

# Staff Management Aspects in Tbilisi Pharmacies

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**Abstract:** The main purpose of the research was to study a role and place of managers in maintaining staff policy at pharmaceutical companies. It was interesting to see how Georgian pharmaceutical companies are getting new employees at work, what is the priority of the new recruits? What methods are used for selection and recruitment? There were made inquiries by the way of filling applications, which (the applications) were given to the managers of Aversi, PSP, GPC, Pharmadepot and Pharmaceutical House. 50 managers were interviewed totally. It was established that pharmaceutical company management appoints people on the position of pharmacist-managers mainly on the basis of contract (90%). At present, the pharmacist education does not comply with the competence, so 55% of interviewed managers are bachelors, 45% are masters. In order to increase the management's qualifications, pharmaceutical companies are conducting seminars (50%), trainings (30%), and testing (20%). Staff administration in the pharmacies is mainly carried out by the company administration (75%), rarely by managers (25%), but very often the administration takes into consideration the manager's opinion; employees are accepted by testing-interview (70%) or CV (30%). Professional career and experience of the newly employed staff are not highly important (50/50), and the company prefers to educate and share practice to the personnel itself. It is possible to conclude that today the pharmacist-managers of the pharmacies are working in accordance with the contractual rights and obligations signed with the employers and pharmaceutical activities regulated under non-governmental institutes. As a result, it is important to be included special features of pharmaceutical management and the recommendations offered by the World Health Organization and the International Pharmaceutical Federation in the articles of regulatory laws.

**Key words:** Pharmacist-manager, pharmaceutical companies, recruitment of employees, pharmaceutical staff.

## 1. Introduction

The main requirement for modern pharmacist-manager is the optimal blend of human potential, educational level and organizational activity. The manager should be able to comply with any situation in the management process [1-4].

Except the conventional pharmaceutical organizational activities, the manager is obliged to take up important issues such as recruitment and dismissal of employees, concluding contracts on material responsibility, selection of employees, distribution, educating, increase of qualification and awareness, introduction of progressive methods of pharmacy work [5-7].

Adequate interpretation of ethical-deontological norms in pharmaceutical practice plays important role in process of communication among members of health care team [8-10].

## 2. Purpose and Objectives

The main purpose of the research was to study a role and place of managers in maintaining staff policy at pharmaceutical companies. It was interesting to see how Georgian pharmaceutical companies are getting new employees at work, and what is the priority of the new recruits? What methods are used for selection and recruitment? To find out all this, we had decided to conduct a survey. For that, we have set up a special filling application.

## 3. Materials Methods

Conducted survey by filling above mentioned applications carried anonymous character for maximum objectivity. The respondents referred only to their jobs (company). The applications were given to Aversi, PSP, GPC, Pharmadepot and Pharmaceutical House managers. 50 managers were interviewed in total. Questions were placed in

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applications:

- Employment in your company is carried out by;
- How is the pharmaceutical company getting employees?
- What was the priority for your recruitment?
- The measures taken by pharmaceutical companies for increasing the qualification of managers.

#### 4. Result

As a result of the survey, it was revealed that 75% of large pharmaceutical companies employ people through the relevant services of the company itself, and only 25% are employed by the managers (Fig. 1).

The question on the following issue: how the companies are getting new employees? 70% of respondents answer that the most popular form of recruitment is testing and interviewing and 30% of answer that only CV details are enough (Fig. 2).

As a result of the survey shows, 50% of pharmaceutical companies employ people by test results, 25% by interviews and 25% pays attention to working experience of the pharmacist (Fig. 3).

As it turns out, the pharmaceutical companies prefer regular seminar studies - 50%, trainings -30% and testing - 20% to increase the qualification of managers (Fig. 4).

On a question: how productive are the qualification enhancement measures for the managers, 90% of the

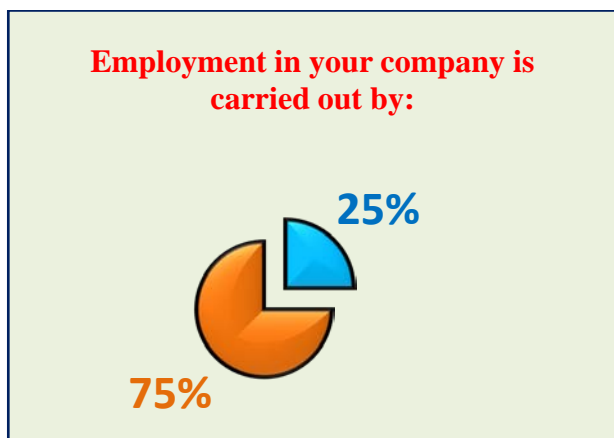


Fig. 1 25%-manager, 75%-company.



Fig. 2 30% CV, 70% testing and interviewing.

