

WORKING CONDITIONS IN PHARMACIES IN THE REPUBLIC OF SERBIA

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The goal of this paper was to address issues in the pharmaceutical practice, from the community pharmacists' point of view with the emphasis on working conditions. The survey was conducted in May 2022 and included 180 pharmacists from all around Serbia, using an online questionnaire. The sample included pharmacists from different types of pharmacy chains (42% participants worked in big chains with more than 100 pharmacies and 19.9 % worked in small chains, with less than 10 pharmacies). The majority declared that they had a salary between 81000 RSD and 110000 RSD, with half of them more than 91000 RSD. 78.5% participants said that they worked alone in a shift, and 70.5% said that they could not have a 30-minute break without interruption. They were asked if they worked more than 48 hours per week, and 40.7% participants answered "Yes". 78% of them said that they often worked at weekends and/or during holidays. Only 12.4% of pharmacists dedicate more attention to patients than administrative and other tasks. One third of the participants (29%) were completely or particularly dissatisfied with working conditions and 74% said that they would leave their job as soon as they got a better opportunity. The survey results show that there is a need to improve working conditions in pharmacies. We need to work on the education and improving of competences of pharmacists along with improving working conditions: reducing workload during weekends and holidays, hiring staff, and ensuring better salaries to get more motivated and satisfied pharmacists.

USLOVI RADA DIPLOMIRANIH FARMACEUTA U APOTEKAMA U REPUBLICI SRBIJI

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Cilj rada je ukazati na probleme farmaceutske struke iz ugla diplomiranih farmaceuta/magistara farmacije u apotekama, sa osvrtom na uslove rada. Istraživanje je sprovedeno u maju 2022. godine na 180 diplomiranih farmaceuta/magistara farmacije širom Srbije. Korišćen je upitnik, koji je elektronski prosleđen ispitanicima. Uzorak je obuhvatio zaposlene iz pojedinačnih apoteka i manjih lanaca, kao i zaposlene u velikim sistemima apoteka (42% su činili zaposleni u sistemima sa preko 100 apoteka, dok su 19,9 % činili ispitanici manjih ustanova, do 10 apoteka). Većina se izjasnila da ima mesečnu neto zaradu veću od 81000 RSD (62,1%), od kojih 48,5 % zarađuje od 91000 do 110000 RSD. 78,5% anketiranih se izjasnilo da rade sami u smeni, bez kolega tehničara. S tim u vezi, 70,5% je reklo da nema vremena za polučasovnu pauzu, bez prekidanja, tokom rada. Na pitanje da li rade više od 48 sati nedeljno, 40,7% je odgovorilo potvrdno. 78% kolega se izjasnilo da često rade vikendom i/ili praznikom. Svega 12,4% diplomiranih farmaceuta posvećuje više vremena savetovanju pacijenata od administrativnih i tekućih poslova. Trećina anketiranih (29%) je delimično ili potpuno nezadovoljna uslovima rada, a čak 74% njih bi napustilo posao u apoteci čim se ukaže bolja prilika. Rezultati ankete ukazuju da postoji potreba za unapređenjem uslova rada u apoteci. Rad na kompetencama i edukacijama farmaceuta, ali i popravljavanje drugih, opštih uslova rada kao što su: više slobodnih dana vikendom, manje radnih dana tokom praznika, adekvatan broj zaposlenih, veće zarade, dovelo bi do poboljšanja motivacije i zadovoljstva zaposlenih.