

Abstract

Aim: The aim of the bachelor's thesis is to map and evaluate the experience of nurses with volunteers who come to selected inpatient wards at the Motol University Hospital, and to assess whether the experience of nurses with volunteers is rather positive or negative. The work is divided into a theoretical and an empirical part. The theoretical part contains a basic definition of the concepts of volunteering, in healthcare facilities in the Czech Republic and abroad. The empirical part deals with the research investigation itself.

Methods: The research was carried out in the form of a non-standardized questionnaire, which contained twenty-three questions. This questionnaire was distributed to selected respondents, specifically to nurses in selected departments of the University Hospital in Motol. Data collection took place from December 2022 until the beginning of March 2023.

Results: A total of fifty-seven fully completed questionnaires were obtained from the nurses. In the questionnaire, 82.46 % of the nurses evaluated the involvement of volunteers in care positively, 15.79 % rather agreed with the positive experience. When asked whether nurses evaluate the involvement of volunteers negatively, 87.72 % of respondents answered that they disagree with this statement, 7.02 % rather disagreed, 3.51 % rather agreed and 1.75 % agreed. 75.44 % disagreed, 17.54 % somewhat disagreed, 5.26% somewhat agreed, and 1.75 % agreed with the statement that the volunteer's activity interferes with patient care in any way. Nurses also answered the question whether they observe in their work that the involvement of volunteers in patient care contributes to reducing their work stress, 54.39 % rather agreed, 21.05 % agreed, 12.28 % disagreed and 12.28 % rather disagreed %.

Conclusion: If we summarize the results of the research investigation, we can say that nurses at the University Hospital in Motol have mostly positive experiences with volunteers who come to the department. Expressions of negative experiences appeared only in a few cases or not at all.

Keywords

Volunteer, volunteering, nurse, inpatient care, volunteers organization in hospital