

ՄԵՀՐԱԲՅԱՆԻ ԱՆՎԱՆ ԲԺՇԿԱԿԱՆ ՔՈԼԵՋԻ  
ՏԵՂԵԿԱԳԻՐ



**ВЕСТНИК**  
МЕДИЦИНСКОГО КОЛЛЕДЖА  
ИМ. МЕГРАБЯНА

**BULLETIN**  
**OF THE MEDICAL COLLEGE**  
**AFTER MEHRABYAN**

**VOL. 15 TOM**

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I wish your magazine progressive prosperity, and the members of the editorial board success in their work and personal happiness!

*Sincerely, Valery Anatolyevich Korvyakov, Doctor of Economic Sciences,  
Professor, Rector*

Kazakhstan, Almaty,  
Almaty Humanitarian and Economic University  
12/19/2023



ՀԱՅԱՍՏԱՆԻ ՀԱՆՐԱՊԵՏՈՒԹՅՈՒՆ  
ՄԵՀՐԱԲՅԱՆԻ ԱՆՎԱՆ ԲԺՇԿԱԿԱՆ ՔՈԼԵՋ

ՏԵՂԵԿԱԳԻՐ

РЕСПУБЛИКА АРМЕНИЯ

ВЕСТНИК

МЕДИЦИНСКОГО КОЛЛЕДЖА

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«ВЕСТНИК» Медицинского колледжа имени Меграбяна является научно-информационным органом медицинского колледжа, в котором представлены теоретические и практические научно-образовательные монографии, статьи, работы и предложения армянских и иностранных ученых в сфере общественного здравоохранения и медицинского образования. Все статьи содержат ключевые слова, краткие аннотации на разных языках с целью облегченного доступа исследователей.

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 ORCID: [0000-0001-9263-6791](https://orcid.org/0000-0001-9263-6791)

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**НАУЧНОЕ ИЗУЧЕНИЕ И ОЦЕНКА КЛЮЧЕВЫХ АСПЕКТОВ ОСОБЕННОСТИ  
ВЛИЯНИЯ ФАКТОРОВ НА УДОВЛЕТВОРЕННОСТЬ ТРУДОМ ФАРМАЦЕВТОВ  
ПО СОДЕРЖАНИЮ ПРОФЕССИОНАЛЬНОГО ВИДЕНИЯ В ГРУЗИИ**


**Нодар Сулашвили**

*Доктор фармацевтических наук,  
Доктор теоретической медицины в области фармацевтики и фармакологии,  
Приглашенный Профессор/преподаватель научно-исследовательского центра  
Тбилисского государственного медицинского университета;  
Ассоциированный аффилированный профессор медицинской фармакологии  
Медицинского факультета Университета Сулхана-Саба Орбелиани;  
Профессор отделения фармакологии  
Международной школы медицины Университета Альте;  
Профессор кафедры фармации  
Зугдидского государственного университета им. Ш. Месхия;  
Профессор медицинской фармакологии школы медицины  
Грузинского университета им. Д. Агмашенебели;  
Профессор школы медицинских наук Грузинского Университета, г. Тбилиси, Грузия;  
Кафедра фармацевтического менеджмента,  
Ереванский государственный медицинский университет им. Мх. Гераци,  
г. Ереван, Республика Армения*  
 ORCID: [0000-0002-9005-8577](https://orcid.org/0000-0002-9005-8577)  
[n.sulashvili@ug.edu.ge](mailto:n.sulashvili@ug.edu.ge)


**Мargarита Грантовна Бегларян**

*Д.ф.н., профессор,  
Профессор кафедры фармацевтического менеджмента,  
Ереванский государственный медицинский университет им. Мх. Гераци,  
г. Ереван, Республика Армения*  
 ORCID: [0000-0003-3697-6390](https://orcid.org/0000-0003-3697-6390)  
[margaritavip@mail.ru](mailto:margaritavip@mail.ru)

**Нана Горгаслидзе**

*Д.ф.н., профессор,  
Зав. кафедрой социальной и клинической фармации,  
Тбилисский государственный медицинский университет,  
г. Тбилиси, Грузия*  
 ORCID: [0000-0002-4563-5224](https://orcid.org/0000-0002-4563-5224)  
[n.gorgaslidze@tsmu.edu](mailto:n.gorgaslidze@tsmu.edu)


**Наира Бабкеновна Чичоян**


*Д.ф.н., профессор,  
Зав. кафедрой фармакогнозии,  
Ереванский государственный медицинский университет им. Мх. Гераци,  
г. Ереван, Республика Армения*  
 ORCID: [0000-0003-3905-3372](https://orcid.org/0000-0003-3905-3372)  
[n.chichoyan@mail.ru](mailto:n.chichoyan@mail.ru)

