



UNIVERSITÀ DEGLI STUDI GUGLIELMO MARCONI

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CORSO DI LAUREA MAGISTRALE IN PSICOLOGIA

DISAGI EMOTIVI, FISICI E SOCIALI LEGATI ALLO SQUILIBRIO TRA VITA  
PRIVATA E PROFESSIONALE:  
IL PUNTO DI VISTA DI CHI LAVORA IN AZIENDA

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## **Abstract**

Stiamo vivendo un periodo di grandi cambiamenti socio-economici, gli scenari sono in continua evoluzione e trasformazione, l'individuo si ritrova impotente in una società che offre pochi punti fermi e poche certezze.

La percezione è di una completa perdita di controllo dove impera la necessità di essere flessibili e di adattarsi a situazioni che il più delle volte non vengono scelte. Tutto questo si riflette sul contesto demografico, lavorativo e psicologico.

Il contesto demografico evidenzia un trend in cui l'età media è in crescita. In Europa si passerà dagli attuali trentanove anni ai quarantanove nel 2050.

Il contesto lavorativo è caratterizzato da globalizzazione, innovazione tecnologica, da un mercato dominato dalle esigenze della domanda. Per far fronte a questi cambiamenti, negli anni '90, sono apparsi i primi contratti 'non standard' che hanno inciso radicalmente sugli aspetti psicosociali degli attori di tale realtà. Inoltre, oggi come mai in passato, con i tempi pensionistici che si allungano e le nuove generazioni che desiderano lavorare, le aziende si trovano a dover gestire un ecosistema molto complesso che vede la presenza di più generazioni in un medesimo contesto lavorativo.

Il contesto psicologico si trova a dover porre al centro l'individuo nella sua complessità. Non si può prescindere dall'impatto che tali cambiamenti hanno sul benessere delle persone: disturbi dell'alimentazione, alterazioni dell'umore, della stabilità emotiva e della sfera relazionale e affettiva, fino ad arrivare a depressione e disturbi d'ansia.

Da queste considerazioni è nato un filone di studi e ricerche sul *Work Life Balance* (WLB), ossia la difficoltà nel bilanciare lavoro e vita privata.

Un gran numero di persone lotta quotidianamente con la tensione derivante dall'accumulo di diversi ruoli: genitore, coniuge, lavoratore e membro della comunità, con la sensazione di non avere mai abbastanza

tempo. È stato ampiamente documentato l'impatto negativo sulla salute derivante dal tentativo di equilibrare varie sfere della propria vita. Molti studi provano che il conflitto tra responsabilità professionali e personali aumenta il rischio di depressione, ansia, irritabilità e stress. Uno studio su 2.700 lavoratori dimostra che, nei soggetti in cui è marcato il conflitto tra lavoro e famiglia, si hanno maggiori probabilità di diagnosi di disturbi dello spettro ansioso-depressivo, psicosomatici, relazionali e varie forme di dipendenza patologica (alcol e fumo, sostanze stupefacenti, gioco d'azzardo patologico e internet). Un altro studio longitudinale di 4 anni conferma che depressione e dipendenza da alcol tendono a persistere nel tempo. Queste sintomatologie, purtroppo, tendono ad essere sottovalutate con il rischio di cronicizzazione.

Soprattutto in questo momento storico, in cui la crisi economica esaspera le situazioni descritte, la professionalità e le competenze dello psicologo devono mettersi al servizio dei lavoratori in difficoltà. Prevenire, alleviare e curare qualsiasi forma di disagio connessa al mondo del lavoro, deve diventare una priorità che vede coinvolti tutti: istituzioni, aziende e professionisti della salute.

Gli studi sul WLB, rilevano l'importanza di non restringere la vita a due sole componenti, lavoro-famiglia, ma di considerare la complessità dell'esistenza. La ricerca ha, inoltre, portato all'individuazione di cinque modelli descrittivi (segmentazione, *spillover*, compensazione, strumentale e conflittuale), che ambiscono a concettualizzare il WLB.

Lo stress gioca un ruolo fondamentale, la 'sindrome da stress lavorativo' viene inquadrata da molti psicologi del lavoro, come un insieme di manifestazioni di natura psichica che possono comprendere ansia, depressione, panico, rabbia e bassa autostima.

Per capire queste problematiche più da vicino, sono state effettuate una serie di interviste, che hanno l'obiettivo di riportare i vissuti di chi quotidianamente affronta tali difficoltà.

L'immergersi nell'umana realtà ha reso tutto più interessante e stimolante, il WLB ha perso astrattezza, diventando problema di vita di tutti i giorni. L'ansia perché si fa tardi a scuola, lo stress per dover lavorare fino a tardi a causa di una riunione fissata troppo presto al mattino, la rabbia per non essere riusciti a fare sport in settimana. Anche se spesso si tratta di disturbi cosiddetti sotto-soglia, non diagnosticabili con i parametri categoriali del manuale dell'APA,<sup>1</sup> non vanno sottovalutati.

Il benessere di individui, famiglie e società dipende anche da queste 'piccole' cose, a cui si deve dare il giusto rilievo. Le grandi aziende l'hanno capito e hanno implementato politiche di fringe benefit, *smart working*, *energy training* e *welfare* aziendale, per rendere i propri dipendenti più sereni, equilibrati e, quindi, più produttivi.

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<sup>1</sup>DSM V, Manuale statistico e diagnostico dei disturbi mentali redatto dall' American Psychiatric Association

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