



Σχολή Κοινωνικών Επιστημών
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Διπλωματική Εργασία

«Ηθική παρενόχληση (mobbing) και οι επιπτώσεις της στην υγεία
των επαγγελματιών υγείας σε δημόσιο νοσοκομείο»

Νικόλαος Κάγκας

Επιβλέπουσα καθηγήτρια: Δρ. Αγγελική Φλώκου

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Περίληψη

Εισαγωγή: Η ηθική παρενόχληση είναι ένα διαδεδομένο, βίαιο και καταστροφικό φαινόμενο της σύγχρονης εργασιακής ζωής. Στο πλαίσιο των υπηρεσιών υγείας, λόγω της πολύπλοκης δομής και λειτουργίας των οργανισμών παροχής υγειονομικής φροντίδας, οι επαγγελματίες υγείας φαίνεται να εκτίθενται συχνότερα σε εκφοβιστικές συμπεριφορές σε σύγκριση με άλλους επαγγελματικούς κλάδους. Το φαινόμενο αυτό συνδέεται με ψυχοσωματικές, ψυχολογικές και συμπεριφορικές επιπτώσεις στα άτομα, ενώ παράλληλα επιδρά αρνητικά στη λειτουργία των οργανισμών και ενέχει ευρύτερες κοινωνικές και οικονομικές συνέπειες.

Σκοπός: Σκοπός της παρούσας μελέτης ήταν η διερεύνηση της έκτασης και των μορφών της ηθικής παρενόχλησης (mobbing) σε επαγγελματίες υγείας δημόσιου νοσοκομείου-μαιευτηρίου, καθώς και η αποτύπωση της αντιλαμβανόμενης κατάστασης της υγείας τους. Επιπλέον, επιδιώχθηκε η διερεύνηση της ύπαρξης στατιστικά σημαντικής συσχέτισης μεταξύ της ηθικής παρενόχλησης και της κατάστασης της υγείας, καθώς και η εκτίμηση της επίδρασης των δημογραφικών και εργασιακών χαρακτηριστικών του δείγματος στη σχέση αυτή.

Υλικό και μέθοδος: Πραγματοποιήθηκε ποσοτική, περιγραφική και αναλυτική μελέτη από τον Ιανουάριο έως τον Μάρτιο του 2026. Το δείγμα αποτέλεσαν 110 νοσηλευτές, μαίες, βοηθοί και σπουδαστές (ποσοστό ανταπόκρισης 70,9%) που εργάζονται σε δημόσιο γενικό νοσοκομείο-μαιευτήριο στην Αθήνα. Για τη μέτρηση της ηθικής παρενόχλησης χρησιμοποιήθηκε το εργαλείο Negative Acts Questionnaire (NAQ-R), ενώ για την αξιολόγηση της γενικής υγείας χρησιμοποιήθηκε το General Health Questionnaire (GHQ-28). Η στατιστική ανάλυση περιλάμβανε περιγραφικά μέτρα, διμεταβλητές αναλύσεις και πολυπαραγοντική ανάλυση παλινδρόμησης και χρησιμοποιήθηκε το στατιστικό πρόγραμμα SPSS 27.0.

Αποτελέσματα: Τα ευρήματα κατέδειξαν υψηλά επίπεδα έκθεσης σε αρνητικές εργασιακές συμπεριφορές, με μέση τιμή ίση με 48,6 μονάδες (SD=16,1), η οποία εντάσσεται στα υψηλά επίπεδα έκθεσης σε σύγκριση με τον ελληνικό πληθυσμό. Το 56,4% των συμμετεχόντων ανέφερε εμπειρίες αρνητικών πράξεων με συχνότητα από σπάνια έως καθημερινά κατά τους τελευταίους 6 μήνες. Τα ευρήματα υποδηλώνουν ότι οι αρνητικές συμπεριφορές σχετίζονται κυρίως με χαρακτηριστικά του εργασιακού

περιβάλλοντος. Οι επαγγελματίες υγείας που εκτέθηκαν σε υψηλότερα επίπεδα ηθικής παρενόχλησης παρουσίασαν αυξημένη συχνότητα διαταραχών υγείας. Από την πολυπαραγοντική ανάλυση παλινδρόμησης προέκυψε ότι η έκθεση σε αρνητικές συμπεριφορές αποτελεί τον σημαντικότερο προγνωστικό παράγοντα επιδείνωσης της γενικής υγείας, επηρεάζοντας στατιστικά σημαντικά όλες τις επιμέρους διαστάσεις της (σωματικά συμπτώματα, άγχος και αϋπνία, κοινωνική δυσλειτουργία, καθώς και κατάθλιψη). Αντίθετα, τα δημογραφικά και εργασιακά χαρακτηριστικά δεν παρουσίασαν αντίστοιχα ισχυρή συσχέτιση, εκτός από την οικογενειακή κατάσταση που συσχετίστηκε σημαντικά με την κατάθλιψη.

