

Occupational features of pharmaceutical workers, viewed by the chief pharmacists

Nodar Sulashvili¹, Margarita Beglaryan², Maia Matoshvili³

¹Yerevan State Medical University, Pharmacy Faculty;

²Tbilisi State Medical University

¹PhD Student¹; ²Supervisor, PharmD, PhD, ScD, Professor¹; ³MD, PhD, Assistant Professor²

Summary

Aim and objects was to study occupational features of pharmaceutical workers in Georgia, viewed by the chief pharmacists. The study was quantitative investigation by using survey (Questionnaire). Surveys was for chief pharmacists, 410 chief pharmacists were interviewed in Georgia. Questions and answers are given in the tables. On each question are attached diagram or table. Questionnaire and diagrams are numbered. On the question what methods have you applied in the search for specialists? (You can indicate several answers) chief pharmacists' 32.2% answer recommendation of colleagues, chiefs' 21.5% answer search in higher educational institutions, chief pharmacists' 30.7% answer search in own organization, chief pharmacists' 55.6% answer internet, chief pharmacists' 38.3% answer recruitment agencies, chiefs pharmacists' 67.8% answer advertisements in mass media or in printed and electronic media. On the question -How much time do you need for searching of specialists on vacant position? Chief pharmacists' 0.5 % answers 1 up to 1 week, chief pharmacists' 20.7% answer up to 1 month, chiefs' 57.6% answer up to 3 months, chief pharmacists' 19% answer up to 6 months, chief pharmacists' 2% answer up to 9 months, and chief pharmacists' 0.2% answer up to 1 year.

Keywords: Pharmacy, student, employed, pharmacist, faculty, work, study.

Background

Pharmacists possess the potential to improvement the therapeutic outcomes and patients' quality of life within existing resources, and should position themselves appropriately within the health care system. Pharmaceutical education has a corresponding liability to produce graduates who are competent to deliver pharmaceutical care. Outcome competencies aid to quality guarantee by providing readily accessible standards against which practice may be measured [1,2,3]. The role of the pharmacist specialist takes different forms in various parts of the world. The pharmacist's participation with pharmaceuticals can be in research and development, formulation, manufacturing, quality guarantee, licensing, marketing, distribution, storage, supply, information management, dispensing, monitoring or education. Supply chain management and information management activities have been termed "pharmaceutical services" and continue to form the basis of pharmacy practice [4,5,6]. Community pharmacists work at the forefront of medical care. They work at their own pharmacies or in private pharmacies. Pharmacist job is all about helping the public, assessing their conditions and make decisions about medicines. Pharmacists participate in the distribution of medicines and patients offering advice and practical help to maintain healthy. This is a very demanding job and pharmacists usually highly respected members of their communities [7,8,9,10]. Changes in the role of the pharmacist and pharmacy community are medical supplies, and these trends will continue to accelerate in this fast-moving environment. Today in drugstores offer

advanced medical services in retail and also ideal for raising awareness of the disease and deliver educational information at multiple points of contact. These include over the counter (OTC) and the personal care aisle, a pharmacy counter, in specialty publications and pickup areas prescription. Not only useful for customers' pharmacies these innovations, but they also create opportunities for pharmaceutical marketers, measurable return on investment [11,12,13,14,15,].

The goal of the research:

Aim and objects was to study occupational features of pharmaceutical workers in Georgia, viewed by the chief pharmacists. The study was quantitative investigation by using survey (Questionnaire). Surveys was for chief pharmacists, 410 chief pharmacists were interviewed in Georgia. Questions and answers are given in the tables. On each question are attached diagram or table. Questionnaire and diagrams are numbered.

Material and methods:

Research objects are materials of sociological research: the study was quantitative investigation by using survey (Questionnaire). Surveys was for chief pharmacists, 410 chief pharmacists were interviewed in Georgia. We used methods of systematic, sociological (surveying, questioning), comparative, segmentation, mathematical-statistical, graphical analysis. The data was processed and analyzed with the SPSS program.

