

**PILOT STUDY: BURNOUT AMONG PHARMACEUTICAL SECTOR'S EMPLOYEES IN
SERBIA AND THE REPUBLIC OF SRPSKA**

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Burnout syndrome is defined as the result of chronic stress in the workplace that has not been successfully resolved. The aim of this research is to examine attitudes of employees in the pharmaceutical sector towards burnout and to examine factors leading to burnout in specific population groups (both pharmacists and technicians) in Serbia and the Republic of Srpska, BiH. Anonymous web-based survey was conducted in May and June 2022 via social networks. Socio-demographic parameters were followed and Maslach burnout inventory with 22 questions (translated into Serbian) was used to assess burnout among employees. Microsoft Excell was used for statistical analysis. There were 184 respondents. Over 92% (170) of which were female, and 66,3% were in the middle-aged group (between 31 and 50 years old). 17.4% (32) were technicians and the rest had master's degree or above in pharmacy. 156 of 184 (85%) worked in a public pharmacy. The majority of respondents works in Serbia (52.2%). 162 out of 184 respondents consider themselves to have had burnout during the last year, and about 40% very frequently consider job change. Respondents felt frequent emotional exhaustion from working with patients (53% several times a week or more). However, majority (65%) felt they have a positive impact on others through their work almost every day. This pilot research concluded there is a great chance of pharmacy employees having burnout; both in Serbia and Republic of Srpska. Further studies with bigger and more homogenous samples are needed to estimate levels of burnout in different subgroups.

PILOT ISTRAŽIVANJE: SINDROM IZGARANJA MEĐU ZAPOSLENIMA U FARMACEUTSKOM SEKTORU U SRBIJI I REPUBLICI SRPSKOJ

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Sindrom izgaranja na poslu definiše se kao rezultat hroničnog stresa na radnom mestu koji nije uspešno razrešen. Cilj ovog istraživanja je da sagleda stavove zaposlenih u farmaceutskom sektoru o izgaranju na poslu, i da ispita faktore koji vode do izgaranja u različitim populacionim grupama (i kod farmaceuta i tehničara) u Srbiji i Republici Srpskoj. Anonimna anketa sprovedena je putem društvenih mreža u maju i junu 2022. Praćeni su socio-demografski parametri, a korišćen je Maslak upitnik o izgaranju sa 22 pitanja (prevedeno na srpski) da bi procenio sindrom izgaranja među zaposlenima. Microsoft Excell je korišćen za statističku analizu rezultata. U anketi je učestvovalo 184 ispitanika, od čega su preko 92% činile žene, i 66,3% su bili u grupi srednjih godina (31-50). 17,4% (32) su bili farmaceutski tehničari, a ostali su imali fakultetsko i posle diplomsko obrazovanje iz farmacije. 156 od 184 (85%) je zaposleno u javnim apotekama. Većina anketiranih je iz Srbije (52,2%). 88% smatra da je imalo sindrom izgaranja u proteklih godinu dana, i oko 40% veoma često razmišlja o promeni posla. Ispitanici su najčešće osećali emocionalnu iscrpljenost zbog svakodnevnog rada sa pacijentima (53% nekoliko puta nedeljno i češće); ali većina (65%) veruje da je imala pozitivan uticaj na druge kroz svoj rad gotovo svakodnevno. Zaključak ove pilot studije je da postoji velika šansa da zaposleni u farmaceutskom sektoru imaju sindrom izgaranja i u Srbiji i u Republici Srpskoj. Ipak, neophodna su dalja istraživanja sa većim i homogenijim uzorcima kako bi se procenio nivo izgaranja među različitim podgrupama.