Original Article

ENFERMAGEM EM SERVIÇOS DE SAÚDE MENTAL: PERCEPÇÃO SOBRE SATISFAÇÃO PROFISSIONAL E CONDIÇÕES DE TRABALHO

MENTAL HEALTH NURSING: PERCEPTION ABOUT PROFESSIONAL SATISFACTION AND WORKING CONDITIONS

ENFERMERÍA EN SERVICIOS DE SALUD MENTAL: PERCEPCIÓN SOBRE SATISFACCIÓN PROFESIONAL Y CONDICIONES DE TRABAJO

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RESUMO

Objetivo: conhecer a percepção de trabalhadores de enfermagem sobre a satisfação profissional e condições de trabalho em serviços de saúde mental. **Método:** Estudo descritivo-exploratório, desenvolvido a partir do referencial de Bardin. A coleta de dados ocorreu entre abril e maio de 2013, com 70 profissionais de enfermagem, aplicando-se a Escala de Avaliação da Satisfação da Equipe em Serviços de Saúde Mental. **Resultados:** A partir dos relatos surgiram as seguintes categorias: (in) satisfação dos profissionais e propostas para melhoria nas condições de trabalho. Assim, fatores como condições de trabalho, carga horária e processo laboral estão diretamente relacionados à (in) satisfação profissional. **Conclusão:** Os resultados desta pesquisa podem subsidiar gestores institucionais para (re) organizarem o planejamento gerencial dos serviços de saúde mental, de modo que melhorem o ambiente e as condições de trabalho, o que pode refletir na satisfação profissional, bem como em melhoria da qualidade da assistência prestada pelos trabalhadores.
Descritores: Enfermagem psiquiátrica; Satisfação no trabalho; Serviços de saúde; Condições de trabalho.

ABSTRACT

Objective: to know the perception of nursing workers about job satisfaction and working conditions in mental health services. **Method:** A descriptive-exploratory study, developed from the Bardin framework. Data collection took place between April and May 2013 with 70 nursing professionals, applying the Team Satisfaction Evaluation Scale in Mental Health Services. **Results:** From the reports, the following categories emerged: (in) satisfaction of professionals and proposals for improvement in working conditions. Thus, factors such as working conditions, workload, and labor process are directly related to (in) satisfaction professional. **Conclusion:** The results of this research can support institutional managers to (re) organize the management planning of mental health services, to improve the environment and working conditions, which may reflect on professional satisfaction, as well as quality improvement of care provided by workers.
Keywords: Psychiatric nursing; Job satisfaction; Health services; Working conditions.

RESUMEN

Objetivo: Conocer la percepción de los trabajadores de enfermería sobre la satisfacción laboral y las condiciones de trabajo en los servicios de salud mental. **Método:** Estudio descriptivo, desarrollado a partir de Bardin referencial. La recolección de datos se llevó a cabo entre abril y mayo de 2013, con 70 profesionales de enfermería, la aplicación de la Escala de Evaluación de satisfacción del equipo de Servicios de Salud Mental. **Resultados:** A partir de los informes surgieron las siguientes categorías: (des) satisfacción de los profesionales y propuestas para la mejora de las condiciones de trabajo. Por lo tanto, los factores tales como las condiciones de trabajo, las horas de trabajo y el proceso de trabajo están directamente relacionados con la (in) satisfacción profesional. **Conclusión:** Los resultados de esta investigación pueden ayudar a los administradores institucionales a la (re) organizar la planificación de la gestión de los servicios de salud mental con el fin de mejorar el medio ambiente y las condiciones de trabajo, lo que puede reflejar satisfacción en el trabajo, así como mejorar la calidad de la atención prestada por los trabajadores.
Descriptores: Enfermería psiquiátrica; Satisfacción en el trabajo; Servicios de salud; Condiciones de trabajo.

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INTRODUCTION

From the Psychiatric Reform movement, the World Health Organization (WHO) recommends that mental health services be continuously evaluated, both from the perspective of family members and patients and from the perspective of health professionals. Thus, the degree of job satisfaction of workers who work in their respective activities is one of the indicators used to evaluate the quality of services in psychiatric institutions[1]. Therefore, studies reveal that the degree of satisfaction of professionals is directly related to the index of quality of services offered[2-4].

