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**ԺԵ.00.01- «Դեղագիտություն» մասնագիտությամբ
դեղագործական գիտությունների թեկնածուի գիտական աստիճանի հայցման
ատենախոսության**

Ս Ե Ղ Մ Ա Գ Ի Ր

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**REPUBLIC OF ARMENIA MINISTRY OF EDUCATION AND SCIENCE
YEREVAN STATE MEDICAL UNIVERSITY AFTER M. HERATSI**

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**PECULIARITIES OF PROFESSIONAL AND CAREER
IMPROVEMENT STRATEGY FOR PHARMACISTS**

ABSTRACT

Of the dissertation for the scientific degree of PhD in Pharmaceutical Sciences
15.00.01 - "Pharmacy"

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GENERAL DESCRIPTION OF WORK

The actuality of the topic. An integral part of the state social security system is an implementation the citizens' rights and protection of their health. The grade of the health care system partly relies on provision of the quality of pharmaceutical care services, which is largely dependent on the public pharmaceutical organizations' personnel qualifications. In this regard, the professional qualification of pharmacists should be under the state control, and is one of the objects of the state regulation in the pharmaceutical field in particular, and the medical field in general with the purpose to maintain the highest possible level of pharmacist specialists' competences throughout their careers.

The modern system of pharmaceutical care is to improve and enhance the life quality of patients by promotion of highly skilled professionals in pharmacies, whose competence has been growing along the process of professional development. Pharmacists must not only be capable to use their knowledge and skills gained at the educational institutions, but also should be ready and motivated for the professional self-development, since without qualified pharmaceutical care there is no qualified health care system. Since the pharmacy is one of the most socially significant aspects of the state regulation, the order of carrying out the reform measures, accumulation of experience, and also new methods fluent introduction and application become crucial nowadays. For the development of an organizational and functional model of licensing of pharmaceutical activities, pharmacists' work can improve the efficiency of public pharmaceutical administration, which is of great relevance, scientific and practical value.

In the pharmacy field an increase of negative trends, such as poor mechanisms of interaction between the professional education and the pharmaceutical market, a slow adaptation of graduates to the market reality is being observed. A blank between the increasing demands of the patients' and the level of specialists' knowledge, as well as adaptation to market reality can affect the process of professional development of pharmacists and the quality of pharmaceutical care in general. The mentioned trends, as well as the professionals' increasing role and responsibility in the health care system make necessary to analyze the current practical experience and evaluate the theoretical background of the specialists' development, as well as identify new contributing factors for their development as professional pharmacist practitioners.

The literature analysis showed that a study of individual aspects of the pharmacists' professional development is directed to elaborating the necessary requirements to ensure effective pharmaceutical care, postgraduate education, finding strategies for the better management of pharmaceutical personnel, pharmacists' job satisfaction and issues of their psycho-social adaptation to the emerging market conditions. However, weighable studies aimed at understanding the perspectives of a pharmacist in his career aspect and the ways to provide high-quality pharmaceutical care have not been carried out yet.

In the developed countries and many developing ones there are also state regulations like in family medicine in the pharmacy field. A pharmacist, as a family doctor, should have the higher, post-graduate and consistent education in pharmacy, and also needs to hold the pharmacist license and periodic accreditation by the board of pharmacy (BOP). In the western countries, pharmacists are the specialists with the higher pharmaceutical education who have graduated from the state-recognized and accredited colleges and universities, and only such qualification specialists are allowed to work in the pharmacy. A pharmacy opening permission is issued only for the pharmacists who hold higher pharmaceutical education with the pharmacist's diploma.

In this concern a study of the peculiarities of professional and career improvement strategy for pharmacists in Georgia, the pharmacist's professional features, the factors

influencing on the pharmacists' profession (occupational) choice and career satisfaction, pharmacists' work satisfaction by the duration of job and income, a balance between the pharmacists' workload and their personal life, professional peculiarities of student pharmacists and the employed pharmacist students, professional peculiarities of the pharmacists with the perspectives of chief, peculiarities of pharmacist' professional features according to the health-care specialists and patients (customers), and professional peculiarities of young pharmacists became of high actuality and the essence of our study. Therefore, analyses of the current situation of pharmacist's profession in Georgia and analyses of the official statistical data should be done. We studied the awareness level regarding the roles, liabilities, duties and responsibilities of the pharmacy staff in Georgia.

Basing on the analysis of the current situation and identifying gaps in the pharmaceutical system, as well as considering international regulations and the peculiarities available in Georgia, elaboration of the recommendations aimed at solving the existing problems have been encountered. A comprehension of these problems urgency moved us to perform the given research with the selected design, which defined such objectives, as assessment and analyzing of the pharmacists' current situation in Georgia, development and justifying the practical recommendations for improving the professional development of pharmacists and the quality of pharmaceutical care in general.

Based on the analyzed available foreign literature, it became clear that for such chosen types of studies the following 7 types of questionnaires developed in 2009 by O. Sokolova were most valuable, acceptable and approved.

The goal and objectives of the research. The research goal was to provide a complex study, analysis and evaluation of the professional peculiarities of pharmacists and the pharmacy faculty students, to develop a methodological approach for improving the process of professional development and the career improvement strategy of pharmacists.

To get the assigned goal the study's objectives include:

1. to reveal the factors and motivations influencing on the professional choice, the process of professional formation, occupational development and career growth process of the pharmacy faculty students, pharmaceutical specialists and young pharmacists.
2. to conduct sociological studies of pharmacists, the chief pharmacists, the patients (customers of pharmacies), the pharmacy faculty students, young pharmacists, the public health specialists and employed pharmacy faculty students to further determine the function, importance and role of a pharmacist, pharmaceutical activities, some professional peculiarities, pharmaceutical education, and opinion about regulation of the professional pharmaceutical activities (continuous professional education, certification, attestation).
3. to perform a complex investigation of the process of pharmacists' professional development and adaptation at different stages and the working activities characteristics.
4. to study the satisfaction of pharmacists by professional choice, the work load, duration of work time, income and career.
5. to elaborate the practical recommendations and outline the perspectives for improving the professional enhancement of a pharmacist and the quality of pharmaceutical care in the whole.

The scientific novelty of the research. First time complexly were studied the professional peculiarities of a pharmacist per vision of pharmacists, of the employed pharmacist-students, of the chief-pharmacists, of the young pharmacist-specialists, of the public health specialists; pharmacists' professional features as per view of the patients, customers (consumers/buyers), as well as to reveale influencing factors for the peculiarities of professional and career improvement strategy for pharmacists.

In the result of the study and evaluation of the pharmacist's professional peculiarities novelties, the objectively reasoned comprehension of the problems in this field has been adopted, which became a base for the recommendations developing. For the first time the following have been studied and established: the peculiarities of professional and career improvement strategy for pharmacists, pharmacist's professional features, factors which are mostly influence on the pharmacist's occupational choice, pharmacist's professional satisfaction, his career satisfaction, work satisfaction, satisfaction by the balance between the pharmacist's workload and his personal life, pharmacist's work satisfaction by the time duration of his job and by income.

First time the process of professional formation of pharmacists in the scope and context of pharmaceutical care, including the stages of professional development was studied and scientifically established. The most influence factors for the pharmacist's professional formation were first identified. Role of pharmacist and the specific features for the pharmacists' formation at various stages were also studied and identified. On the bases of comprehensive studies, versus the other medical specialists, like physicians, dentists, etc., it was revealed that the pharmacists do not have continuous education, periodic certification and licensing. Moreover, pharmacists' profession is removed from the regulated and certified health professional members' team.

