

Abstract

Purpose -Shift work is a social phenomenon and is one of the influential factors in the performance of employees working in the field of health care. In other words, it can have crucial effects on their health. In this regard, the present study was aimed at identifying the problems pertaining to work shifts among emergency medical technicians in Ardabil province in 2019.

Materials/methodology- The present research is a periodic descriptive-analytical study elaborating the problems related to imposed work shifts on emergency medical technicians working in emergency stations in Ardabil province. The study population was 318 personnel, including all emergency medical technicians working in urban and road emergency stations of Ardabil province. Sampling was based on a census, and 290 persons were selected as the study sample after considering the input and output criteria. The data compilation tool was the standard questionnaire called workers shift of survey (SSW). Data were analyzed through SPSS20 software using the chi-square test.

Findings - The results showed that the physical and mental workload of emergency medical technicians working in 12-hour shifts was higher than that of 24-hour shift workers. Also, the willingness of 12-hour shift workers to continue working according to the productivity improvement law was significantly more than urban 24-hour shift workers ($P < 0.001$). Technicians of 24-hour shifts had more time to spend on personal matters compared to employees of 12-hour shifts ($P = 0.008$). Also, job satisfaction in road stations was lower than urban stations ($P = 0.013$) and blood pressure. It was more common in road bases than urban stations ($P = 0.05$). Feeling tired during the day, stomach pain and heartburn, and back or back pain were relatively common problems among emergency medical workers.

Conclusion- Considering that the physical and mental workload, musculoskeletal problems including back pain, not having enough time to spend on personal life matters and dissatisfaction with leisure time with the family are more than 24- hours in 12-hour shifts. Also, job satisfaction in road stations was lower than in urban stations, so it seems several studies related to finding factors related to the physical, mental and social problems of medical emergency workers are necessary, and emergency managers should be more careful in preparing the work plan, including reducing the number of shift work as a priority.

Keywords– Shift work, emergency stations, emergency medical technicians, type of shift system