Συμπεράσματα: Η ηθική παρενόχληση αναγνωρίζεται ως ένα εκτεταμένο και πολυδιάστατο φαινόμενο στο υπό εξέταση νοσηλευτικό ίδρυμα, με βασική μορφή τις αρνητικές συμπεριφορές τις σχετιζόμενες με την εργασία, αναδεικνύοντας έτσι τον καθοριστικό ρόλο των οργανωσιακών παραγόντων στην εκδήλωση του φαινομένου σε σχέση με τα ατομικά χαρακτηριστικά. Τα αποτελέσματα επιβεβαιώνουν ότι το φαινόμενο συνδέεται στενά με την επιδείνωση της ψυχικής και σωματικής υγείας των επαγγελματιών υγείας, καθώς και με την κοινωνική δυσλειτουργικότητα τους. Παράλληλα, καταδεικνύεται η σημασία του οικογενειακού και κοινωνικού πλαισίου, με την οικογένεια να φαίνεται ότι λειτουργεί ως υποστηρικτικός παράγοντας έναντι της κατάθλιψης. Καθίσταται αναγκαία η περαιτέρω διερεύνηση του φαινομένου και η ανάπτυξη στοχευμένων παρεμβάσεων σε επίπεδο οργανισμού, με έμφαση στη βελτίωση του εργασιακού περιβάλλοντος και την ενίσχυση των μηχανισμών πρόληψης και αντιμετώπισης της ηθικής παρενόχλησης.

Λέξεις – Κλειδιά

Ηθική παρενόχληση, εργασιακός εκφοβισμός, επιπτώσεις, επαγγελματίες υγείας, NAQ, GHQ-28, γενική υγεία, πρόληψη.

Workplace mobbing and its impact on the health of healthcare professionals in a public hospital

Nikolaos Kagkas

Abstract

Introduction: Workplace bullying (mobbing) is a widespread, harmful, and destructive phenomenon in modern working life. Within healthcare settings, due to the complex structure and functioning of healthcare organizations, health professionals appear to be more frequently exposed to bullying behaviors compared to other professional sectors. This phenomenon is associated with psychosomatic, psychological, and behavioral consequences for individuals, while also negatively affecting organizational performance and having broader social and economic implications.

Aim: The aim of the present study was to investigate the extent and forms of mobbing among healthcare professionals in a public general and maternity hospital, as well as to assess their perceived health status. Additionally, the study sought to examine the existence of a statistically significant association between workplace bullying and health status, and to evaluate the impact of demographic and occupational characteristics on this relationship.

Material and Methods: A quantitative, descriptive, and analytical study was conducted from January to March 2026. The sample consisted of 110 nurses, midwives, assistants, and students (response rate: 70.9%) working in a public general and maternity hospital in Athens. Workplace bullying was measured using the Negative Acts Questionnaire (NAQ-R), while general health was assessed using the General Health Questionnaire (GHQ-28). Statistical analysis included descriptive statistics, bivariate analyses, and multivariate regression analysis, using SPSS version 27.0.

Results: The findings indicated high levels of exposure to negative workplace behaviors, with a mean score of 48.6 (SD= 16.1), corresponding to high exposure levels compared to the Greek population. A total of 56.4% of participants reported experiencing negative acts ranging from rarely to daily over the past six months. The results suggest that these behaviors are primarily associated with characteristics of the work environment. Healthcare professionals exposed to higher levels of workplace bullying exhibited a higher frequency of health disturbances. Multivariate regression analysis revealed that exposure to negative behaviors was the strongest predictor of deterioration in general health, significantly affecting all its dimensions (somatic symptoms, anxiety and insomnia, social dysfunction, and depression). In contrast, demographic and occupational characteristics did not show similarly strong associations, except for marital status, which was significantly associated with depression.

Conclusions: Workplace bullying emerges as a widespread and multidimensional phenomenon in the studied healthcare institution, with work-related negative behaviors being the predominant form, highlighting the decisive role of organizational factors in its occurrence compared to individual characteristics. The results confirm that the phenomenon is closely linked to the deterioration of both mental and physical health of healthcare professionals, as well as to social dysfunction. At the same time, the importance of the family and social context is highlighted, with family appearing to function as a protective factor against depression. Further investigation of the phenomenon is deemed necessary, along with the development of targeted interventions at the organizational level, focusing on improving the work environment and strengthening prevention and management mechanisms for workplace bullying.

Keywords

Workplace bullying, mobbing, effects, healthcare professionals, NAQ, GHQ-28, general health, prevention.

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