Results:

The survey was conducted through the questionnaires. 410 chief pharmacists were interviewed in Georgia. Questions and answers are given in the tables. On each question are attached diagram or table. Questionnaire and diagrams are numbered.

On the question what methods have you applied in the search for specialists? (You can indicate several answers) chief pharmacists' 32.2% answer recommendation of colleagues, chiefs' 21.5% answer search in higher educational institutions, chief pharmacists' 30.7% answer search in own organization, chief pharmacists' 55.6% answer internet, chief pharmacists' 38.3% answer recruitment agencies ,chiefs pharmacists' 67.8% answer advertisements in mass media or in printed and electronic media.

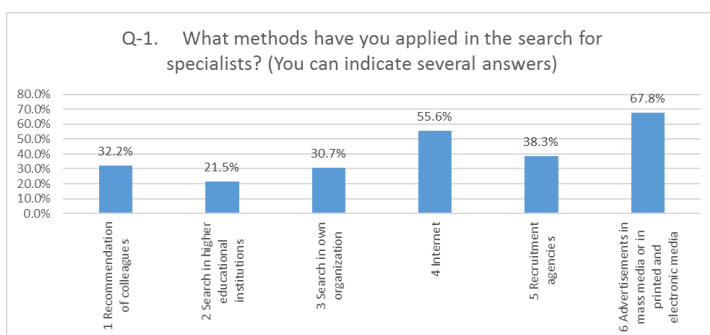


Illustration 1. Methods have respondents applied in the search for specialists.

Source – study results.

On the question -How much time do you need for searching of specialists on vacant position? Chief pharmacists' 0.5 % answers 1 up to 1 week, chief pharmacists' 20.7% answer up to 1 month, chiefs' 57.6% answer up to 3 months, chief pharmacists' 19% answer up to 6 months, chief pharmacists' 2% answer up to 9 months, and chief pharmacists' 0.2% answer up to 1 year.

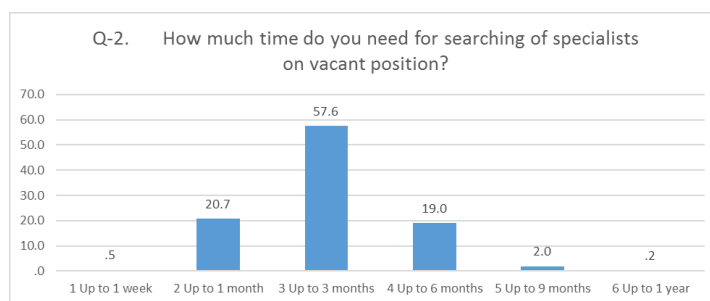


Illustration 2. Time required for searching of specialists on vacant position for respondents'.

Source – study results.

On the question-What qualities, capabilities and skills are required for specialist to have? (Indicate several answers)-chiefs' 11.2% answer high intelligence level, chief pharmacists' 29.3% answer professional competency, chief pharmacists' 40.5% answer flexibility while change of labor functions , chief pharmacists' 62% answer ability to make decision fast , chief pharmacists' 51.2% answer love towards (their) profession, chief pharmacists' 21.7% answer sense to get innovation , chief pharmacists' 43.7% answer ability to build up relations with people, chief pharmacists' 45.4% answer high level of culture , chiefs' 21.7% answer culture of speech, chief pharmacists' 26.3% answer orientation towards on creative work (focus on creativity), chief pharmacists' 16.3% answer high motivation to work.

Table 1 . Respondents' opinion about qualities, capabilities and skills are required for specialist to have

Q-3. What qualities, capabilities and skills are required for specialist to have? (Indicate several answers)	Abs. Number	%
1 High intelligence level	46	11.2
2 Professional Competency	120	29.3
3 Flexibility while change of labor functions	166	40.5
4 Ability to make decision fast	254	62.0
5 Love towards (their) profession	210	51.2
6 Sense to get innovation	89	21.7
7 Ability to build up relations with people	179	43.7
8 High level of culture	186	45.4
9 Culture of speech	89	21.7
10 Orientation towards on creative work (focus on creativity)	108	26.3
11 High motivation to work	67	16.3

Source – study results

On the question - Which personal features are required for a young specialist to have? (Indicate several answers) - Chief pharmacists' 20.2% answer goodwill or (amiability), chief pharmacists' 37.3% answer initiative ability, chiefs' 47.6% answer ability to work in a team , chief pharmacists' 42.9% answer purposefulness (Sense of purpose), chief pharmacists' 49.5% answer ability to learn, chief pharmacists' 42.7% answer kindness and politeness , chief pharmacists' 52.4% answer attentiveness, chiefs' 39.5% answer high motivation to work.