In several countries, research has been carried out to investigate the satisfaction of nursing professionals working in psychiatric institutions, given that the concern with this theme is due to the changes that occurred in the last decades for the model of care proposed for to Psychiatry[5-9].

In the general hospital and psychiatric environment, the nursing team is the one that spends the most time in direct contact with the patients. In spite of this, not all institutions offer adequate working conditions, which end up influencing the degree of job satisfaction related to work[10,11].

Additionally, the average salary and degree of participation in the institutional decision-making processes on aspects directly related to the activities developed by the workers have an impact on the professional satisfaction of the nursing team over the services in which they work[6,7].

Historically, nursing professionals (especially those working in mental health services) are exposed to heavy workloads, stressful working conditions, emotional stress, and physical and mental stress that often trigger a process of workers of this class[5,8-9].

A research carried out in a psychiatric hospital located in the city of Teresina (Piauí) has identified several factors that contribute to the vulnerability and impairment of the mental health of professionals, which may indicate the need to refer these workers to some Reference Center in Occupational Health (CEREST)[10].

However, the online survey conducted by researchers from the State University of Feira de Santana in Bahia revealed that activities to promote and maintain workers´ mental health still occur in an incipient way in CEREST in Brazil[11].

Thus, it is understood that, in many cases, it will be up to institutional managers to know the demands of workers in mental health services and, from this, to develop actions that can minimize the negative impact of the work environment on the health of professionals. Thus, this study aimed to know the perception of nursing workers about professional satisfaction and working conditions in mental health services.

METHOD

This is a descriptive, exploratory and qualitative study conducted in two psychiatric services located in the south of Brazil, one private and one public. In the private hospital, there were 240 beds for a Nursing staff with 61 members. The public institution had 26 beds and 22 nursing professionals. Data collection was held between April and May 2013.

All the professionals who provided nursing care in both services and who were present in their respective labor institutions when data collection were established as inclusion criteria. In this sense, professionals who were certified by a medical certificate, leave, vacation, or who refused to participate in the study were excluded. Based on the inclusion and exclusion criteria, 70 nursing professionals, workers from both institutions, were constituted as subjects of this study.

The approach was performed through a self-administered instrument at the workplace, after signing the Informed Consent Term (TCLE). The collection was performed in groups of up to five participants or individually, depending on the availability of professionals. The Team Satisfaction Evaluation Scale in Mental Health Services (SATIS-BR) was used, containing 32 quantitative items and 3 qualitative questions. The following qualitative questions were considered: 1) "What do you like best about this service?"; 2) "What, in particular, do you dislike?"; and 3) "Do you think the service could be improved?" The scale was developed in a multicenter WHO project, validated in Brazil by researchers in the area of mental health from a Canadian study[12]. First, the raw data from the interviews with the semi-structured instrument were analyzed by means of a broad reading. Then, in-depth readings were carried out, which allowed the organization of the data by grouping

by similar and divergent points, giving rise to categories, subcategories, and themes. Subsequently, the data was discussed, having as a theoretical reference, the existing scientific publications on the subject.

The analysis of the qualitative results was carried out based on the technique of thematic content analysis as proposed by Bardin[13], which consists in discovering the sense nuclei that compose a communication, whose presence or frequency means something to the analytical object.

The interviewees were nominated by acronyms and numerical scale to preserve their anonymity: E1 ... E49, for the participants of the private hospital; P1 ... P21, for the interviewees of the public hospital.

In compliance with Resolution 466, of December 12, 2012, of the National Health Council, the project was referred to the Standing Committee on Ethics in Research Involving Human Beings of the institution to which the researchers were bound when the study was carried out, obtaining the Certificate of Presentation for Ethical Assessment under nº 13676913.2.0000.5539. This study was approved by the Ethics Committee in Research under Opinion 228.003.

RESULTS AND DISCUSSION

The subjects of the study were predominantly female - 71.4% (n = 50), with a mean age of 40 years old. Most of the professionals have secondary education and technical training in Nursing - 84.3% (n = 59). Also, the time spent in mental health services varied between five and seven years and 41.4% (n = 29) of the professionals had another employment relationship.