The results of our study have been shown and substantiated, that the pharmacists, as well as doctors and dentists are obliged to undergo the mandatory certification by the Government in order to increase the responsibility on their own professional specialization to motivate and to improve their skills thereby continuous education. This innovative strategy and practical recommendations are applicable for a wide range of specialists of the health service and educational administrative organizations for different countries, as well as Georgia. This should be promoted for making the pharmacist to become more responsible, reportable and liable to enhance their professional knowledge, skills and competencies. Considering the above mentioned we first time conducted a comprehensive and deep study for the professional and career improvement for pharmacists in Georgia.

The theoretical and practical value of the research. The dissertation work is adopted as the general and specific theoretical and practical scientific innovation with the developed results of the studies, conclusions and practical recommendations, which can be used:

- by different stakeholders such as state structures, private sectors, pharmacists, students, employers, pharmaceutical companies;
- by scientific and educational sectors: higher educational institutions, the universities' tutorial staff and students as additional literature for pharmaceutical faculties during the educational process procurement;
- by employees of the pharmaceutical industry and pharmacies as the basic set of recommendations for the scientifically methodological framework development for the further investigations of the professional process;
- by researchers to develop a set of performance criteria for evaluation of the process in questions.

Approbation of the work.

The results of the dissertation thesis work were reported at Georgian National Academy of sciences (Tbilisi, Georgia, 2015), at 3-rd International Conference on Pharmaceutical Sciences at Tbilisi State Medical University(TSMU, Tbilisi, 2015), at YSMU Science Week 2017 (Yerevan, Armenia, 2017), at the Department of Pharmaceutical Management of the YSMU (Yerevan, 2017), at the Pharmacy Department Council in the University of Georgia (Tbilisi, 2018), at the International Conference in Georgian Technical University (Tbilisi, 2017), at the International Conference "Healthy Lifestyle-Scientific Evidence and Controversial issues" and "Innovation in Medicine" in TSMU (Tbilisi, 2017), at the

International Medical Conference in the University of Georgia (Tbilisi, 2018), at the International Medical Conference “Healthcare Plus Dedicated to the 100th Anniversary of the Independence of Georgia in the University of Georgia (Tbilisi, 2018), at the International Scientific Medical Conference in Davit Agmashenebeli University (Tbilisi, 2018), at the X International Conference "Health and Ecology" In Telavi state University organized by TSMU (Telavi, Georgia, 2018). The results of the dissertation thesis were declared and passed preliminary defence (Approbation) on the Academic Council session of the Department of Pharmacy in Georgian Technical University (Tbilisi, 2018).

The given dissertation was performed by the author in terms of “About the collaboration between the Republic of Armenia and Georgian Ministries of Education and Science” double-sided signed international memorandum in 2013.

The final results of the dissertation thesis were declared in YSMU at the “Theoretical medicine” experimental council session and approved by the Scientific Coordination Council on 04.10.2018.

Publications. On the base of the dissertation topic 14 scientific works were published, which reflect the main content of the dissertation work; from them 10 are articles (one of them is in the list of Scopus, 4 others are in the list of Pubmed) and 4 are the theses.

Structure and volume of the thesis. The thesis is set on 149 pages of printed text and includes: the introduction, 3 chapters: a review of the literature, a description of the research methods, the results of the research, study results overview, assessment, analysis, summary and discussion. The dissertation contains conclusions, practical recommendations, literature and appendixes. There are 55 tables and 69 figures given in the section of research results. The list of the bibliography contains 196 sources.

MATERIALS AND METHODS OF THE RESEARCH

Materials of research and the number of respondents. Upon the request of YSMU the information from MOH of Georgia about pharmacists, pharmacies, pharmaceutical factories, pharmaceutical wholesales, the medical and pharmaceutical activities in Georgia and the pharmacist diploma were provided.

Official information from the MOH of Georgia got comprises: there are 1345 wholesale pharmaceutical facilities in Georgia; there are 780 wholesale pharmaceutical facilities in Tbilisi; there are 4493 pharmacies in Georgia; there are 1737 pharmacies in Tbilisi; there are 81 pharmaceutical manufacturings in Georgia. By the beginning of 2007 the certified pharmacists’ number in Georgia was: pharmacist analysts-16; pharmacist organizers-2333; pharmacist technologists-80; pharmacist toxicologists-16; general pharmacists-324.

The total number of pharmacists was: $16+2333+80+16+324=2769$.

The data provided by the MOH of Georgia according to the number of pharmacists and pharmacies make a discrepancy, as in these facilities not only pharmaceutical specialists, but also a staff without professional education (nurses, chemists and even uneducated workers) work.

Before 2005 in Georgia there were colleges and secondary professional/technical colleges. Since 2007 the pharmacist’s profession has been removed from the list of regulated health care professions. Currently in Georgia on the pharmacist position in pharmacies the specialists obtained the Bachelor’s or Master’s Academic Degree in Pharmacy from the higher education institution work.

Official information about the students of pharmacy faculties in Georgia was: the pharmacy students in Tbilisi State Medical University - 719; those in Georgian Technical

University - 375; those in the University of Georgia- 57; so, the total pharmacy students' number was: $719+375+57=1151$.

The research objects were materials of sociological study, which included: surveys with the pharmacists and medical professionals, the pharmacy faculty students, the patients, the public health specialists, the young pharmacists (up to 35 years).

The questionnaires developed by O.Sokolova have been used by many international researchers who have published articles and received positive reviews. These questionnaires were approved in 2009 in Russia (Yaroslavl Medical University). O.Sokolova's questionnaires were recommended by the Ethics Committee of the YSMU and approved by the YSMU Scientific Coordination Council. O.Sokolova's questionnaires applied within the study were translated from Russian into Georgian and English.

In line with this the following was applied:

- legislation and regulations (laws, Government regulations, MOH orders);
- statistical data about the pharmacists and the pharmacy faculty students in Georgia;
- data from the MOH of Georgia of register work pharmacist staff;
- tables, diagrams and figures with explicit percentage and/or quantitative shares.

The following 7 types of the approved questionnaires were used (respondents were randomly selected):

1. questionnaire for the chief pharmacists: 410 chief pharmacists participated in the study and 410 surveys were on paper-based.
2. questionnaire for the patients of pharmacies: 1506 patients participated in the study and 528 surveys were paper-based and 978 computer-based.
3. questionnaire for the employed pharmacy faculty-student: 222 employed pharmacy faculty students participated in the study and 222 surveys were paper-based;
4. questionnaire for the public health specialists: 307 specialists participated in the study and 307 surveys were paper-based;
5. questionnaire for the pharmacists: 810 pharmacists participated in the study. 707 surveys were paper-based and 103 surveys were computer-based;
6. questionnaire for the pharmacy faculty students: 319 students participated in the study and 261 surveys were paper-based and 58 surveys were computer-based;
7. questionnaire for the young pharmacists up to 35 years: 314 young pharmacist specialists participated in the study and 314 surveys were paper-based.

The total number of respondents was: $410+1506+222+307+810+319+314=3888$, which was calculated by using the sample size of the open source epidemiologic statistics for public health (OpenEpi): <http://openepi.com/SampleSize/SSPropor.htm>.

Open source epidemiologic statistics for public health (OpenEpi) provides statistics for counts and measurements in descriptive and analytic studies, stratified analysis with exact confidence limits, matched pair and person-time analysis, sample size and power calculations, random numbers, sensitivity, specificity and other evaluation statistics, R x C tables, chi-square for dose response and links to other useful sites. There are different categories of pharmacists in Georgia: the responsible pharmacists, the senior pharmacists, the authorized pharmacists, the chief pharmacists, the manager pharmacists, the mentor (tutor) pharmacists.

Methods of the research. Marketing research was conducted based on the analysis of data from official sources of the respondents' filled questionnaires (the aim was to obtain information about general trends and processes).

It was also planned to conduct field marketing research in order to obtain the data that were comprehensively and statistically analyzed. Studies allowed identifying the range and variety of opinions and patterns of professional behavior of respondents.