**Луиза Габуня**

*Д.м.н., профессор,  
Директор научно-исследовательского центра навыков*



*Тбилисского государственного медицинского университета;  
Профессор кафедры медицинской фармакологии,  
Тбилисский государственный медицинский университет,  
г. Тбилиси, Грузия*  
 *ORCID: [0000-0003-0856-2684](https://orcid.org/0000-0003-0856-2684)*  
*[luiza.gabunia@gmail.com](mailto:luiza.gabunia@gmail.com), [l.gabunia@tsmu.edu](mailto:l.gabunia@tsmu.edu)*

**Нино Абуладзе**  
*Д.ф.н., профессор,  
Профессор кафедры фармации медицинского факультета,  
Государственный университет им. А. Церетели,  
г. Кутаиси, Грузия*  
 *ORCID: [0000-0003-2189-7470](https://orcid.org/0000-0003-2189-7470)*  
*[nino.abuladze5@atsu.edu.ge](mailto:nino.abuladze5@atsu.edu.ge)*


**Аннотация.** Основной целью исследования был анализ оценки факторов, влияющих на удовлетворенность работой фармацевтов на профессиональный контент в Грузии. Исследование представляло собой количественное исследование и анализ оценки ключевых аспектов вопроса особенностей влияния факторов удовлетворенности работой фармацевтов в соответствии с содержанием профессионального видения в Грузии с использованием анкет. Были проведены опросные исследования. В исследовании использовался метод глубинных интервью респондентов. Были использованы утвержденные анкеты (респонденты были выбраны случайным образом): Анкета для фармацевта-специалиста, в исследовании приняли участие 810 провизоров-специалистов. Были использованы методы системного, социологического (опрос, анкетирование), сравнительного, математико-статистического, графического анализа. Данные были обработаны и проанализированы с помощью программы SPSS. Были проведены описательные статистические и регрессионные анализы для выявления связи между переменными. Статистический анализ проводился в SPSS версии 11.0. Для оценки статистической значимости и различий применялся критерий хи-квадрат. Мы определили  $p < 0,05$  как значимый для всех анализов. Для выполнения исследования потребовались следующие под исследования: Факторы, влияющие на удовлетворенность работой фармацевта, на профессиональный контент в Грузии. По результатам исследования на основе теоретического анализа процесса профессионального развития был разработан комплекс общих критериев оценки эффективности процесса удовлетворенности работой, на основе которых были выявлены закономерности формирования, отражающие направленность и динамику удовлетворенности работой. Удовлетворенность трудом является комплексным явлением, систематическим анализом которого выявлены факторы, влияющие на формирование личностно-профессиональной позиции фармацевтического специалиста и реализацию его личностных ресурсов. Были выявлены и оценены факторы, влияющие на удовлетворенность работой фармацевта. Этими факторами являются: отношения с коллегами, непосредственные отношения с руководителем (начальником), поддержка и помощь руководителя (начальника), наличие системы льгот (стимулов) для работников, оплата труда (компенсаций), режим (график) работы, наличие высокой степени ответственности за результат труда, возможность повышения (улучшения) квалификации, наличие перспективы для продвижения по карьерной лестнице, наличие перспективы для профессионального продвижения, соответствие характера работы моим способностям, стремлениям и склонностям (привязанностям), соответствие квалификации работе, занимаемой должности, содержанию работы.

**Ключевые слова:** оценка, факторы, эффект, фармацевт, работа, удовлетворенность, профессионализм, содержание.

**THE SCIENTIFIC STUDY AND ASSESSMENT OF KEY ISSUE ASPECTS  
OF FEATURES OF FACTORS EFFECT OF PHARMACISTS' WORK SATISFACTION  
ACCORDING PROFESSIONAL VISION CONTENT IN GEORGIA**


**Sulashvili Nodar**

*MD, PhD, Doctor of Pharmaceutical Sciences,  
Doctor of Theoretical Medicine in Pharmaceutical and Pharmacological Sciences,  
Invited Professor/Lecturer of Scientific Research-Skills Center,  
Tbilisi State Medical University;  
Associate-Affiliated Professor of Medical Pharmacology of Faculty of Medicine,  
Sulxan-Saba Orbeliani University;  
Associate Professor of Division of Pharmacology  
of International School of Medicine at Alte University;  
Associate Professor of Pharmacy Program,  
Sh. Meskhia Zugdidi State University;  
Associate Professor of Medical Pharmacology at Faculty of Medicine,  
D. Aghmashenebeli University of Georgia;  
Associate Professor School of Health Sciences,  
University of Georgia, Tbilisi, Georgia;  
Department of Pharmaceutical Management,  
Yerevan State Medical University after Mk. Heratsi, Yerevan, Republic of Armenia*