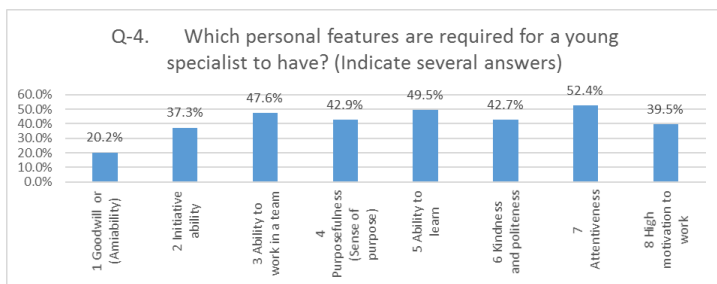


Illustration 3. Respondent’s opinion about personal features are required for a young specialist to have.

Source – study results.

On the question- Which requirements do you demand from a young specialist? (Indicate several answers)? Chief pharmacists’ 53.2% answer working experience, chief pharmacists’ 32% answer proximity of place of residence to working place, chief pharmacists’ 32% answer marital status, chief pharmacists’ 18.5% answer children, chiefs, 58.5% answer higher education, chief pharmacists’ 51% answer recommendation, chief pharmacists’ 34.4% answer plan for career development, chiefs’ 32% answer high motivation to work.

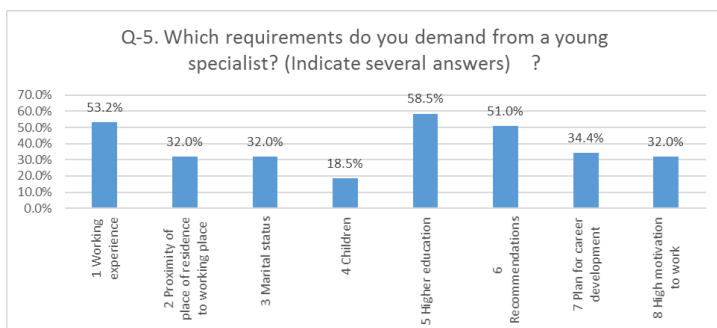


Illustration 4. Respondents’ requirements and demand from a young specialist.

Source – study results.

On the question-In your opinion, what time period is necessary for adaptation of a young specialist? Chief pharmacists’ 2% answer up to 1 month, chiefs’ 2.4% answer up to 3 months, chiefs’ 16.8% answer up to 6 months, chief pharmacists’ 30.5% answer up to 9 months, chief pharmacists’ 40.5% answer up to 1 year, chief pharmacists’ 7.8% answer more than 1 year.

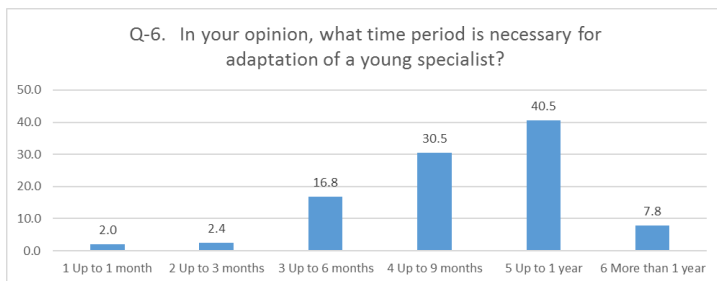


Illustration 5. Respondents’ opinion, about time period is necessary for adaptation of a young specialist.

Source – study results.