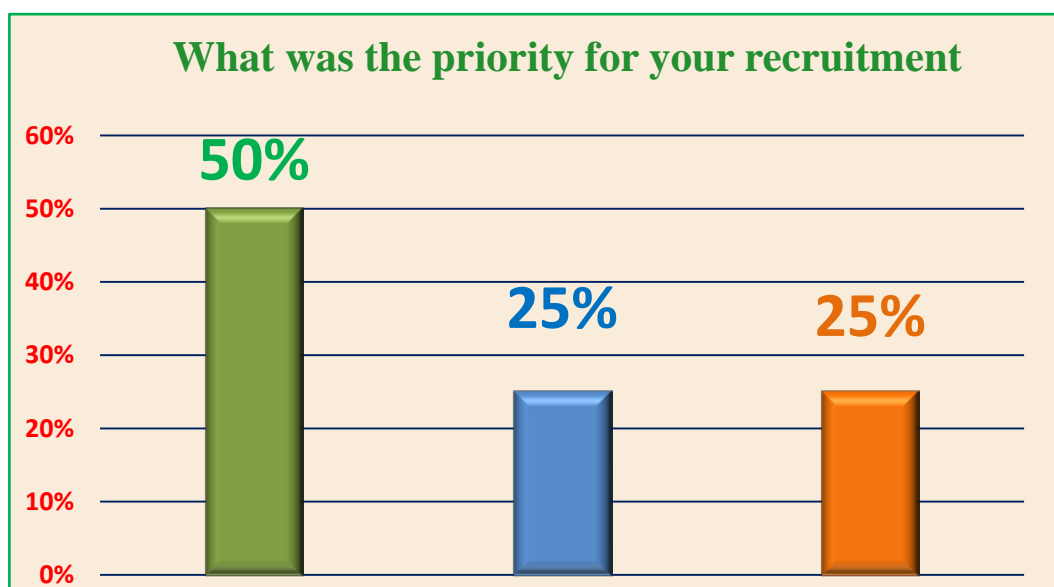
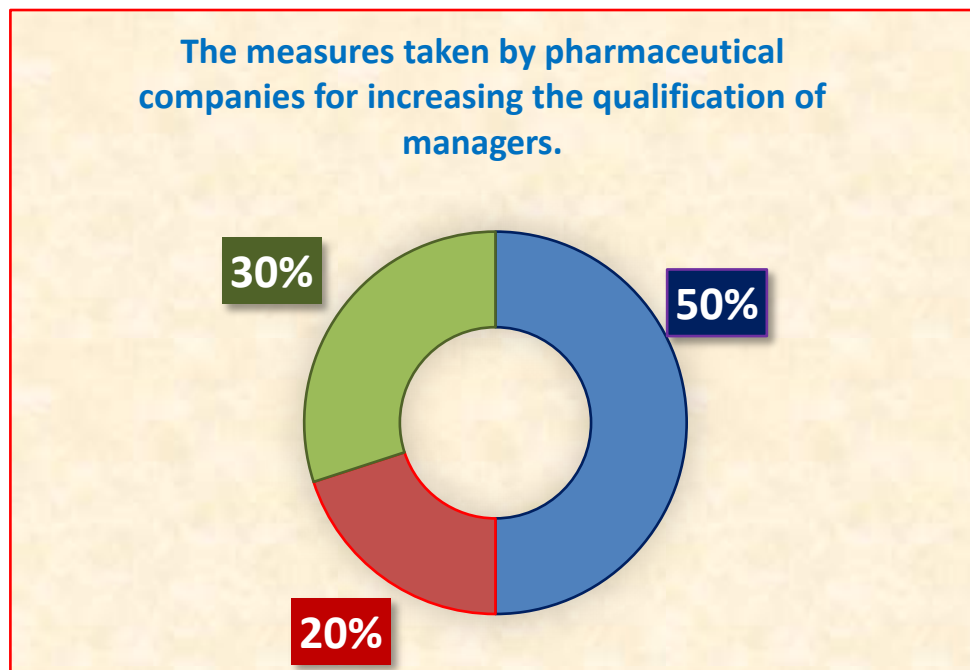


Fig. 3 50%-testing result, 25%-interview, 25%-working experience.



**Fig. 4** 50%-seminar studies, 20%-testing, 30%-training.

inter viewedr espondentssay that are satis fied with an obtaine dknow ledge, just 10% are no tsatis fied with the qualifi cation received.

It is interesting that, 55% of the pharmaceutical companies consider only experience of a pharmacist while getting her/him to work, while 45% donottakeintoaccounttheexperience and prefer to traina pharmacist anddevelopthenecessaryskills, themselves.

In case of promotionat work, 55% of managers or leaders do not pay attention to Master's degree of a pharmacists, only for 45% is the above mentioned degree important.

## 5. Discussion

It was established that pharmaceutical company management appoint people on the position of pharmacist-managers mainly on the basis of contract (90%). At present, the pharmacist education does not comply with the competence, so 55% of interviewed managers are bachelors, 45% are masters. In order to increase the management's qualifications, pharmaceutical companies are conducting seminars (50%), trainings (30%), testing (20%). The personnel administration in the pharmacies is mainly carried out

by the company administration (75%), rarely by managers (25%), but very often the administration takes into consideration the manager's opinion; Employees are accepted by testing-interview (70%) or CV (30%). Professional careers and experience of the newly employed personnel is not highly important (50/50), the company prefers to educate and share practice to the staff itself.

## 6. Conclusions

Today the pharmacist-managers of the pharmacies are working in accordance with the contractual rights and obligations signed with the employers and pharmaceutical activities regulated under non-governmental institutes. The functions of pharmacist-managers are limited and somehow changed. Pharmaceutical activity bears high risk, it is a sphere containing certain danger for society, related to human health, subsequently, it is important be included special features of pharmaceutical management and the recommendations offered by the World Health Organization and the International Pharmaceutical Federation, in the articles of regulatory laws. According to these recommendations,

pharmacist-manager must care about educational and professional level of staff. For this purpose, special trainings in pharmaceutical management are required.

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