It is observed that, in the area of health, specifically in Nursing, the profession of nursing assistants/technicians and nurses are mostly composed and exercised by female professionals, a fact that can be evidenced with the history, with the advent of new female professions with an emphasis on nursing[14]. Also, studies indicate a higher rate of female participation in mental health services[15-18].

From the analysis of the content, it was possible to identify three thematic categories: Aspects that motivate the satisfaction of the worker; Aspects that generate dissatisfaction at work; Proposals for improvements in working conditions.

Professional (dis) satisfaction

In this category, participants mentioned that the main causes that motivate satisfaction were related to work environment, process, patient care, the relationship in the work between patient, team, and family. In this sense, the following statements exemplify these causes: "The way patients treat us [...] with respect, admiration" (E.5). "From the dynamics among employees to patient accessibility [...] the freedom we have to work with freedom with the supervision" (E. 28). "We learn a lot about the other, working in a mental health institution; it is the place that we most practice humanization" (P.1). "To see the satisfaction of patients and families when they have an improvement in the picture and thanks for something they can do" (E. 20). "From contact with the patient, to be able to hear him and know his history" (E.16). "I like working with the patient with mental disorder" (p. 8).

A personal history involving the aspirations, desires, and motivations of the worker should be valued and considered, making the relation between man and work less susceptible to psychic suffering[19]. Recognition is the process of valuing the effort and the suffering invested to carry out the work. The experience of pleasure and self-performance come from the possibility of constructing the identity of the subject[19].

The freedom to participate in the organization of work determines the levels of psychic load. Thus, it can be concluded that by allowing nursing professionals to act in the organization of care work performed by the institution, it reduces the psychic load that reflects in the satisfaction of this activity[19].

A study carried out in a hospital environment with nursing professionals can verify the performance of the professional with the work, when assisting the patient, with the possibility of interaction, being the main factor of feelings of pleasure at work and satisfaction[20].

In the context of this discussion and in the aspects that generate dissatisfaction in the work, the questions regarding the interpersonal relationships, the structure, and the work process become evident. Perceptions such as the relationship between patient and family, team, technical task, structural conditions, social contribution, lack of commitment, care, environment and impaired process are highlighted. The words of the subjects ratify this question: "When you have to use force" (E.7).

"From the hour of restraint" (E.16). "When working with chemical dependents [...]" (E.13). "[...] Conditions of work offered by the hospital" (E.13). "Employees who work in the institution who do not call or do anything anyway" (E.15). "Inadequate and incapacitated professionals" (E.30). "Lack of clarification of the treatment to the patient and, often, the relatives" (P.7). "I do not like the approach of some employees" (p. 14). "The way patients are treated, little information, contradictory information" (E.5). "Lack of security" (E.10). "When you do not have enough professionals to meet the patient's needs" (E.12).

Studies indicate that a reduced number of professionals, lack of training, physical structure, and lack of commitment of the team are factors related to the work process that interfere in the worker´s life and the quality of the assistance provided[21].

Thus, health managers must know new strategies to mediate the work process to promote better working conditions and involvement of family members and multidisciplinary team. Another study[22] points out that negative situations experienced at work such as the use of force, physical restraint, types of patients, verbal violence, the personal relationship among others are conditions that are part of the work process and must be administered by the manager to establish changes that can improve working conditions.

In a study carried out in a city in northeastern Brazil, researchers identified several factors related to the satisfaction and dissatisfaction of professionals in mental health services, with both internal and external determinants being present in the work environment[23].

Scholars linked to the School of Nursing of the University of São Paulo pointed out that the work dissatisfaction of professionals working in mental health services can attenuate the physical and psychological wear of these workers, and it is necessary to identify the determining factors and determinants to establish preventive measures, knowing that the professionals´ perception is an indispensable step in the process of developing actions aimed at promoting worker health[24].

Other researchers affirm that, depending on the type of work practice developed by professionals in mental health services, they may express feelings of indifference about their job satisfaction, being this behavior more frequent in those who do not perform activities of direct assistance to patients[19,25].

In this perspective, it is verified that many factors are associated with the professional perception about being (or not) satisfied with their work, mentioning work conditions, type of care provided, interpersonal relationships and the work process. They seek to raise the view of employers on the need to improve the working condition[18-19,22-26].