Each investigation was carried out in three interconnected stages. At the previous stage itself the investigation purpose setting, the target population criteria selection, as well as the study options choice and their implementation were determined. At the second stage mainly, itself inquiry with the help of filling the questionnaires and the data collection was performed. At the third stage the collected data were subjected to analysis by means of the SPSS 11.0 for Windows 7 Program, and then discussions were encountered. For the Cross analysis the data obtained by means of Cross tabulation and Chi-Square Tests were served as a base.

The marketing research process was involved series of sequential steps: development a program of marketing research; getting and analyzing the data from respondents' filled up questionnaires; presenting the results of the research; analysis, assessment and discussion; summary, conclusion and practical recommendations.

Methods of the systematic, sociological (surveying, questioning), comparative segmentation, mathematical-statistical, graphical analyses were used. In order to meet the objectives and set in the research we also used the results obtained through analysis of available official information, studies and opinions about pharmacists, as well as the methods of quantitative studies.

During the research there were used various publications of specialists, dedicated to the study of problems related to professional formation, laws and legal acts, Governmental decisions for this area regulation; the sociological research has performed by using questionnaires.

The research implementation required the following sub-studies:

1. study of the level of awareness regarding the roles and responsibilities of pharmacists' staff in Georgia;
2. identification of urgent problems of pharmacists, the chief pharmacists and the young pharmacists in Georgia;
3. identification of the main problems of pharmacists from the point of view of the public health specialists, as well as the patients in Georgia;
4. identification of the basic problems of pharmacists from the point of view of the pharmacy faculty students and the employed pharmacy faculty students in Georgia.

With the help of statistical methods used during the investigation a number of studies were performed:

- independence χ^2 test application, aiming to reveal an existing connection between the variables. As the main hypothesis a fact of the variables' independent being was considered. The test was performed by the 95% credibility threshold. When as a result of the test the confidence coefficient is less than 0,05 ($p < 0,05$), so an interconnection availability between the variables is asserted;
- calculation of measures of central tendency and dispersion (arithmetical mean, median, and standard deviation) for summarizing and assessment of data;
- determination of the specific gravity (%).

The study's ethical items. In order to provide the study's ethical character each participant was informed about the study's goal. The respondents' written or oral compliance was got on that issue. For the international rules' conformity this human subject comprising given study was discussed on the Ethics Committee sessions of the YSMU on 20.03.2014 and 19.12.2017, in regard of what the positive conclusion was got.

RESULTS AND DISCUSSION

The total number of respondents was 3888.

The respondents' majority was driven by a desire to obtain a high-quality professional training while choosing the given direction of education; about half part of them – by a guarantee to be employed; and less than their half – by a desire to develop own capabilities, aspirations and inclinations, a desire to expand horizons and interest in profession, a desire to be included in a student community as a special social environment (tabl. 1).

Table 1.
The students underlying motives while choosing the given direction of education

The students underlying motives while choosing the given direction of education (no more than 5 answers are applicable)	Count	Percent (%)
1. Desire to obtain high-quality professional training	171	53.6
2. Prestige of specialty	84	26.3
3. Existence of abilities to the given type of activity	73	22.9
4. Family tradition	28	8.8
5. Desire to develop own capabilities, aspirations, and inclinations	127	39.8
6. Desire to be included in a student community as a special social environment	95	29.8
7. Desire to expand horizons	115	36.1
8. Desire to extend carefree period of life	59	18.5
9. Opportunity to take high social position	51	16.0
10. Guarantee to be employed	159	49.8
11. Desire to get high level of material well-being (security)	86	27.0
12. Possibility to develop further social promotion	91	28.5
13. Desire to obtain self-respect in the eyes of others who are close to me	34	10.7
14. Desire and interests to obtain certain circle of contacts, connection with friends	32	10.0
15. Deferring from military service	6	1.9
16. Desire to have needed social well-being	43	13.5
17. Interest in a profession	127	39.8
18. Desire to be useful to people	69	21.6

When potential students choosing a pharmacist specialty they should have an opportunity to make a free choice, because pharmacist' profession is a very responsible specialty in the health sector. When choosing the pharmacists' specialty the potential students should be aware of the pharmacist occupational peculiarities, the public and medical important role of the pharmaceutical profession.

The main underlying motives, while making professional (occupational) choice of respondent pharmacist were the following: desire to obtain high-quality professional education (training) – 44.8%, guarantee to be employed – 42.6%, interest in a profession-39.4%, the desire to care for the health of people – 43% (tabl. 2).

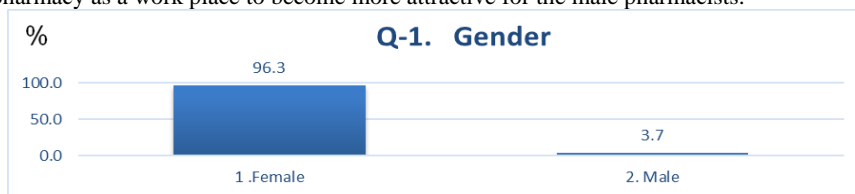
Table 2.**Factors, mostly influenced on the respondents' (pharmacists) profession choice**

The most influential on the profession choice (one answer is accepted)	Frequency	Percent (%)
1. Parents' advices (will)	186	23.0
2. Teachers' advices	32	4.0
3. Advice of an expert-specialist of professional orientation (of career guidance)	28	3.5
4. The desire to obtain a profession in compliance with own trends, aspirations and inclinations	108	13.3
5. There was nowhere to go	15	1.9
6. Dissatisfaction with the previous education	18	2.2
7. Personal desire	306	37.8
8. Specialty love from childhood	117	14.4
Total	810	100.0

About a quarter of respondent pharmacists have realized professional capabilities, skills and habits partially – less than 50% of their own potential; about half of them have realized professional capabilities, skills and habits partially – more than 50% of their own potential (fig. 1). Pharmaceutical companies should create constructive working conditions for pharmacists to maximally realize their professional capabilities, skills and habits for improving the quality of pharmaceutical care in pharmacies.

**Fig. 1. Extent of the respondents' (pharmacists) realization of the professional capabilities, skills and habits**

The vast majority of pharmacists were of female gender (fig. 2). It is important that the pharmacy as a work place to become more attractive for the male pharmacists.

**Fig. 2. Distribution of respondents (pharmacists) by gender**

The chief pharmacists' majority considered that the most effective forms of professional assistance while adaptating of the specialist to work were an independent practical activity and personal conversation. Less than half part of the respondents considered that to be a discussion on work of young employees within the colleagues' team and on special training programs. About one third each of them considered necessary to work with a mentor, internship and qualification upgrading courses (tabl. 3).

Table 3.

The respondents' opinion about the most effective forms of professional assistance while adaptation of the specialist

The most effective forms of professional assistance while adaptation of the specialist (several answers were possible)	Count	Percent (%)
1. Independent practical activity	262	63.9
2. Working with a mentor	142	34.6
3. Internship	137	33.4
4. Discussion of work of young employees within the colleagues team	196	47.8
5. Personal conversation	293	71.5
6. Qualification improvement upgrading courses	120	29.3
7. Special training programs	169	41.2

The respondents' vast majority considered that for successful work their knowledge was not enough in the subjects of pharmacology, pharmacotherapy, clinical pharmacy and pharmaceutical care (fig. 3). Therefore, in our opinion, at university pharmaceutical programs and syllabuses need upgrade, adaptation and fit on new demands reality. In pharmacy faculty programs there should increase credits in the following subjects: pharmacology, pharmacotherapy, clinical pharmacy and pharmaceutical care. Above mentioned complex would help formation of the highly qualified pharmacist specialist with deep and systematic knowledge. It is obvious that the academic hours in the pharmacology, pharmacotherapy, clinical pharmacy and the pharmaceutical care subjects within the pharmaceutical education programs should be increased to ensure deep and systemic knowledge for the successful work.