 ORCID: [0000-0002-9005-8577](https://orcid.org/0000-0002-9005-8577)  
[n.sulashvili@ug.edu.ge](mailto:n.sulashvili@ug.edu.ge)


**Beglaryan Margarita**

*MD, PhD, Doctor of Pharmaceutical Sciences, Professor,  
Professor of the Department of Pharmaceutical Management,  
Yerevan State Medical University after Mk. Heratsi,  
Yerevan, Republic of Armenia*

 ORCID: [0000-0003-3697-6390](https://orcid.org/0000-0003-3697-6390)  
[margaritavip@mail.ru](mailto:margaritavip@mail.ru)


**Gorgaslidze Nana**

*MD, PhD, Doctor of Pharmaceutical Sciences, Professor,  
Head of the Department of Social and Clinical Pharmacy,  
Tbilisi State Medical University, Tbilisi, Georgia*

 ORCID: [0000-0002-4563-5224](https://orcid.org/0000-0002-4563-5224)  
[n.gorgaslidze@tsmu.edu](mailto:n.gorgaslidze@tsmu.edu)

**Chichoyan Naira**


*MD, PhD, Doctor of Pharmaceutical Sciences, Professor,  
Head at the Department of Pharmacognosy,  
Yerevan State Medical University after Mk. Heratsi, Yerevan, Republic of Armenia*

 ORCID: [0000-0003-3905-3372](https://orcid.org/0000-0003-3905-3372)  
[n.chichoyan@mail.ru](mailto:n.chichoyan@mail.ru)

**Gabunia Luiza**

*MD, PhD, Doctor of Medical Sciences, Professor,  
Director of the Scientific Research-Skills Center,*

*Tbilisi State Medical University;  
Professor at the Department of Medical Pharmacology,  
Tbilisi State Medical University, Tbilisi, Georgia*  
 *ORCID: [0000-0003-0856-2684](https://orcid.org/0000-0003-0856-2684)*  
*[luiza.gabunia@gmail.com](mailto:luiza.gabunia@gmail.com), [l.gabunia@tsmu.edu](mailto:l.gabunia@tsmu.edu)*

**Abuladze Nino**  
*MD, PhD, Doctor of Pharmaceutical Sciences, Professor,  
Professor at the Department of Pharmacy of the Faculty of Medicine,  
A. Tsereteli State University, Kutaisi, Georgia*  
 *ORCID: [0000-0003-2189-7470](https://orcid.org/0000-0003-2189-7470)*  
*[nino.abuladze5@atsu.edu.ge](mailto:nino.abuladze5@atsu.edu.ge)*


**Abstract.** The main goal of the study was to analyze assessment of the factors which effect on pharmacists' work satisfaction on professional content in Georgia. the study was a quantitative investigation and analysis of assessment of key issue aspects of features of factors effect of pharmacists' work satisfaction according professional vision content in Georgia by using questionnaires. Were conducted a survey study. the in-depth interview method of the respondents was used in the study. The approved questionnaires were used (respondents were randomly selected): Questionnaire for pharmacist specialist, 810 pharmacist specialists participated in the study. Were used methods of systematic, sociological (surveying, questioning), comparative, mathematical-statistical, graphical analysis. The data were processed and analyzed with the SPSS program. Were conducted descriptive statistics and regression analyses to detect an association between variables. Statistical analysis was done in SPSS version 11.0. A chi-square test was applied to estimate the statistical significance and differences. We defined  $p < 0.05$  as significant for all analyses. The research implementation required the following sub studies: The factors which effect on pharmacist work satisfaction on professional content in Georgia. According to the study results, on the basis of theoretical analysis of the process of professional development there was developed a set of common criteria for the assessment of the effectiveness of job satisfaction process, based on which were identified the regularities of formation, reflecting job satisfaction focus and dynamics. The work satisfaction is complex phenomenon, a systematic analysis identified factors which influence the formation of personal-professional position of a pharmaceutical professional and realization of their personal resources. Were found and evaluated the factors which influence on pharmacist job satisfaction. these factors are: Relations with (to) colleagues, direct relations with manager (chief), support and assistance of a manager (chief), existence the system of benefits (incentives) scheme for employees, labor salary (compensation), regime (schedule) of work, existence of a high degree of responsibility for the result of work, the possibility to enhance (improve) qualifications, existence of perspective for career promotion(enhancement), existence of perspective for professional promotion(enhancement), correspondence of nature of work to my capabilities, aspirations, and inclinations (affections), correspondence of qualification to work, position held, content of work (labor).

