



**MINISTRY OF HEALTH OF UKRAINE
NATIONAL UNIVERSITY OF PHARMACY**



ANALYSIS OF THE SOCIAL AND PSYCHOLOGICAL ENVIRONMENT IN PHARMACY ORGANIZATIONS



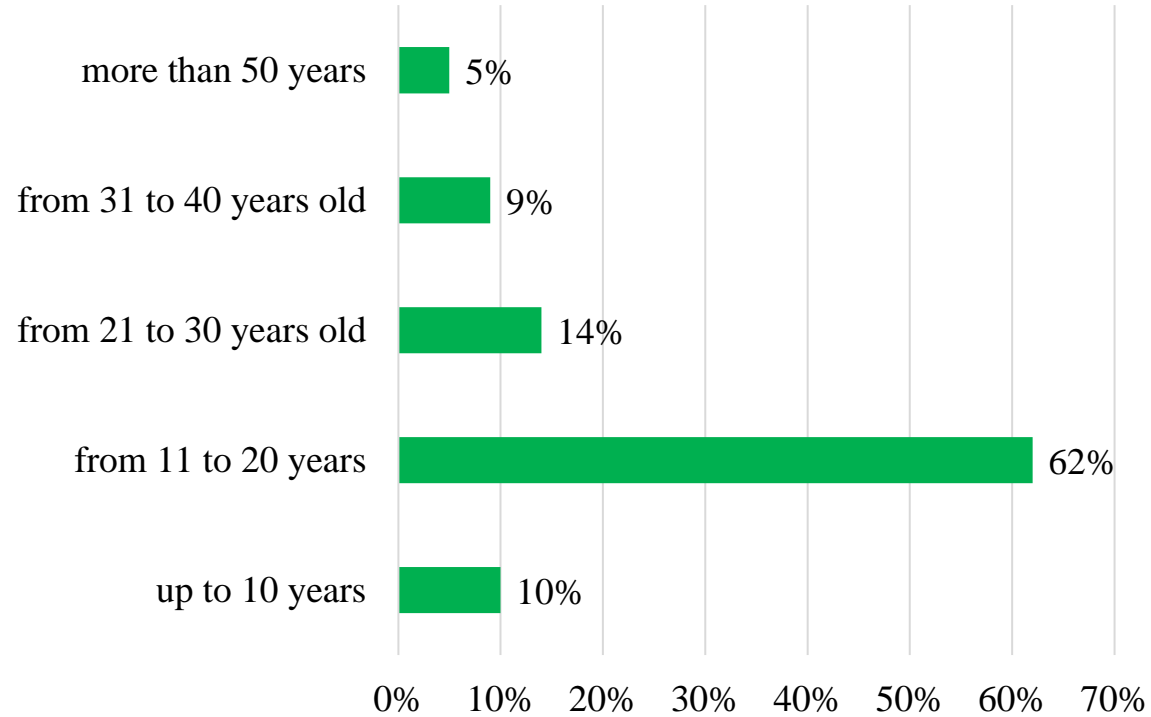
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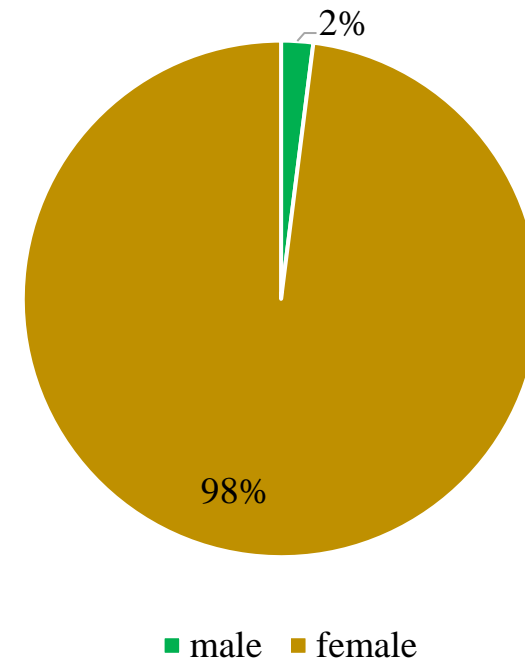
The pharmacy business is looking for ways to manage personnel more efficiently. In modern conditions, the professional activity of pharmacy workers has undergone qualitative changes. The range of duties of a pharmacist in a modern pharmacy is much wider than the framework defined by the professional standard.