On the question choose the most essential difficulties in professional adaptation of young employees? (You can indicate several answers) ? Chief pharmacists’ 61% answer lack (shortage) of professional knowledge, chief pharmacists’ 66.1% answer lack (shortage) of special skills (computer knowledge and etc.), chief pharmacists’ 33.9% answer difficulty with adaptation in to collective (within the colleagues team), chief pharmacists’ 47.8% answer difficulties in relationship with a chief management (leadership), chief pharmacists’ 40% answer non-compliance of a job with own ideas, chief pharmacists’ 22% answer having excessive ambitions.

Table 2. Respondents’ opinion about the mostly essential difficulties in professional adaptation of young employees.

Q-7. Choose the most essential difficulties in professional adaptation of young employees? (You can indicate several answers)	Abs. Number	%
1 Lack (shortage) of professional knowledge	250	61.0
2 Lack (shortage) of special skills (computer knowledge and etc.)	271	66.1
3 Difficulty with adaptation in to collective (within the colleagues team)	139	33.9
4 Difficulties in relationship with a chief management (leadership)	196	47.8
5 Non-compliance of a job with own ideas	164	40.0
6 Having excessive ambitions	90	22.0

Source – study results

On the question - Which forms of professional assistance is the most effective while adaptation of the specialist? (Indicate several answers). Chief pharmacists’ 63.9% answer independent practical activity, chief pharmacists’ 34.6% answer working with a mentor (instructor), chief pharmacists’ 33.4% answer internship, chief pharmacists’ 47.8% answer discussion of work of young employees within the colleagues team in the collective, chief pharmacists’ 71.5% answer personal conversation, chief pharmacists’ 29.3% answer qualification improvement (Upgrading) courses, chief pharmacists’ 41.2% answer special programs (trainings).

Q-8. Which forms of professional assistance is the most effective while adaptation of the specialist? (Indicate several answers)	Abs. Number	%
1 Independent practical activity	262	63.9
2 Working with a mentor (instructor)	142	34.6
3 Internship	137	33.4
4 Discussion of work of young employees within the colleagues team in the collective	196	47.8
5 Personal conversation	293	71.5
6 Qualification improvement (Upgrading) courses	120	29.3
7 Special programs (Trainings)	169	41.2

Source – study results

In which directions are you acting in terms of professional development of young specialists? (Evaluate each factor under 5-point system).

On the question - In which directions are you acting in terms of professional development of young specialists? - Interesting and valuable work-chief pharmacists’ 1 % evaluate by 1 point, chief pharmacists’ 3.7% evaluate by 2 point, chief pharmacists’ 4.6% evaluate by 3 point, chief pharmacists’ 12% evaluate by 4 point, chief pharmacists’ 78.8% evaluate by 5 point.

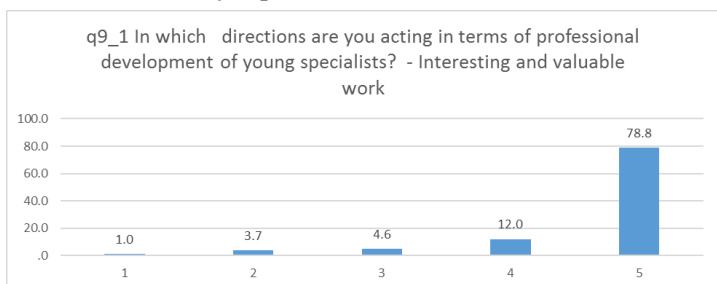


Illustration 6. Respondents’ opinion about interesting and valuable work in terms of professional development of young specialists, evaluated under 5-point system.

Source – study results.

On the question-In which directions are you acting in terms of professional development of young specialists? - The favorable (prosperous) psychological climate within the team of colleagues (in collective)- chief pharmacists’ 0.5% evaluate by 1 point, chief pharmacists’ 1.7% evaluate by 2 point, chief pharmacists’ 6.8% evaluate by 3 point, chief pharmacists’ 41% evaluate by 4 point, chief pharmacists’ 50 % evaluate by 5 point.