Figure 3. The respondents' opinion about the lack of knowledge for their successful work

We have conducted surveys with the questionnaires and analyzed the respondents' answers, which are presented in the third chapter of the dissertation thesis. Afterwards, a coupling of the results by the cross analysis was conducted, and the following was established:

Chi-square test of independence have revealed that pharmacists who have completed postgraduate education were more likely to hold higher position (Chi-square=4.9, $p < 0.03$).

Statistically, a significant association was revealed between pharmacists' position and their satisfaction with a professional career and job. Holding high positions were associated with increased career and job satisfaction (Chi-square=9.4, $p=0.002$ and Chi-square=5.5, $p<0.02$, respectively), but not with professional choice satisfaction.

The analysis indicated also that lasting years in the current position was associated with lower career and job satisfaction (Chi-square=6.4 and 13.2, $p=0.001$).

A consideration that the professional capabilities and skills of respondents have been realized to the full extent in the current job was associated with higher career and job satisfaction (Chi-square=15.9, $p=0.001$ and Chi-square=5.7, $p<0.02$, respectively). Having a positive opinion about the importance of continuing professional development was also associated with the increased job and career satisfaction (Chi-square= 5.0 $p<0.001$ and Chi-square= 24.8, $p<0.03$, respectively).

Use of the knowledge obtained from professional literature by a pharmacist in practice was significantly related to higher job satisfaction (Chi-square=13.6, $p<0.001$), but not to career satisfaction. Pharmacists' engagement in planning of professional career wasn't associated with increased job and career satisfaction. One of the main predictors of pharmacists' career and job satisfaction was also their income (Chi-square=23.9, $p<0.001$ and Chi-square=50.4, $p<0.001$). Pharmacists who were satisfied with their income were more often also satisfied with their job and career. There wasn't statistically significant association between the main motive of professional choice and job satisfaction in all three observed groups (pharmacists, young specialist and students).

Coupling the data of analysis of the respondents' answers regarding the questions "Indicate your sex" (Q1) and "Are you satisfied with your professional choice?" (Q12), it became apparent that variables were gender-dependent ($P=0.008$); there were statistically significant differences between two gender groups, what meant the male pharmacists were less satisfied with their professional choice or profession, rather than the female pharmacists (tabl. 4).

Table 4.

Satisfaction of professional choice of the pharmacists according to their gender

Q12. Are you satisfied with your professional choice? Are you satisfied with your profession?	Q1 Indicate your sex		Percent (%)
	1. Female	2. Male	
1. Yes, I am satisfied with my professional choice	59.19%	19.00%	57.70%
2. Partially	25.70%	15.00%	25.30%
3. I have doubts with my professional choice	4.33%	6.30%	4.40%
4. I am disappointed with my professional choice	5.57%	17.20%	6.00%
5. No	5.22%	42.50%	6.60%
Total	100.0%	100.0%	100.0%
Chi-Square Tests			
	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-square	13.727 ^a	4	0.008

Coupling the data of the respondents answers analysis of the questions "Indicate your sex" (Q1) and "Are you satisfied with your professional career?" (Q13), it became apparent that variables were gender-dependent ($P=0.001$), there were statistically significant differences between two gender groups, that meant the male pharmacists were less satisfied with their professional career, rather than the female pharmacists (tabl. 5).

Table 5.
Satisfaction professional career of respondent pharmacists according gender

Q13. Are you satisfied with your professional career?	Q1. Indicate your sex		Total (%)
	1 Female	2 Male	
1. Yes	30.88%	18.00%	30.40%
2. Partially	33.95%	27.20%	33.70%
3. No	35.17%	55.00%	35.90%
Total	100.0%	100.0%	100.0%
Chi-Square Tests			
	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-square	23.884 ^a	2	0.001

Coupling the data of respondents answers' analysis of the questions "Indicate your sex" (Q1) and "Are you satisfied with your work (job)?" (Q14), it became apparent that variables were gender-dependent ($P=0.024$), there were a statistically significant differences between two groups, that meant the male pharmacists were less satisfied with their work, rather than the female pharmacists (tabl. 6).

Table 6.
Satisfaction with work of the respondent pharmacists according gender

Q14. Are you satisfied with your work?	Q1. Indicate your sex		Total (%)
	1 Female	2 Male	
1. Yes	44.00%	22.65%	33.20%
2. Partially	39.90%	11.90%	37.30%
3. No	11.80%	62.15%	24.40%
4. Cannot say	4.40%	3.30%	5.10%
Total	100.0%	100.0%	100.0%
Chi-Square Tests			
	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-square	24.261 ^a	3	0.024

Coupling the data of respondents answers' analysis of the questions "Indicate your sex" (Q1) and "Are you satisfied with the duration (time) of your job?" (Q26), it became apparent that variables were gender-dependent ($P=0.048$), there were statistically significant differences between two gender groups, that meant the male pharmacists were less satisfied with the duration of work, rather than the female pharmacists (tabl. 7).

Table 7.
Satisfaction with duration of work of the respondent pharmacists according gender

Q26. Are you satisfied with the time duration of your job?	Q1. Indicate your sex		Total (%)
	1 Female	2 Male	
1. Yes	22.38%	14.70%	22.10%
2. Partially	34.10%	36.70%	34.20%
3. No	43.51%	48.60%	43.70%
Total	100.0%	100.0%	100.0%
Chi-Square Tests			
	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-square	19.775 ^a	2	0.048

Coupling the data of respondents answers' analysis of the questions "Indicate your sex" (Q1) and "Are you satisfied with your income?" (Q27), it became apparent that variables were gender-dependent ($P=0.019$), there were statistically significant differences between two gender groups, that meant the male pharmacists were less satisfied with income, rather than the female pharmacists (tabl. 8).

Table 8.

Satisfaction of the respondent pharmacists with income according gender

Q27. Are you satisfied with your income?	Q1. Indicate your sex		Total(%)
	1 Female	2 Male	
1. Yes	10.59%	0.00%	10.20%
2 .Partially	25.48%	23.30%	25.40%
3. No	63.82%	76.70%	64.30%
Total	100.0%	100.0%	100.0%

Chi-Square Tests			
	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-square	13.314 ^a	2	0.019

Analysis the data of respondents answers on the question “Do you think that the Government should make the certification of pharmacists?” revealed the following in different categories: the majority of chief pharmacists, of consumers of pharmacies, of the employed students, of the public health specialists and pharmacists considered, that Government should make certification of pharmacists ($P < 0.000$). There are statistically significant points between variables (fig. 4).

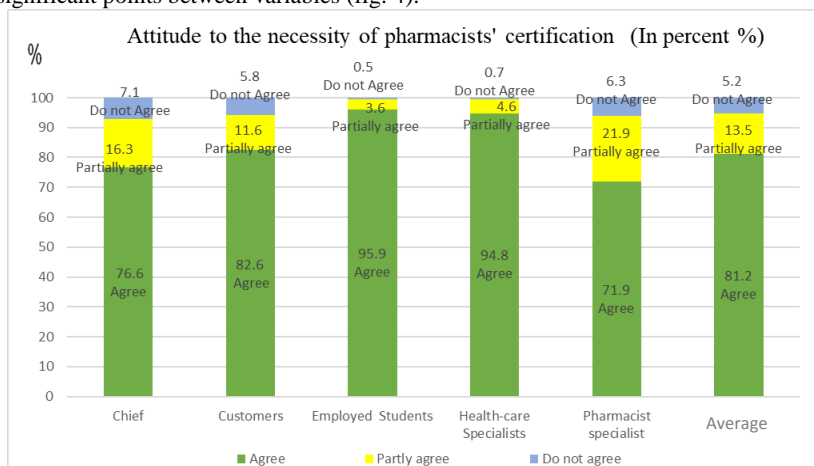


Fig. 4. Attitude to the necessity of pharmacists certification

Coupling the data of respondents answers’ analysis of the questions “Indicate your sex” (Q1) and “Do you think that the Government should make the certification of pharmacists?”, it was obvious that there was not a significant difference between the variables ($P = 0.556$).