Proposals to improve working conditions

When asked about actions that could promote improvements in mental health services, the professionals mentioned improvements in the work environment, safety, staff, stimulation for improvements in relationships in work, form in the work process that evolves care and permanent education, as can be seen in the lines: "Decrease in service overload and time load" (E.35). "[...] The quality and infrastructure of the hospital" (E.15). "Let the professionals work more together speaking the same language" (E.5). "[...] More freedom to speak" (E. 4). "By giving more emphasis to the team, more psychological support [...]" (P.1). "There would be training, more studies, discussions, and meeting with the team" (E.3). "More training, guidance for beginning employees, and service support" (E.24).

A questão salarial também é mencionada na literatura como umas das causas de insatisfação e de preocupação entre os profissionais dos serviços de saúde[26]. De acordo com estudos publicados sobre a temática, a remuneração é um importante fator para que as pessoas vivenciem sentimentos de satisfação no trabalho[26-28].

Researchers affirmed that the extensive workload favors mental or physical illness in health workers, especially the nursing team, besides facilitating the occurrence of absenteeism, work accidents, medication errors, exhaustion, work overload and absence of leisure[26-27].

The salary is also mentioned in the literature as one of the causes of dissatisfaction and concern among health professionals[26]. According to published studies on the subject, remuneration is an important factor for people to experience feelings of job satisfaction[26-28].

Por outro lado, a capacitação e o aperfeiçoamento em saúde mental, em muitos casos, não são consideradas pelos gestores,

desmotivando, portanto, a busca por melhor formação e estudos na área de saúde mental[28]. Adicionalmente, o trabalho em equipe também é uma das maneiras para obter-se ótimos resultados dentro dos serviços de saúde[29]. Assim, é importante que gestores e administradores acreditem e aprovem as ações de seus colaboradores se sustentam no trabalho em equipe e objetivem promover melhorias no ambiente laboral[29].

Pesquisa realizada em Fortaleza (Ceará) com profissionais da enfermagem demonstrou-se que dentre seis componentes que avaliam a satisfação no labor, o item autonomia no trabalho foi apontado como um dos mais importante para proporcionar vivência de satisfação no trabalho[23]. Nesta mesma direção, investigações realizadas para identificar a satisfação entre a equipe de enfermagem evidenciaram que a autonomia no labor foi o componente que mais influenciou para as vivências de satisfação no ambiente de trabalho[22-26].

On the other hand, training and improvement in mental health in many cases are not considered by managers, thus discouraging the search for better training and studies in the area of mental health (28). In addition, teamwork is also one of the ways to achieve optimal results within health services (29). Thus, it is important for managers and administrators to believe and approve the actions of their employees if they support teamwork and aim to promote improvements in the work environment[29].

A survey carried out in Fortaleza (Ceará) with nursing professionals showed that among six components that evaluate job satisfaction, the item autonomy at work was pointed out as one of the most important to provide job satisfaction experience (23). In the same direction, investigations carried out to identify satisfaction among the nursing team showed that autonomy in work was the component that most influenced the satisfaction experiences in the work environment[22-26].

FINAL CONSIDERATIONS

Esta pesquisa identificou a percepção de profissionais atuantes em serviços de saúde mental acerca da satisfação laboral e condições trabalho. Dessa maneira, considera-se que os resultados deste estudo poderão auxiliar gestores institucionais para (re) organizarem o planejamento gerencial dos serviços. Ademais, considera-se, ainda, ser necessário a condução de novas investigações, buscando trazer à luz do conhecimento a percepção dos gestores acerca do trabalho desenvolvido pela equipe de enfermagem em saúde mental. Com isso, -será possível realizar análise situacional multidimensional e, então, elaborar estratégias que possam efetivamente promover aumento da satisfação profissional e melhoria das condições de trabalho.

This research identified the perception of professionals working in mental health services regarding job satisfaction and working conditions. Thus, it is considered that the results of this study may help institutional managers to (re) organize the management planning of services. In addition, it is considered necessary to conduct new investigations, seeking to bring to light the knowledge of the managers' perception of the work developed by the mental health nursing team.

With this, it will be possible to carry out multidimensional situational analysis and then develop strategies that can effectively promote increased professional satisfaction and improved working conditions.

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