

SUMMARY

On the question of pharmacist's worksatisfaction

Student: Pšurná Darina

Tutor: PhDr. Fabera Vladimír, CSc.

Dept. of Social and Clinical Pharmacy, Faculty of Pharmacy in Hradec Kralove, Charles University in Prague, Czech Republic

Background: Object of this diplom thesis was elaboration of partly directed interview, which was managed by students of Faculty of Pharmacy in Hradec Kralove, which passed after first year of study in 2002-2003 after navigate fourteen days experience in pharmacy. Object of this experience was to map satisfaction of pharmacists or pharmaceutical assistants in working place.

Aim: Snapping measure satisfaction or dissatisfaction of pharmacists and aspects regarding to the problematic above mentioned.

Methods: Partly directed interview, when informants answered to themes before determined.

Results: The basic inducement to choice pharmacy profession is in major part family tradition. Between aspects which content pharmacists or pharmaceutical assistants belong to contact with patient, aspiration to help him and good family touch. Into the stress factors we can include displeasing patients, a lot of office work, a few time or some problems in family. The main work requirements are in the first place dispensation of medicaments and in personal space family. The conditions of favourable pharmacist are professional knowledges and soft skills like patience and goodwill, and into the undesirable skills belong hubris and assertiveness. In accordance with informants the study in university should increase of education in area of pharmacology and clinical pharmacy.

Conclusions: Inasmuch as the major of informants review their working conditions like satisfactorily and pharmacy like profession will choice once more, we can presume a certain dimension of satisfaction of pharmacists.