

ABSTRACT

This thesis will deal with social support perceived by intensive care unit nurses (from colleagues, family, friends and superiors) and its impact on job satisfaction, depersonalization and subjectively experienced health condition. Foreign research suggests that social support has crucial effect on amount of perceived stress, coping and quality of provided health care. Lack of support can also contribute to the development of psychosomatic diseases like headache, back pain and others. Main attention will be paid to the influence of social support on depersonalization (emotional hardness, apathy towards the patient), job satisfaction and intensive care nurses subjectively experienced health condition. Basic concepts, terms, constructs and variables will be defined in the theoretical part of this thesis. Current scientific findings about effects of social support on work and various aspects of intensive care nurses' lives will be summarized. Diagnostic methods and test used by author of this thesis will be also described.

In the empirical part of the thesis, author will examine relationships between variables and will test hypothesis using statistical methods, mainly correlation analysis and ANOVA test. Some of the hypotheses were confirmed and others were not. However what is indisputable is the fact that social support received from friends, family, colleagues and superiors as well has significant effect on nurses work life and physical and mental health.

In conclusion, besides summarizing the research results, author will try to propose implications of the findings into clinical practice of intensive care units. The results should help to identify specific steps to increase the level of social support received by intensive care nurses (for example group supervisions, team-buildings, psychotherapy).

Keywords: Social support, depersonalization, health condition, job satisfaction, nurse, nursing, intensive care.