

ABSTRACT

Background: Low-threshold addiction facilities are in contact primarily with active drug users and deal with a very wide range of problems and situations, including those in crisis. Coping strategies can be crucial in preventing the burnout syndrome, which puts people in the helping professions, including workers in low-threshold addiction facilities, at risk. There is no published study in our territory that would aim at coping strategies on above mentioned target group.

Aims: To map coping strategies of workers in low-threshold addiction facilities and to describe possible differences in these strategies between men and women.

Methods: This is an online questionnaire study among employees of all low-threshold addiction facilities in the Czech Republic. A sample research group consisted of all employees of these facilities who work here for at least 20 hours a week. Respondents were acquired by the method of self-selection. A mixed research design was chosen. Data was obtained through a standardized Stress Management Strategy questionnaire 78 and an open-ended question focusing on what helps respondents reduce stress and tension. The structured questionnaire was converted into electronic form and sent to respondents through individual low-threshold services for drug users. The obtained data were analyzed through quantitative analysis involving calculations of descriptive statistics and a qualitative analysis using the method of creating clumps.

Result: The most preferred coping strategy is the need for social support in which respondents differed by more than the standard deviation from the norm. In general workers prefer positive coping strategies, especially control strategies. Within negative coping strategies, the strategy of perseveration prevailed. No significant differences between coping strategies depending on gender were identified.

Conclusion: The information obtained can be used by the management of individual organizations in interventions aimed at the prevention of burnout syndrome and job satisfaction, which could target to the adoption of positive coping strategies and reduce negative ones.

Key words: coping strategies, coping, stress, low-threshold services, people who use drugs, burnout syndrome