There was no statistically significant attitude between sex and variables (tabl. 9), this meant that, (Q1) and “Do you think that the Government should make the certification of pharmacists?” (Q12). So, answers were not dependent on sex.

Chi-square test of independence has been performed in order to compare the attitude of different sides to the necessity of pharmacists’ certification regulation by Government.

The opinion that certification of pharmacists should be mandatory was more common among the public health specialists than among the chiefs (Chi-square = 45.2, $p < 0.001$) and among pharmacists (Chi-square=68.9, $p < 0.001$), but there was no statistically significant difference between the chiefs and pharmacists. It was more common also among customers than in pharmacists (Chi-square=44.2, $p < 0.001$). The necessity of pharmacists’ certification

was stated more often by employed students than by pharmacists (Chi-square=57.3, p<0.001).

Table 9.

Opinion of pharmacies consumers about pharmacists' certification as per gender

Gender Cross tabulation				
Do you think that the Government should make the certification of pharmacists?	Q1. Gender			Total (%)
	1. Female	2. Male		
Do you think that the Government should make the certification of pharmacists?	1. I agree	83.4%	81.3%	82.6%
	2. I partially agree	11.0%	12.6%	11.6%
	3. I Do not agree	5.6%	6.1%	5.8%
Total		100.0%	100.0%	100.0%
Chi-Square Tests				
	Value	Df	Asymp. Sig. (2-sided)	
Pearson Chi-square	1.173 ^a	2	0.556	

Statistically significant was an association between the patients' educational level and their opinion about the necessity of pharmacists' certification (p<0.04): patients with higher education considered certification of pharmacists as mandatory more often than did patients with secondary education.

In order to have the opportunity to compare the main motive of professional choice among three observed groups (pharmacists, young specialists and students) all answers to the above-mentioned question were divided into two groups. "The desire to obtain a profession in compliance of own trends", "Aspirations and inclinations", "Personal desire" and "Specialty love from childhood" answers have been clustered with conditional name "mission" and all other answers of respondents ("Parents' advice or will", "Teachers' advice", "Advice of an expert-specialist of professional orientation", "No other option to go" and "Dissatisfaction with the first education") have been grouped as "advice".

Chi-square test of independence revealed that pharmacists more often than students mentioned mission (the desire to obtain a profession in compliance with own trends, aspirations and inclinations, personal desire, specialty love from childhood) as the main motive of their professional choice (65.5% versus 55.8%). Difference was statistically significant with Chi-square=9.9, p<0.002. The difference between pharmacists, young specialists and students wasn't statistically significant.

The percentage of the satisfied with professional choice respondents was the highest among students (97.7%). It was higher also in young specialists (82.2%) in comparison with pharmacists (57.7%). Differences were statistically significant for comparisons of all pointed out groups of respondents (p<0.001).

Summary data of the study results. The data analysis revealed that the main part of the pharmacists made their professional choice considering some from 20 motives: high-quality education getting opportunity (44.8%), the desire to care of the people health (43%), guarantee to be employed (42.6%), interest in the profession (39.4%). Other motives were: existence of capabilities of the certain kind of activity (31%), the desire to receive pharmaceutical education (27%), possibility of further social advancement (25.9%), prestige of the profession (24.9%), a desire to develop own capabilities, aspiration and inclinations (24.7%). All the rest motives made up insignificant percent and were not of consideration.

The professional choice of the pharmacists was also made under the influence of the following factors: personal desire (37.8%), parents' advice (23%), preference to specialty

from childhood (14.4%) and own potential capabilities and tendencies (13.3%). An insignificant part of the specialists made their decision on specialty choice according to their teachers' advice or the specialists on the professional orientation (less than 4%). The pharmacy faculty students made their professional choice under the influence of the following factors: correspondence of the profession to aspiration and inclination (29.2%), interest in profession (26.3%) and parents' advices (25.7%).

More than half of higher pharmaceutical education pharmacists were satisfied with the professional (occupational) choice, a quarter of higher pharmaceutical education pharmacists were partially satisfied with that. While pharmacy faculty students' vast majority were satisfied with the professional choice. The majority of higher pharmaceutical education pharmacists' specialists were females; among them the largest majorities were working on the pharmacist position at the pharmacy. More than half of the pharmacists (57.7%) were satisfied with the professional choice, a quarter of them (25.3%) were partially satisfied with that. While young pharmacists' vast majority (82.2%) were satisfied with the professional choice, less than a third (30.4%) of the pharmacists were satisfied with a professional career, about one third of the pharmacists (33.7%) were partially satisfied with that, a bit of more than one third of the pharmacists (35.9%) were not satisfied with their professional career at all. About one third of the pharmacists (33.2%) were satisfied with work, a little bit more than one third of them (37.3%) were partially satisfied with that, about a quarter (24.4%) of the pharmacists were not satisfied with work at all. Less than one third of the pharmacists (28.6%) were satisfied with the balance between the workload and personal life; more than one third of pharmacists (37.2%) were partially satisfied with that, and about one third of the pharmacists (34.2%) were not satisfied with that balance at all. Less than a quarter of the pharmacists (22.1%) were satisfied with the job duration, about one third of the pharmacists (34.2%) were partially satisfied, and more than a third of pharmacists (43.7%) were not satisfied with the job duration. The vast majority of the pharmacists (64.3%) were not satisfied with income, a quarter of the pharmacists (25.4%) were partially satisfied with it, less than one tenth of the pharmacists (10.2%) were satisfied with their income.

One third of the pharmaceutical faculty students (35.7%) worked on their specialty in pharmacies, and 97.7% of them were satisfied with their professional choice. As per the respondent's main consideration, owing to flexible regimen of managing, in general, being engaged in work did not disturb learning, and even moreover, somewhat helped in the process of study, meanwhile 21.6% of the employed students consider that work partly impeded in the study. Near the half part of pharmacy faculty students considered the most attractive areas of activities were at pharmacies. The vast majority of pharmacy faculty students considered that education should not be interrupted.

A little bit less than a fifth of higher pharmaceutical education pharmacists have realized professional capabilities, skills and habits to the full extent; a little bit less than half of them realized that partially, more than 50% of own potential; about a quarter of higher pharmaceutical education pharmacists have realized professional capabilities, skills and habits partially, less than 50% of own potential. At the same time the vast majority of the pharmacists and the public health specialists noted that pharmacists' knowledge in disciplines, such as the pharmacology, pharmacotherapy, pharmaceutical care and clinical pharmacy were lack or insufficient for the successful work. The public health specialists' vast majority thought that pharmacists were in need of regular improvement in the above mentioned directions.

A little more than a third of patients of pharmacies (36.4%) were choosing the medications by the advice of a pharmacist; more than half of the pharmacies consumers (59.2%) considered that a professional competency for pharmacists is essentially required. A

vast majority (63.1%) of patients asked to pharmacists about rules and ways of intake of medications, while more than one third of them (36.3%) considered the qualification of pharmacists to be a very important factor for customers when choosing pharmacies. The pharmacies consumers (59.2%) mainly considered that the professional competence was of crucial importance for pharmacists. The vast majority of the pharmacies consumers (63.1%) and the public health specialists (53.7%) considered that the pharmacists in main provided the medications information to the population. More than half (60.9%) of the public health specialists considered the essence of pharmacist's work was a capability to optimize the quality of the related to health life of people by procuring the pharmaceutical care. Less than half (45.6%) of the public health specialists considered that the level of basic training of pharmacists were not corresponding to the contemporary requirements. Meanwhile, the vast majority of public health specialists (89.3%) considered that it was necessary for ensuring of cooperation and collaboration between pharmacists and physicians on the issues of pharmacotherapy. The vast majority of the public health specialists considered that a pharmacist should provide assistance in informing their customers to understand rules and way of intake of the prescribed medications.