Table 4. Respondents’ opinion about the favorable (prosperous) psychological climate within the team of colleagues (in collective) in terms of professional development of young specialists, evaluated under 5-point system.

Q9_2 In which directions are you acting in terms of professional development of young specialists? - The favorable (prosperous) psychological climate within the team of colleagues (in collective)				
Valid	Fre- quency	Per- cent	Valid Percent	Cumulative Percent
1	2	.5	.5	.5
2	7	1.7	1.7	2.2
3	28	6.8	6.8	9.0
4	168	41.0	41.0	50.0
5	205	50.0	50.0	100.0
Total	410	100.0	100.0	

Source – study results

On the question-In which directions are you acting in terms of professional development of young specialists? - Possibility of career development-Chief pharmacists’ 3.2%

evaluate by 1 point, chief pharmacists’ 5.9% evaluate by 2 point, chief pharmacists’ 10% evaluate by 3 point, chief pharmacists’ 36.6% evaluate by 4 point , chief pharmacists’ 44.4% evaluate by 5 point.

Table 5. Respondents’ opinion about the possibility of career development in terms of professional development of young specialists, evaluated under 5-point system.

Q9_3 In which directions are you acting in terms of professional development of young specialists? - Possibility of career development				
Valid	Fre- quency	Per- cent	Valid Percent	Cumulative Percent
1	13	3.2	3.2	3.2
2	24	5.9	5.9	9.0
3	41	10.0	10.0	19.0
4	150	36.6	36.6	55.6
5	182	44.4	44.4	100.0
Total	410	100.0	100.0	

Source – study results

On the question-In which directions are you acting in terms of professional development of young specialists? - Social importance of profession-Chief pharmacists’ 2% evaluate by 1 point, chief pharmacists’ 7.3% evaluate by 2 point, chief pharmacists’ 14.6% evaluate by 3 point, chief pharmacists’ 31.2% evaluate by 4 point, chief pharmacists’ 44.9 % evaluate by 5 point.

Table 6. Respondents’ opinion about the social importance of profession in terms of professional development of young specialists, evaluated under 5-point system.

Q9_4 In which directions are you acting in terms of professional development of young specialists? - Social importance of profession				
Valid	Fre- quency	Per- cent	Valid Percent	Cumulative Percent
1	8	2.0	2.0	2.0
2	30	7.3	7.3	9.3
3	60	14.6	14.6	23.9
4	128	31.2	31.2	55.1
5	184	44.9	44.9	100.0
Total	410	100.0	100.0	

Source – study results

On the question-In which directions are you acting in terms of professional development of young specialists? - Independence in work-Chief pharmacists’ 6.3% evaluate by 1 point, chief pharmacists’ 9.3% evaluate by 2 point, chief pharmacists’ 19.3% evaluate by 3 point, chief pharmacists’ 32.4% evaluate by 4 point, chief pharmacists’ 32.7% evaluate by 5 point.

Table 7. Respondents' opinion about the independence in work in terms of professional development of young specialists, evaluated under 5-point system.

Q9_5 In which directions are you acting in terms of professional development of young specialists? - Independence in work				
Valid	Fre- quency	Per- cent	Valid Percent	Cumulative Percent
1	26	6.3	6.3	6.3
2	38	9.3	9.3	15.6
3	79	19.3	19.3	34.9
4	133	32.4	32.4	67.3
5	134	32.7	32.7	100.0
Total	410	100.0	100.0	

Source – study results

On the question-In which directions are you acting in terms of professional development of young specialists? - Professional education or professional training-Chief pharmacists' 1.7% evaluate by 1 point, chief pharmacists' 4.6% evaluate by 2 point, chief pharmacists' 12% evaluate by 3 point, chief pharmacists' 30% evaluate by 4 point, chief pharmacists' 51.7% evaluate by 5 point.

