

BÖLÜM 8

Kurumlarda duygu, empati ve şefkatin rolü

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Giriş

Bu bölümde, bir kurumun “duygu”, “ruh hali” veya “duygusallığını” ele alıyoruz. İnsanların kendilerini çalışırken ve yaşarken buldukları herhangi bir durumda her zaman şu ya da bu ruh hali vardır; doğum kurumlarında da farklı değil. Bu bağlamdaki ruh hali, duygusal bir durum olabilir veya olmayabilir. Kurumsal ruh hali açısından, de Rivera¹ şu tanıımı sunar: *“bir kişinin bir partiye veya şehre girdiğinde ve bir neşe veya depresyon, samimiyet veya korku tutumu hissettiğinde olduğu gibi - elle tutulur bir şekilde hissedilebilen nesnel bir grup olayı.”* (s197). Bunu başlangıç noktamız olarak alarak, dünya çapındaki doğum kurumlarının korku ve endişe ruh hallerine uyum sağlama eğiliminde olduğunu iddia ediyoruz. Bu ruh hallerinin, bu kurumlarda çalışan ve bakılan insanlar arasındaki insan bağlılığına ve şefkatli etkileşimlere karşı hareket eden riskten kaçınan davranışlara yol açması muhtemeldir. Bunun sadece doğum bakımı personeli için değil, aynı zamanda doğum bakım sonuçları için de önemi olduğunu iddia ediyoruz.

Kurum kültürü ve iklimi teorileri

1975’te Schneider², kurumsal iklimi, bir kurumun uygulamaları ve prosedürlerinin karşılıklı olarak kabul edilen bir karakteristiği olarak tanımladı. Ashkanasy³ ayrıca kültürün derinden gömülü değerlere ve varsayımlara atıfta bulunduğunu, iklimin ise bilinçli olarak algılanan kurumsal faktörlere atıfta bulunduğunu belirtmektedir. Bu nedenle iklim, yönetimsel kontrole uygun kültürün bir bileşenidir. Ashkanasy ve Härtel⁴ duygusal kültür ve iklimin olumlu ya da olumsuz olabileceğini, olumlu biçimlerin şefkat ve iyilik hali ile ilişkili olduğunu, olumsuz biçimlerin ise stres ve malpraktis (yanlış uygulama) ile ilişkili olduğunu vurgulamaktadır. Bu bağlamda,

- Yöneticiler birey merkezli olduğunda ve şefkat gösterdiğinde, bakım sunanların hizmet kullanıcılarına şefkatli bakım sunma olasılığı daha yüksektir.
- Şefkatli hizmetleri teşvik etmek, sağlıksız çalışma modellerini desteklemeyi kapsamaz.
- Özbakım çok önemlidir ve bireysel dayanıklılığı teşvik eder, bu da daha sağlıklı, daha mutlu bir iş gücü yaratır.

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