The great majority of the pharmacists (84.4%) considered that for the full pharmaceutical activity it was necessary to provide continuous professional education; therefore, higher pharmaceutical education pharmacists considered that professional education should not be ceased. The vast majority of pharmacy faculty students considered that education should not be interrupted. Their more than a third was working by specialty. The huge part of the pharmacists (55.6%) considered the continuous professional education to be essential for the career growth and professional development, which could enable getting information of new medications and updated knowledge in pharmacotherapy, pharmacology and the pharmaceutical care. At the same time, the minority of respondent pharmacists (8%) had not used the knowledge obtained from the professional publications and literature in their practice, while less than half of them (41%) had partially used.

A large majority of the chief pharmacists (76.6%), a large part of the pharmacies consumers (82.6%), as well as the vast majority of the employed pharmacy students (95.9%), a large majority of the public health specialists (94.8%), and a big majority of pharmacists (71.9%) considered that the Government should imply the pharmacists' certification in the way acting for the other medical specialists. That is quite essential for pharmacists' professional perfection, for self-realization, for career advancement, for continuous professional education, for professional growth.

On the base of the statistical, theoretical and logical analyses the structure and composition of the factors (the content of work; position held; correspondence of qualification to work; correspondence of nature of work to capabilities, aspirations, and inclinations; existence of perspective for professional enhancement; existence of perspective for career promotion; possibility to enhance and improve qualifications; existence of a high degree of responsibility for the result of work; regimen of work; labor salary; existence the system of benefits scheme for employees; support and assistance of a manager; direct relations with chief; relations to colleagues), which influenced on the pharmacists' professional formation, occupational development and their career growth process had been revealed, evaluated and developed.

The young pharmacists' inquiry had revealed the following factors of adaptation difficulties in the workplace: lack of the professional knowledge, incompatibility performance of the acquired profession, improperness of the work realities to their imagined outlines, as well as a complexity of adaptation to the stuff. According to the pharmaceutical organizations' managers and the young specialists (58.3%) the main way of meeting their needs in the process of their adaptation and professional coming to being in the working

position was collaboration with a mentor (the experienced professional pharmacist). The vast majority heads of pharmaceutical organizations and young specialists considered the coexistence of a tutor (experienced professional pharmacists) as the leading factor of professional improvement for pharmacists. The vast majority of young pharmacists would not like to leave the profession. The majority of young pharmacists considered that their knowledge in pharmacology (80.6%), in pharmacotherapy (75.8%), in pharmaceutical care (67.2%), in clinical pharmacy (58%) was lack or not enough for successful work. The study of pharmacists' professional formation, occupational development and their professional adaptation showed that inadequate professional knowledge, incompatibility in performance of the acquired profession, the hard adaptation to the staff was the main reasons for imperfect pharmaceutical care.

It is quite significant, that pharmaceutical companies regularly perform a study of pharmacists' work satisfaction. They should determine factors that affect on the pharmacists' work satisfaction. Pharmaceutical companies should create favorable working conditions for pharmacists to enable the maximal realization of the pharmacists' professional capabilities, skills and habits. A balance between the pharmacist's workload and personal life should be more adopted, convenient, resourceful and poised. This will increase the quality of pharmaceutical care in pharmacies.

A vast majority of the public health specialist respondents considered that the Government should make the certification, licensing and accreditation of pharmacist professionals. They also considered the significance of pharmacist's work is an optimization of the people life quality, related to health by providing the required pharmaceutical care. According to the public health specialists sociological study results it seems obviously, that pharmacist's specialty should become a regulated health care profession. About a quarter of the respondent public health specialists considered, that the pharmacist is responsible for patient treatment, together with a physician. The properly educated pharmacist can minimize the risk of the imperpness by revealing the mistakes made by a doctor in the recipe; that has a great importance and value for patients' safety.

The majority of respondent pharmacists considered that education should not be ceased. The minority of respondent pharmacists considered possible to cease education after getting a specialist diploma or pharmacist certificate. It is vitally necessary, that all the pharmacists should realize and reconsider the necessity of continuous pharmaceutical and medical education in constantly. The minority of respondent pharmacists had not used knowledge in the practice, obtained from professional publications; less than half of the respondent pharmacists had used that partially. It's very important, that pharmacists have to use in their practice the knowledge obtained from professional publications, journals, magazines and from modern pharmaceutical literature. Properly aducated pharmacists have a great importance and value for provision of high quality health care services, pharmaceutical care.

Mostly essential pharmaceutical activity issues for respondent pharmacists' majority were on: new medicines, medications' generic, chemical and brand names, the psychology of communication with customers, pharmaceutical care, and pharmacotherapy of certain diseases, the prescribed medicines' pharmacology, pharmacodynamics and pharmacokinetics. As it is evident from the research, in the higher pharmaceutical education programs the following subjects, such as pharmacotherapy, pharmacology, pharmaceutical care, clinical pharmacy and medicines toxicity, should be particularly emphasized.

CONCLUSION

1. The main part of the pharmacists made their professional choice considering some from 20 motives: getting high-quality professional education, the opportunity to care of the people health, guarantee to be employed, interest in the profession. The professional choice was also made under the influence of the following factors: a personal desire, parents' advice, love to the specialty from childhood and own potential capabilities. The factors, such as desire to become a specialist, occupational development and career growth process influencing on the pharmacists were revealed and evaluated.
2. The majority of the pharmacists were of female gender; among them, the largest majorities were working on the pharmacist position at the pharmacy.
3. About a quarter of the pharmacists have realized professional capabilities, skills and habits partially. The vast majority of the pharmacists and health care specialists noted that pharmacists' knowledge in the disciplines, such as pharmacology, pharmacotherapy, pharmaceutical care and clinical pharmacy were insufficient for the successful work. The vast majority of the pharmacists, students and the public health specialists considered that for the full pharmaceutical activity, career growth and professional development it is necessary to provide continuous professional education.
4. The opinion that certification of pharmacists should be mandatory was more common among the public health specialists, than the chief-pharmacists and pharmacists. The necessity of pharmacists' certification was stated more often by employed students, than by pharmacists. It was more common also among customers than in pharmacists. Statistically significant was an association between the customers' educational level and their opinion about the necessity of pharmacists' certification: customers with higher education considered certification of pharmacists as mandatory more often, than the customers with secondary education did.
5. The young pharmacists' inquiry had revealed the factors of adaptation difficulties at the workplace. The main way of helping them in their process of adaptation and becoming a specialist in a working position was provision of work together with a mentor (the experienced professional pharmacist). The vast majority of young pharmacist specialists had not a desire to leave the profession.
6. More than half of the pharmacists (57.7%) were satisfied with their professional choice, versus the young pharmacists' vast majority (82.2%). 30.4% of the pharmacists were satisfied with a professional career, 33.2% - with job, 28.6% - with the balance between their workload and personal life, 22.1% - with the job duration, 10.2% - with income. One third of the pharmaceutical faculty students worked in pharmacies, and 97.7% of them were satisfied with their professional choice.
7. Chi-square test of independent has revealed:
 - Statistically significant association was revealed between the pharmacists' position and their satisfaction with a professional career and job. Holding high positions was associated with the career and job satisfaction, but not with the professional choice satisfaction. It showed also that long terms of work experience in the current position were associated with the lower career and job satisfaction.
 - A belief in that the professional capabilities and skills of respondents have been realized to the full extent in the current job was associated with an increased career and job satisfaction. A positive opinion about the importance of continuous professional development was also associated with an increased job and career satisfaction.
 - Pharmacists' engagement in the planning of professional career wasn't associated with an increased job and career satisfaction. One of the main predictors of pharmacists' career and job satisfaction was also their income. Pharmacists who were satisfied with their income were more often satisfied also with their job and career.