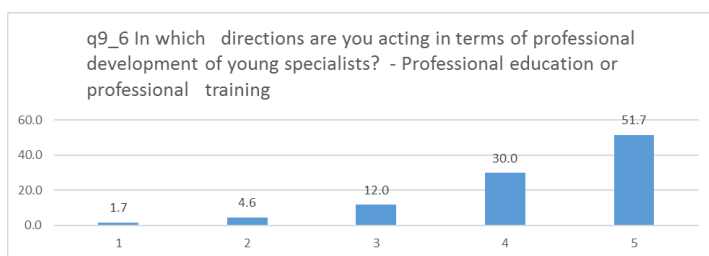


Illustration 7. Respondents' opinion about the professional education or professional training in terms of professional development of young specialists, evaluated under 5-point system.

Source – study results.

Report on the question -in which directions are you acting in terms of professional development of young specialists? (Evaluate each factor under 5-point system).

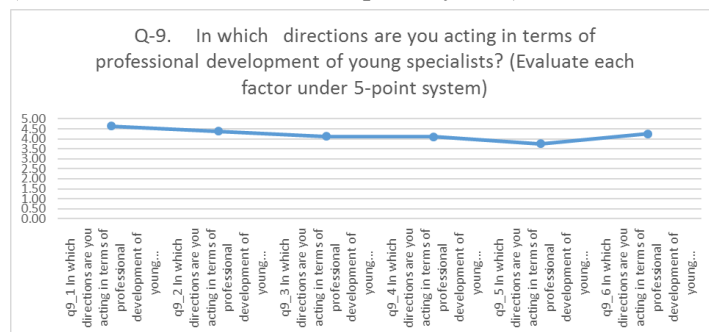


Illustration 8. Respondents' opinion in terms of professional development of young specialists, evaluated under 5-point system.

Source – study results.

On the question-Do you think that the government should make the certification of pharmacists? Chief pharmacists' 76.6% answer -I agree, Chief pharmacists' 16.3% answer I

partly agree, Chief pharmacists' 7.1% answer I do not agree.

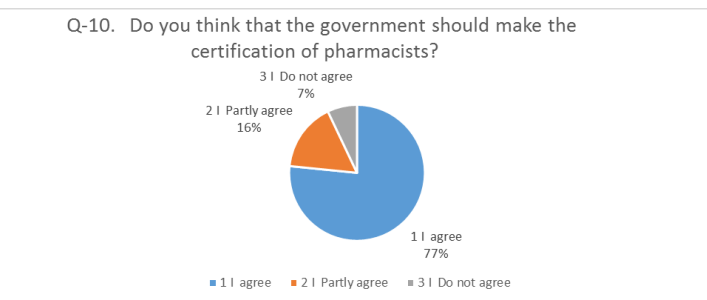


Illustration 9. Respondents' opinion about certification of pharmacists by the government.

Source – study results.

Resume:

The goal of the research was to study the occupational features of pharmaceutical workers in Georgia, viewed by the chief pharmacists. 410 chief pharmacists were interviewed by the questionnaire in Georgia. On the question what methods have you applied in the search for specialists? (You can indicate several answers) chief pharmacists' 32.2% answer recommendation of colleagues, chiefs' 21.5% answer search in higher educational institutions, chief pharmacists' 30.7% answer search in own organization, chief pharmacists' 55.6% answer internet, chief pharmacists' 38.3% answer recruitment agencies ,chiefs pharmacists' 67.8% answer advertisements in mass media or in printed and electronic media. On the question -How much time do you need for searching of specialists on vacant position? Chief pharmacists' 0.5 % answers 1 up to 1 week, chief pharmacists' 20.7% answer up to 1 month, chiefs' 57.6% answer up to 3 months, chief pharmacists' 19% answer up to 6 months, chief pharmacists' 2% answer up to 9 months, and chief pharmacists' 0.2% answer up to 1 year. On the question-What qualities, capabilities and skills are required for specialist to have? (Indicate several answers)-chiefs' 11.2% answer high intelligence level, chief pharmacists' 29.3% answer professional competency, chief pharmacists' 40.5% answer flexibility while change of labor functions , chief pharmacists' 62% answer ability to make decision fast , chief pharmacists' 51.2% answer love towards (their) profession, chief pharmacists' 21.7% answer sense to get innovation, chief pharmacists' 43.7% answer ability to build up relations with people, chief pharmacists' 45.4% answer high level of culture, chiefs' 21.7% answer culture of speech, chief pharmacists' 26.3% answer orientation towards on creative work (focus on creativity), chief pharmacists' 16.3% answer high motivation to work. On the question choose the most essential difficulties in professional adaptation of young employees? (You can indicate several answers)? Chief pharmacists' 61% answer lack (shortage) of professional knowledge , chief pharmacists' 66.1% answer lack (shortage) of special skills (computer knowledge and etc.), chief pharmacists' 33.9% answer difficulty with adaptation in to collective (within the col-