In the struggle to increase the profitability of the pharmacy, employers assign additional functions to the staff. It is not uncommon for the manager to manage 2-3 pharmacies, the manager of the pharmacy and his deputies perform the duties of an accountant, people with a secondary education wash the floor, etc. In addition, the range of medicines in pharmacies has increased to 15 thousand items, regulations are endlessly changing, the consumer has become more demanding, hence more and more pharmacy workers experience professional burnout. Creating a favourable psychological climate and friendly interpersonal relations in pharmacies is a necessary condition.

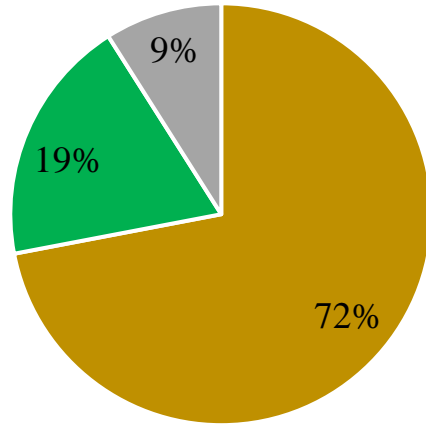
Distribution of experts by work experience



Analysis of respondents' gender

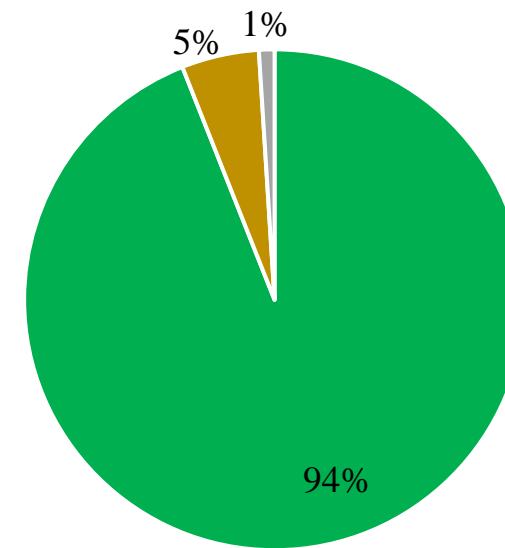


Analysis of the level of satisfaction of pharmacists with relationships in the team



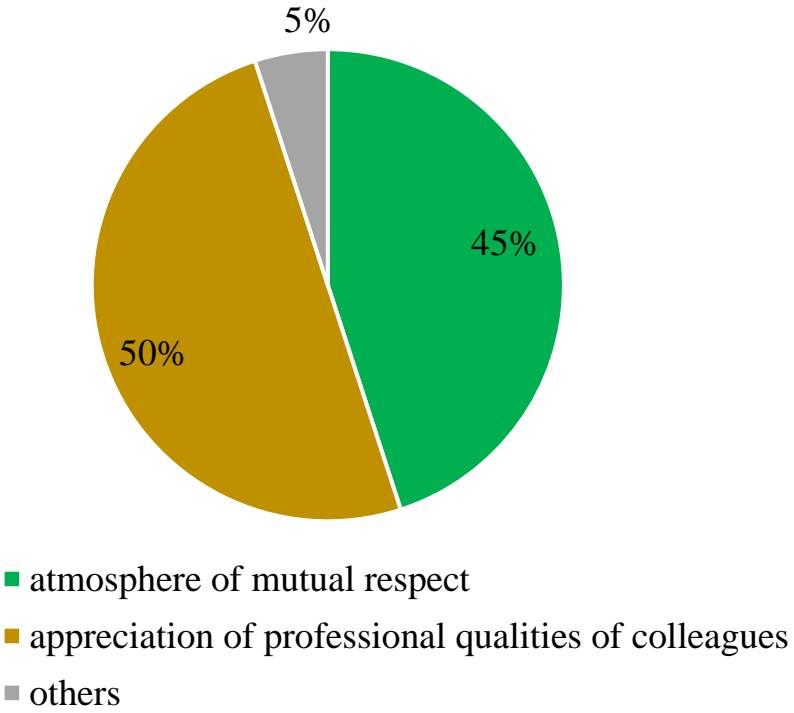
■ quite satisfied ■ not fully satisfied ■ not satisfied at all