PRACTICAL RECOMMENDATIONS

1. To raise the professional standards the Government should make the certification of the pharmacists with higher pharmaceutical education, which is essential for pharmacists' professional perfection, their self-realization and also career advancement, the continuous professional education provision, professional growth, their job and career satisfaction. This implementation will ensure the pharmacists' higher status among the public health specialists, which is essential for pharmacists' economic welfare and career advancement. It also enables realization of the received knowledge and the professional capabilities and skills in work at the maximal extent, as well as be satisfied with the profession, job and salary. That, in turn, is essential to provide a high correspondence of the pharmacists' qualification to work and an opportunity to have a private pharmaceutical activity. The Government should organize the preparation and implementation of the regulations scheme for pharmacists' registration, certification, licensing and accreditation. All the above mentioned should raise awareness on the essence of pharmacists' profession and functions among the medical personnel and population in general.
2. To suggest a prepossessing career in the pharmacy, especially in a vision of the pharmacists of male gender. The Government and pharmaceutical companies should create promotional conditions for the male pharmacists, to make the pharmacist's profession more appealing and acceptable for men. It is important for the career growth, satisfaction of balance between the workload and man's personal life, satisfaction of salary, job and pharmacist's profession and perspectives for career promotion. While making pharmacist's occupational politics the economical interests should be taken into consideration.
3. The Government and private pharmaceutical companies should take care for professionalism, authority and power of pharmacist's position in increasing the salaries of pharmacists and making improvements in the benefits scheme for pharmacists. Pharmacists working conditions should be improved, labor conditions should become more benevolent for pharmacist and the regime of his work should become more flexible to ensure the more constructive for pharmacist conditions. Creation of the most appropriate psychological climate within the collective is a necessary background for the career growth. The balance between the pharmacist's workload and personal life should be under a special consideration. That flexibility in working schedule and working conditions will further enhance pharmacists' work ability and motivation toward the job. All these factors will improve the quality of pharmaceutical care.
4. Because the pharmacist's professional activity is very important for the society, the higher education institutes must also update the pharmaceutical educational programs to meet the needs by increasing the credits (hours) in pharmacology, pharmacotherapy, pharmaceutical care and clinical pharmacy.
5. To underline a role of pharmacists in medicines management for patients and collaborate with physicians for revision. It is necessary to provide deep cooperation between pharmacists and physicians on the issues of pharmacotherapy and health care.
6. The Government should take care of the profession of pharmacist authority. By the governmental support the authority and social importance of the pharmacist profession in health care system is to be increased. Pharmacist profession should become of more power, authority and much higher status in health care system, when the pharmacist profession will move into the regulated health professions list.
7. The Government should provide a support for preparation and implementation of continuous education courses aimed raising the professional qualifications of

pharmacists' staff. Pharmaceutical education should become continuous to increase the pharmacist's professional qualification, skills, professional knowledge and competency. It has a crucial importance that the level of basic trainings of pharmacists should correspond to the contemporary requirements; the developed continuous pharmaceutical education programs should be accessible for all pharmacists. The qualification upgrading study courses of the professional education or professional training courses should become a part of compulsory requests for all pharmacists. Pharmacist's education process should not be stopped; on contrary, an advanced and continuous pharmaceutical education system should be developed. At the same time encouragement of the research activity regarding all fields of pharmaceutical practice will enhance professionalism of the pharmaceutical personnel.

8. Pharmacist should register the side (adverse) effects and professional defects of the medicines they provide, as they are responsible for the health state of population, being a member of the healthcare system.
9. The Governmental issues and universities (in study sector) should provide support and assistance to the translation of the professional pharmacist literature with its following application in educational programs. International professional publications in pharmacy should become more accessible and required for all pharmacists.
10. To encourage and develop the post-graduated – PhD pharmacy education system, as well as to provide a support for the research activities in all pharmaceutical scientific directions.

List of papers published on the topic of the dissertation thesis

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Նողար Վախթանգի Մուլաշվիլի

ԴԵՂԱԳԵՏՆԵՐԻ ՄԱՍՆԱԳԻՏԱԿԱՆ ԵՎ ԿԱՐԻԵՐԱՅԻՆ ԲԱՐԵԼԱԿՄԱՆ ՌԱԶՄԱԿԱՐՈՒԹՅԱՆ ԱՌԱՆՁՆԱՀԱՏՎՈՒԹՅՈՒՆՆԵՐԸ

ԱՄՓՈՓԱԳԻՐ

Մոցիալական ապահովության պետական համակարգի անբաժանելի մասը քաղաքացիների կողմից իրենց առողջության իրավունքի պաշտպանումն է, ինչպես նաև դեղագործական հոգաձուռությունը, որի որակն էլ, իր հերթին, մեծապես կախված է դեղագործական կադրերի որակավորումից: Այս առումով դեղագործական աշխատակիցների մասնագիտական որակավորումը գտնվում է պետական հսկողության ներքո և դեղերի ոլորտի պետական կարգավորման օբյեկտներից մեկն է: Քանզի ամբողջ կարիերայի ընթացքում դեղագործական կադրերի մասնագիտական որակավորման պահանջները փոխվում են, ուստի դեղագետ/դեղագործների արհեստավարժության բարձր մակարդակի ապահովումը դառնում է առողջապահության կարևոր հիմնախնդիրներից մեկը:

Դեղագործական հոգաձուռության ժամանակակից հայեցակարգի կիրառումը հնարավոր է միայն դեղատներում բարձր որակավորում ունեցող մասնագետների առկայության դեպքում: Դեղագործական ոլորտի մասնագետները պետք է ոչ միայն ի վիճակի լինեն օգտագործել իրենց գիտելիքներն ու հմտությունները, որոնք ձեռք են բերել ուսումնական հաստատություններում, այլև շահագրգռված լինեն մասնագիտական հմտությունների զարգացման մեջ: Քանի որ դեղորայքային բուժումը առողջապահության պետական կարգավորման առավել նշանակալից ոլորտներից մեկն է, ապա բարեփոխումների իրականացումը, այս ոլորտում մասնագիտական փորձի կիրառումը, ինչպես նաև ժամանակակից դեղագործական գործունեության նոր մեթոդների ներդրումն ու կիրառումն այսօր դառնում են վճռորոշ: Որպես դեղագործության կառավարման արդյունավետության բարձրացման մեխանիզմ՝ դեղագործական աշխատակիցների գրագետ գործունեությունը մեծ գիտա-գործնական նշանակություն ունի:

Դեղագիտական ֆակուլտետի ուսանողների, դեղատների ղեկավարների և երիտասարդ մասնագետների, հանրային առողջապահության մասնագետների, դեղերի ապահովների (դեղատների հաճախորդների) կարծիքների վերլուծության հիման վրա բացահայտվել են դեղագործական աշխատակիցների մասնագիտական հմտությունների առանձնահատկությունները: Մասնագիտական գործունեության մեջ տեղի ունեցած փոփոխությունների, նորությունների, առանձնահատկությունների ուսումնասիրության և օբյեկտիվ գնահատման արդյունքում բացահայտվել են որոշակի հիմնախնդիրներ, որոնց հիման վրա էլ հեղինակի կողմից մշակվել են գործնական առաջարկություններ: Մասնավորապես, առաջին անգամ ուսումնասիրվել և վերլուծվել են դեղագործական ոլորտի մասնագետների և կարիերային հատկանիշների բարելավման ռազմավարության առանձնահատկությունները, որոնք հիմնականում ազդում են դեղագետի մասնագիտության ընտրության, կարիերայից և աշխատանքից բավարարվածության և այլ ցուցա-նիշների վրա: Բոլոր վերը նշված ուղղություններով Կրասսանում առաջին անգամ անց է կացվել համապարփակ և խորը գիտական

