

STUDY OF THE PROFESSIONAL MOTIVATION OF THE PHARMACISTS IN BULGARIA

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SUMMARY

This study is intended to analyze the main factors influencing professional motivation of the pharmacists, both in private and governmental sectors in Bulgaria.

The interview and the questionnaires with 40 questions have been used.

The study involve 31 pharmacies (private and governmental).

Being one of the first research after the economical changes in the country it allows to evaluate the differences between human resources, management from private and governmental pharmacies.

KEY WORDS

inquiry, motivated factors, state and private pharmacies

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Introduction

The political, social and economical changes observed during the last years in our country influenced the health-care system and the pharmacy as a part of this system as well. The structure and the regional distribution of the drug system was changed too.

The share of the private sector for securing the needs of the population with drugs was increased. A big part of the pharmacists have gone in this sector as proprietors, partners and as a personnel in pharmacies, stores for wholesale trading of drugs, agencies of pharmaceutical companies. The young pharmacists also realized themselves in this structures.

This study is intended to analyze the main factors influencing the professional motivation of the pharmacists, both in private and state sectors in Bulgaria.

Methods of the study

For this study is used the method of the inquire. It was developed investigation card containing about 40 questions which was conceded to be fulfilled by the directors and the pharmacists in the pharmacies situated in Burgas. It was preferred the personal contact than the mail service with a hope for more big engagement in the injured clients.

Results and discussion

In the obtained results are observed some differences in the influence of the different motivated factors upon the personnel working in the state and private pharmacies.

To the question for the satisfaction from the present work 90% from the pharmacists working in the private sector answer positively while in the state pharmacies about 78,95% from the people working there are satisfied from the conditions. Final there is an contradiction: bigger satisfaction with lower salary in the private pharmacies(results from our previous study).

Probably the reason is in the possibility for a personnel expression and the feeling for an independence as well which have the pharmacists in the private pharmacies.

About 53,33% from the pharmacists in the private pharmacies consider that they can make career as 16,67 from them are directors and proprietors. In the state pharmacies about 57,89 from the workers think they can make a career there.

According to the injury the pharmacists fined the provocation of the profession in the possibility to help people, in the satisfaction from the chosen profession, public recognition and not at last place the salary(table 1). It is noticed differences between the pharmacists in the both kind pharmacies according to the unsatisfaction from the work-time. The bigger is the percentage of the unsatisfied in the private pharmacies - 16,67% compared with 5,26% in the state ones. The reason

TABLE1 Provocative aspects of the pharmaceutical profession

Provocate aspects	private pharmacies	State pharmacies
helping people	60,00%	42,10%
satisfaction of the profession	46,67%	47,36%
salary	20,00%	26,32%
public recognition		5,26%

for this is the smaller personnel and the more Saturday and Sunday duties in the private pharmacies.

Bigger part from the pharmacists - 73,33% in the private and 47,37% in the state pharmacies consider that they have enough time for consultation with the percents. As a obstacle for consulting the patients are pointed many reasons(table 2)

About 69,63% from the people working in the private pharmacies consider that their work is valued objectively and 30,77% have opposite opinion. For the pharmacists in the state pharmacies the percentages are relatively 47,37% and 52,63%.

TABLE 2 Restraining factors for consulting patients

Restraining factors for consulting patients	private pharmacies	state pharmacies
quality and kind of information	43,33%	63,16%
lack of questions from the patients	30,00%	5,26%
lack of confidence according to the competence of pharmacists	20,00%	-
lack of enough time for information	30,00%	47,37%
inconvenience when patients asking specific questions	6,67%	5,26%
lack of skills for communications	6,67%	21,05%
arhitectural barriers in pharmacies	-	5,26%

The injury shows that about 90% of the pharmacists from the private pharmacies and 94,74 from the state ones consider the importance of this that the proprietor must be a pharmacist as 69,23% from the workers in the private pharmacies and 76,47% from these in the state ones consider that if the proprietor is not a pharmacist their work will be influenced opposite.

83,33% from the pharmacists in the private pharmacies are satisfied from their bosses while in the state ones this percentage is about 63,64%.

27,78% from the private pharmacists declare that they have not any conflicts, 66,67%-have seldom and 5,56% often. In the state pharmacies 16,20% have not any conflicts and 81,89% have seldom.

Many of the reasons are connected with the working time, the rest, the professional skills and the salary.(table3)

In the both kinds of pharmacies the relations between the people are defined as good. The injury shows that big part from the pharmacists working in the private sector are considered as professionalists from the other medicinal personal (doctors, dentists and etc.) - 55,55% compared with 33,34% from the working personal in the state pharmacies.

It is worried that big part from the pharmacists working in the both kinds of pharmacies have had the wish to change their work.(table 4)

Conclusion

On the basis of the results from the injury it is possible to be made the next conclusions:

TABLE 3 Reasons for conflicts

Reasons for conflicts	private pharmacies	state pharmacies
working time	26,67%	9,09%
rest	33,33%	63,64%
professional skills	40,00%	9,09%
salary	-	18,18%

TABLE 4 A wish for changing work

frequency	private pharmacies	state pharmacies
often	3,57%	21,05%
sometimes	57,14%	21,05%

The main motivated factors for work of the pharmacists in the both kinds of pharmacies is the possibility to help people, the satisfaction from the chosen profession and not on a last place the salary which is of great importance for the most of the pharmacists working in the state pharmacies.

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