Analysis of respondents' satisfaction with their work team

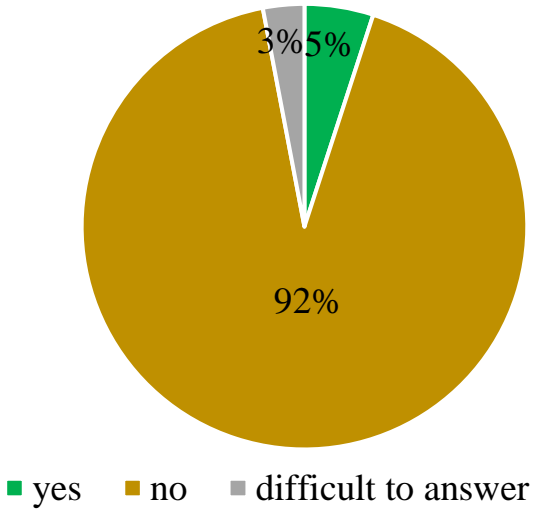


■ yes ■ no ■ difficult to answer

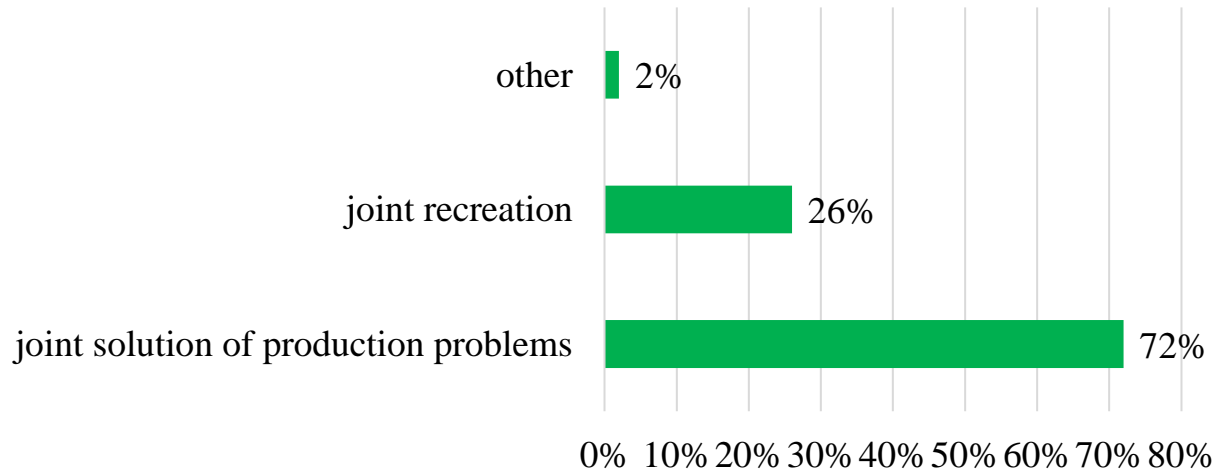
Analysis the most important components for consumers according to pharmacists in the team in the team