հետազոտություն, ինչպես նաև տեսական և համեմատական վերլուծություններ՝ դեղագործական աշխատակիցների մասնագիտական և կարիերային աճի բարելավման նպատակով:

Հարցման արդյունքում պարզվել է, որ դեղագիտական ֆակուլտետի ուսանողների մեկ երրորդ մասն աշխատում է դեղատներում և բավարարված է կատարած մասնագիտական ընտրությամբ: Նրանց կարծիքով աշխատանքային ճկուն ռեժիմի կառավարման շնորհիվ աշխատանքի մեջ զբաղված լինելը ընդհանրապես չի խանգարում գիտելիքների ձեռքբերմանը և, ավելին (ըստ հարցվողների հիմնական մասի կարծիքի), նույնիսկ որոշ չափով օգնում է ուսումնառության գործընթացին:

Երիտասարդ մասնագետների հարցման արդյունքում բացահայտվել են աշխատավայրում հարմարվելու (ադապտացիայի) դժվարություններ առաջացնող հետևյալ գործոնները. մասնագիտական գիտելիքների բացակայությունը, աշխատանքի վերաբերյալ ունեցած պատկերացումների և իրականության անհամապատասխանությունը, ինչպես նաև անձնակազմին հարմարվելու բարդությունը: Ըստ դեղագործական կազմակերպությունների ղեկավարների և երիտասարդ մասնագետների կարծիքի նոր աշխատավայրում ադապտացիայի և կայանալու գործընթացի համար երիտասարդ դեղագետները նախընտրում են ուսուցանող մասնագետի (փորձառու արհեստավարժ աշխատակցի մենթորի) ղեկավարությամբ աշխատանքի տարբերակը:

Դեղագործական աշխատակիցների միայն մեկ հինգերորդ մասն է համարում, որ իր հմտությունները և մասնագիտական ներուժն օգտագործում է ամբողջությամբ (հարցվողների մոտ կեսը գտնում է, որ իր ներուժի ընդամենը 50%-ն է կիրառում աշխատանքում): Միևնույն ժամանակ, նրանք նշել են, որ իրենց գիտելիքները դեղաբանություն, դեղագործական հոգածություն և կլինիկական դեղաբանություն առարկաներից բավարար չեն լիարժեք աշխատանքի համար: Դեղագետների մեծամասնության կարծիքով կարիերային աճի համար անհրաժեշտ է շարունակական մասնագիտական կրթություն, ինչը հնարավորություն է տալիս արդիական տեղեկություններ ստանալ դեղերի, հիվանդությունների, դեղագործական հոգածության հիմնահարցերի և այլնի մասին:

Դեղերի սպառողների և հանրային առողջապահության մասնագետների հարցման արդյունքում պարզվել է, որ նրանց ճնշող մեծամասնության կարծիքով բնակչությանը դեղերի մասին տեղեկությունները հիմնականում տրամադրում են դեղատան աշխատակիցները, ուստի վերջիններիս մասնագիտական գործունեությունն ազդում է մարդկանց կյանքի որակի և առողջության վրա: Հանրային առողջապահության մասնագետների կարծիքով՝ անհրաժեշտ է բարելավել և զարգացնել դեղագետների և բժիշկների համագործակցությունը: Բացի այդ, հանրային առողջապահության մասնագետների, դեղագետ/դեղագործների, դեղերի սպառողների մեծամասնությունը համարում է, որ կառավարությունը պետք է իրականացնի դեղատան աշխատակիցների հավաստագրման գործընթաց՝ այնպես, ինչպես դա կատարվում է առողջապահության ոլորտում աշխատող մյուս մասնագետների (օրինակ՝ բժիշկների, ստոմատոլոգների) համար:

**ОСОБЕННОСТИ УЛУЧШЕНИЯ ПРОФЕССИОНАЛЬНОЙ И КАРЬЕРНОЙ
СТРАТЕГИИ ПРОВИЗОРОВ**

РЕЗЮМЕ

Неотъемлемой частью государственной системы социального обеспечения является защита прав граждан на здоровье, а также фармацевтическая опека, качество которой, в свою очередь, во многом зависит от квалификации фармацевтических кадров. В связи с этим профессиональная квалификация фармацевтического персонала находится под государственным контролем и является одним из объектов государственного регулирования области лекарственных средств. Исходя из того, что в течение всей карьеры меняются требования к профессиональной квалификации фармацевтических работников, обеспечение высокого уровня профессионализма провизоров/фармацевтов является одним из ключевых вопросов здравоохранения.

Применение современной концепции фармацевтической опеки возможно только при наличии высококвалифицированных специалистов в аптеках. Специалисты фармацевтической отрасли должны не только использовать свои знания и навыки, приобретенные в учебных заведениях, но и быть мотивированными на развитие профессиональных навыков. Поскольку медикаментозное лечение является одним из важнейших аспектов государственного регулирования здравоохранения, следовательно реализация реформ, применение профессионального опыта в этой области, а также внедрение и применение новых методов современной фармацевтической деятельности сегодня становятся решающими. Как механизм повышения эффективности фармацевтического менеджмента, компетентная деятельность фармацевтического персонала имеет большое научно-практическое значение.

На основе анализа мнений студентов фармацевтического факультета, руководителей аптек и молодых специалистов, работников общественного здравоохранения, потребителей лекарств (посетителей аптек), выявлены особенности профессиональных навыков фармацевтического персонала. В результате исследования изменений, новизны, особенностей профессиональной деятельности провизоров/фармацевтов и их объективной оценки были выявлены некоторые проблемы, на основании которых автор разработал практические рекомендации. В частности, впервые были изучены и проанализированы особенности стратегии развития показателей карьеры специалистов фармацевтической области, которые в основном влияют на выбор специалиста, удовлетворенность карьерой и работой и т.д. Впервые в Грузии по всем вышеуказанным направлениям было проведено всестороннее и углубленное научное исследование, а также теоретический и сравнительный анализ с целью повышения профессионального и карьерного роста фармацевтического персонала.

В результате опроса выяснилось, что треть студентов фармацевтического факультета работают в аптеках и удовлетворены своим профессиональным выбором. По их мнению, благодаря управлению гибким режимом работа не мешает приобретению знаний и, более того (по мнению большинства респондентов), даже в определенной степени помогает процессу обучения.

В результате опроса молодых специалистов были обнаружены следующие факторы, которые создают трудности при адаптации к работе: отсутствие профессиональных знаний, неадекватность представлений о работе и реальности, а также сложность адаптации к персоналу. По мнению руководителей фармацевтических организаций и молодых специалистов, для адаптации и процесса становления на новом рабочем месте более предпочтительна работа молодого провизора/фармацевта под руководством наставника (опытного специалиста, ментора).

Только пятая часть фармацевтического персонала считает, что полностью использует свои навыки и профессиональные способности (около половины респондентов считают, что используется всего лишь 50% потенциала). В то же время они отметили, что их знания по фармакологии, фармацевтической опеке и клинической фармакологии недостаточны для полноценной работы. По мнению большинства специалистов, карьерный рост требует непрерывного профессионального образования, которое дает возможность получать актуальную информацию о лекарствах, болезнях, задачах фармацевтической опеки и т.д.

В результате опроса потребителей лекарств и специалистов общественного здравоохранения выяснилось, что по мнению подавляющего большинства респондентов, информацию о лекарствах потребителям предоставляют сотрудники аптек, и поэтому их профессиональная деятельность влияет на качество жизни и здоровье людей. По мнению специалистов общественного здравоохранения, необходимо улучшить и развивать сотрудничество между провизорами и врачами. Кроме того, большинство специалистов в области общественного здравоохранения, провизоры/фармацевты и потребители лекарств считают, что правительство должно осуществлять сертификацию фармацевтических работников таким же образом, как это проводится с другими специалистами (врачами, стоматологами и т.д.) здравоохранения.