionnaire on stress at work" (Job Stress Questionnaire -JSQ). The data are calculated by statistical analysis: frequency, percentage, arithmetic mean and significance level. It is a very worrying situation, since professionals of both health levels are overwhelmed and do not have adequate support from supervisors. 53.2% of professionals state that have emotional problems, until 63.3% of professionals stated that they experience stress during working hours. From their perspective, the main reasons are: non-support, non-security, low wages, and the nature of work overload. Our main recommendations are that continuously monitored, studied and apply modern achievements in the field of stress management, and health policy makers should be engage in extraction strategies to prevent and manage stress.

Keywords: Stress, stress at work, health professionals, management, Dealing.