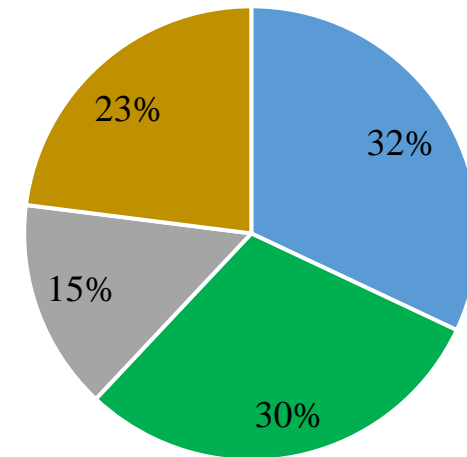
Analysis of the desire to change the place of work due to the disunity of the team, lack of trust and mutual assistance to each other



Analysis components that contribute to the cohesion of the pharmacy team

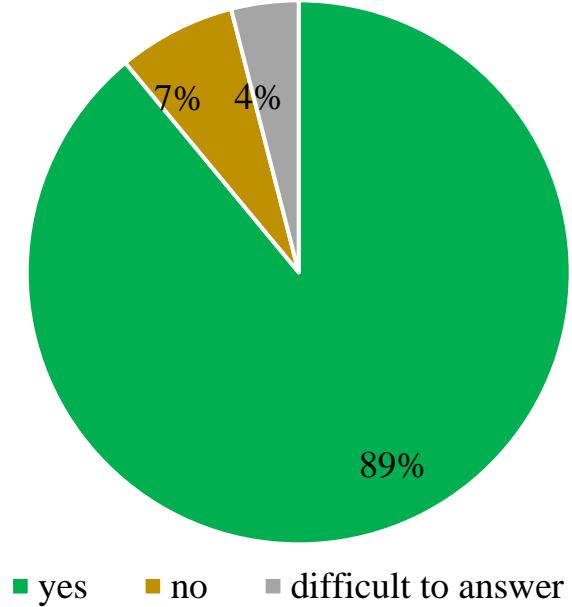


Analysis of the most important qualities for a manager according to pharmacists

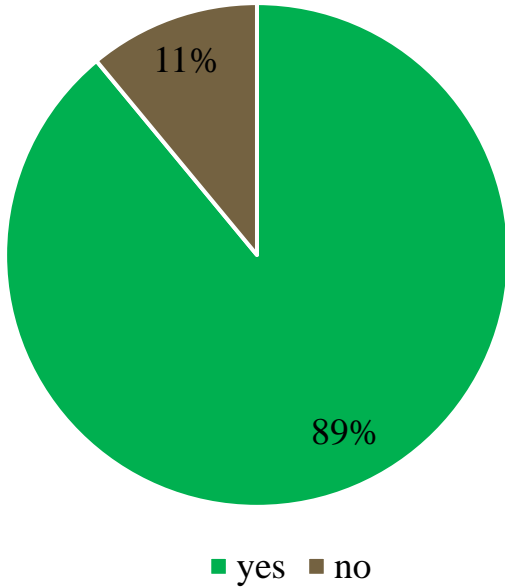