leagues team), chief pharmacists' 47.8% answer difficulties in relationship with a chief management (leadership), chief pharmacists' 40% answer non-compliance of a job with own ideas, chief pharmacists' 22% answer having excessive ambitions. On the question - Which forms of professional assistance is the most effective while adaptation of the specialist? (Indicate several answers) Chief pharmacists' 63.9% answer independent practical activity, chief pharmacists' 34.6% answer working with a mentor (instructor), chief pharmacists' 33.4% answer internship, chief pharmacists' 47.8% answer discussion of work of young employees within the colleagues team in the collective, chief pharmacists' 71.5% answer personal conversation, chief pharmacists' 29.3% answer qualification improvement (Upgrading) courses, chief pharmacists' 41.2% answer special programs (trainings). On the question-Do you think that the government should make the certification of pharmacists? Chief pharmacists' 76.6% answer -I agree, Chief pharmacists' 16.3% answer I partly agree, Chief pharmacists' 7.1% answer I do not agree.

Discussion:

The majority of respondent chief pharmacists in the search for specialists applied internet and advertisements in mass media or in printed and electronic media. The main time required for searching of pharmacist specialists on vacant position for respondent chief pharmacists is up to 2-3 months. The majority of respondent chief pharmacists consider that main qualities, capabilities and skills are required for pharmacist specialists to have are: Ability to make decision fast, love towards (their) profession. The less than half of respondent chief pharmacists consider that main qualities, capabilities and skills are required for pharmacist specialists to have are: Flexibility while change of labor functions, ability to build up relations with people, high level of culture. The majority of respondent chief pharmacists consider that personal features required for a young specialist to have are: Attentiveness; the less than half of respondent chief pharmacists consider that personal features required for a young specialist to have are: Ability to work in a team, purposefulness (Sense of purpose), Ability to learn, kindness and politeness, high motivation to work. The majority of respondent chief pharmacists' requirements and demand from a young specialist are: Working experience, higher education and recommendations. About one third of respondent chief pharmacists' requirements and demand from a young specialist are: Proximity of place of residence to working place, marital status, plan for career development, high motivation to work. The majority of respondent chief pharmacists consider, that necessary time period for adaptation of a young specialist varies from 9 months till up to 1 year. The majority of respondent chief pharmacists consider, that the mostly essential difficulties in professional adaptation of young employees are: lack (shortage) of professional knowledge, lack (shortage) of special skills (computer knowledge and etc.). Less than half of respondent chief pharmacists consider, that the mostly

essential difficulties in professional adaptation of young employees are: Difficulty with adaptation in to collective (within the colleagues' team), difficulties in relationship with a chief management (leadership), Non-compliance of a job with own ideas. The majority of respondent chief pharmacists consider, that most effective forms of professional assistance, while adaptation of the specialist are: Independent practical activity, personal conversation. Less than half of respondent chief pharmacists consider, that most effective forms of professional assistance, while adaptation of the specialist are: Discussion of work of young employees within the colleagues' team in the collective, special programs (Trainings). About one third of respondent chief pharmacists consider, that most effective forms of professional assistance, while adaptation of the specialist are: Working with a mentor (instructor), internship, qualification improvement (Upgrading) courses.

Conclusion:

The large majority of respondent chief pharmacists consider the government should make the certification of pharmacists. Pharmaceutical education programs should be more orientated on practical skills.

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