■ communicative ■ professional ■ moral ■ organizational

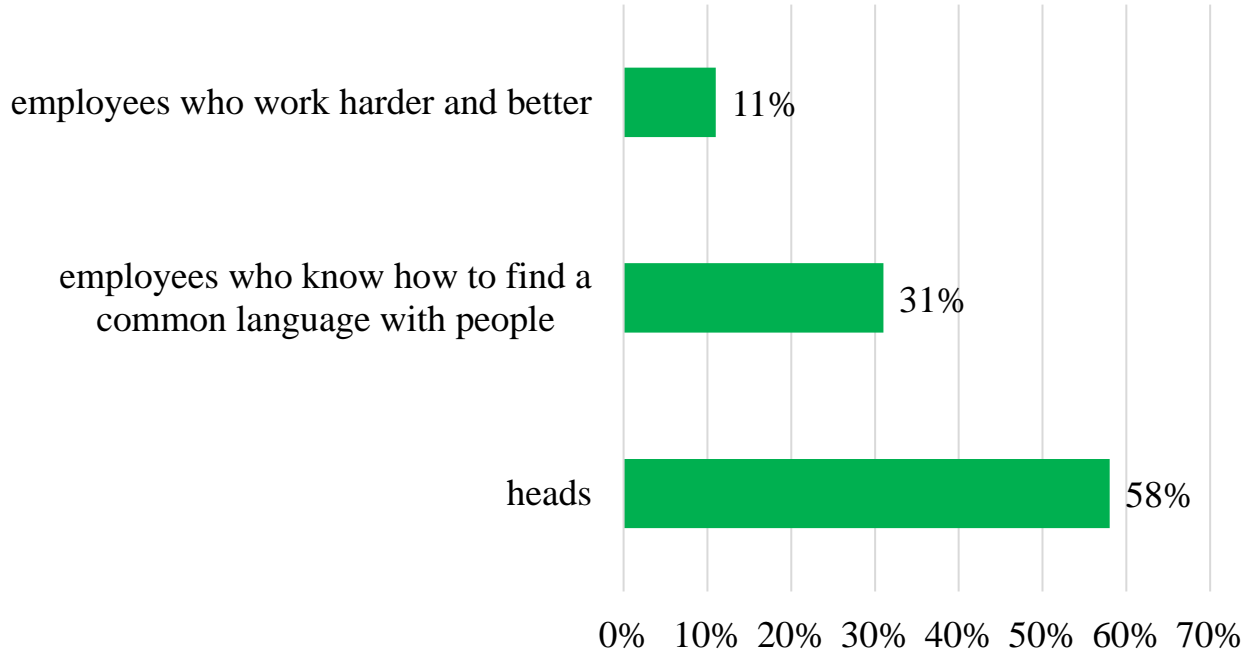
Analysis of the manager's possession of all the necessary qualities according to the pharmacists



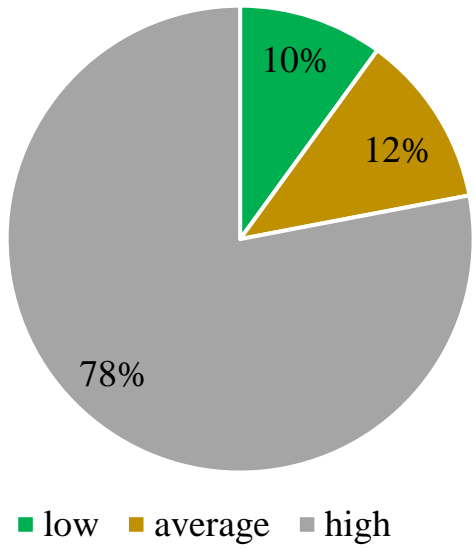
Analysis of attempts to avoid conflicts between pharmacists and team members



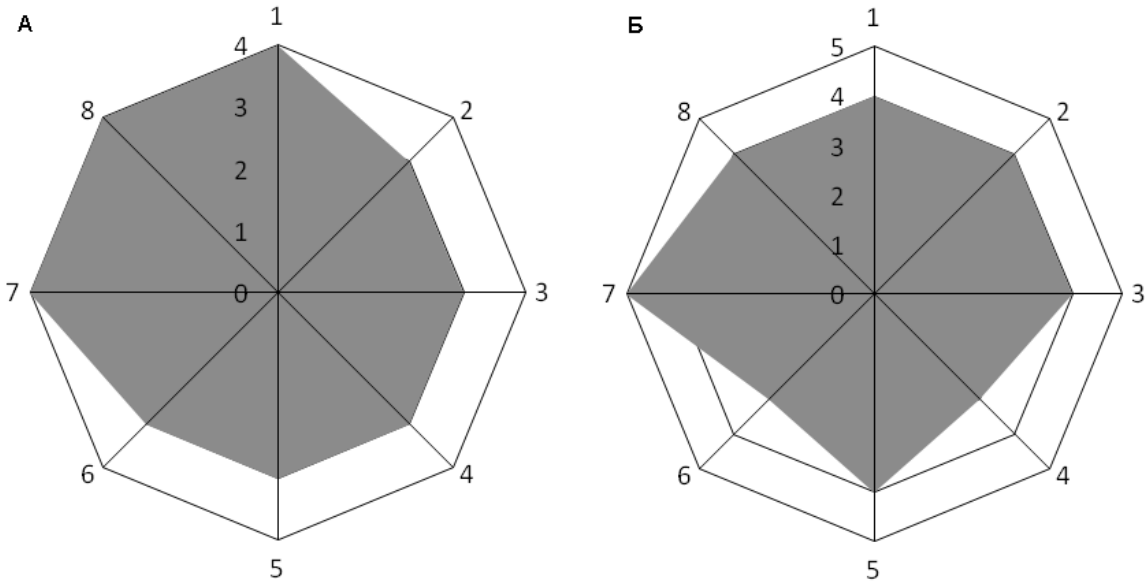
Research of employees who enjoy the most respect in the pharmacy organization team according to pharmacists



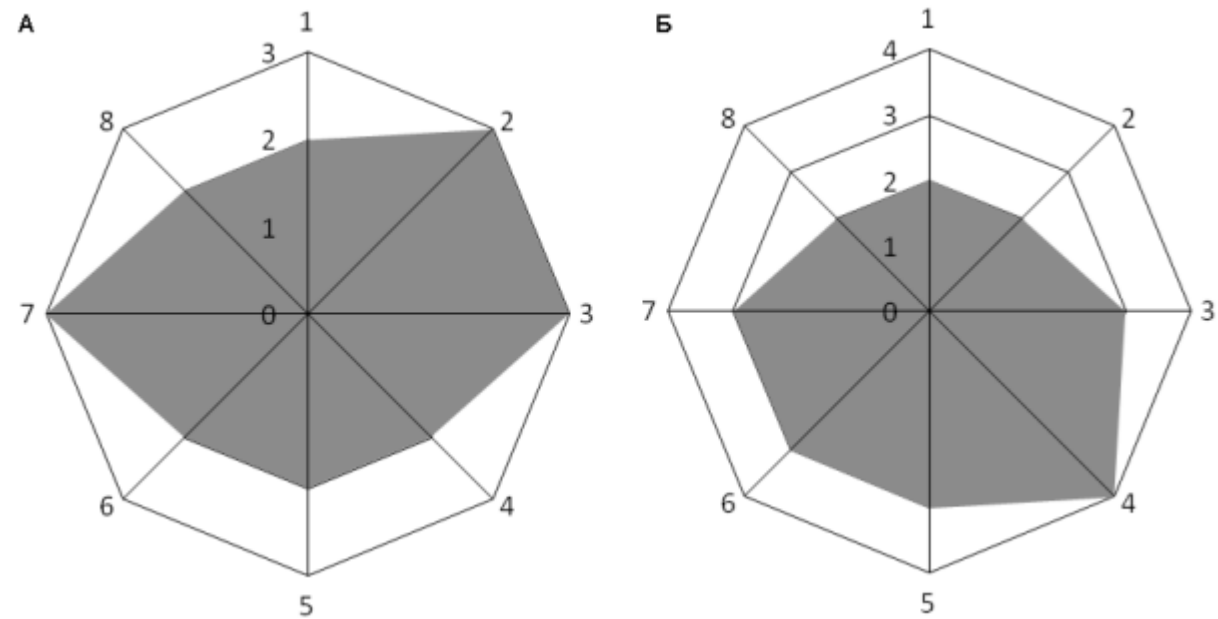
Analysis of the level of social and psychological climate in the pharmacy team



Psychological characteristics of the first (A) and second (B) groups of pharmacists



Psychological characteristics of the third and fourth (B) groups of pharmacists



Note: 1 — axis of authoritarianism; 2 — axis of selfishness; 3 — axis of aggressiveness; 4 — axis of suspicion; 5 — axis of submission; 6 — axis of dependence; 7 — the axis of benevolence; 8 — the axis of altruism

Thank you for your attention!