**Keywords:** *assessment, factors, effect, pharmacist, work, satisfaction, professional, content.*


ԴԵՂԱԳՈՐԾՆԵՐԻ ԱՇԽԱՏԱՆՔԻՑ ԲԱՎԱՐԱՐՎԱԾՈՒԹՅԱՆ ՎՐԱ ԳՈՐԾՈՆՆԵՐԻ  
ԱԶԴԵՑՈՒԹՅԱՆ ԱՌԱՆՁՆԱՀԱՏԿՈՒԹՅՈՒՆՆԵՐԻ ԽՆԴՐԻ ՀԻՄՆԱԿԱՆ  
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ՎՐԱՍՏԱՆՈՒՄ ՄԱՍՆԱԳԻՏԱԿԱՆ ՏԵՄԱԿԱՆԻ ԲՈՎԱՆԴԱԿՈՒԹՅԱՆԸ  
ՀԱՄԱՊԱՏԱՍԽԱՆ




**Նոդար Սուլաշվիլի**

*Դեղագործական գիտությունների դոկտոր,  
Դեղագործության և դեղագիտության ոլորտում տեսական բժշկության դոկտոր,  
Թբիլիսիի պետական բժշկական համալսարանի Գիտական հետազոտությունների  
և որակավորման բարձրագույն կենտրոնի հրավիրյալ պրոֆեսոր/դասախոս,  
Սուլխան-Մաբա Օրբելիանի համալսարանի բժշկական ֆակուլտետի  
Բժշկական դեղաբանության ամբիոնի ասոցացված պրոֆեսոր,  
Ալտեի համալսարանի Միջազգային բժշկական դպրոցի  
Դեղագիտության ամբիոնի պրոֆեսոր,  
Զուգդիդի Շ. Մեսխիայի անվան պետական համալսարանի  
Դեղագիտական ամբիոնի պրոֆեսոր,  
Վրաստանի Դ. Աղմաշենբեկիի անվան համալսարանի  
Բժշկական ֆակուլտետի Բժշկական դեղագիտության ամբիոնի պրոֆեսոր,  
Վրաստանի համալսարանի Բժշկական  
գիտությունների դպրոցի պրոֆեսոր, ք. Թբիլիսի, Վրաստան,  
Մ. Հերացու անվ. Երևանի պետական բժշկական համալսարանի  
Դեղագիտական կառավարման ամբիոն,  
ք. Երևան, Հայաստանի Հանրապետություն  
 ORCID: [0000-0002-9005-8577](https://orcid.org/0000-0002-9005-8577)  
[n.sulashvili@ug.edu.ge](mailto:n.sulashvili@ug.edu.ge)*


**Մարգարիտա Հրանտի Բեգլարյան**

*Դ.գ.դ., պրոֆեսոր,  
Մ. Հերացու անվ. Երևանի պետական բժշկական համալսարանի  
Դեղագիտական կառավարման ամբիոնի պրոֆեսոր,  
ք. Երևան, Հայաստանի Հանրապետություն  
 ORCID: [0000-0003-3697-6390](https://orcid.org/0000-0003-3697-6390)  
[margaritavip@mail.ru](mailto:margaritavip@mail.ru)*

**Նանա Գորգասլիձե**


*Դ.գ.դ., պրոֆեսոր,  
Սոցիալական և կլինիկական դեղագործության ամբիոնի վարիչ,  
Թբիլիսիի պետական բժշկական համալսարան, ք. Թբիլիսի, Վրաստան  
 ORCID: [0000-0002-4563-5224](https://orcid.org/0000-0002-4563-5224)  
[n.gorgaslidze@tsmu.edu](mailto:n.gorgaslidze@tsmu.edu)*


**Նաիրա Բաբկենի Չիչոյան**

*Դ.գ.դ., պրոֆեսոր,  
Մ. Հերացու անվ. Երևանի պետական բժշկական համալսարանի  
Ֆարմակոգնոզիայի ամբիոնի վարիչ,  
ք. Երևան, Հայաստանի Հանրապետություն  
 ORCID: [0000-0003-3905-3372](https://orcid.org/0000-0003-3905-3372)  
[n.chichoyan@mail.ru](mailto:n.chichoyan@mail.ru)*

**Լուիզա Գաբունիա**

*Դ.գ.դ., պրոֆեսոր,  
Թբիլիսիի պետական բժշկական համալսարանի  
Գիտահետազոտական հիմնությունների կենտրոնի տնօրեն,*

*Բժշկական դեղաբանության ամբիոնի պրոֆեսոր,  
Թբիլիսիի պետական բժշկական համալսարան, ք. Թբիլիսի, Վրաստան*  
 ORCID: [0000-0003-0856-2684](https://orcid.org/0000-0003-0856-2684)  
[luiza.gabunia@gmail.com](mailto:luiza.gabunia@gmail.com), [l.gabunia@tsmu.edu](mailto:l.gabunia@tsmu.edu)

**Նինո Աբուլաձե**  
*Դ.գ.դ., պրոֆեսոր,  
Բժշկական ֆակուլտետի Դեղագործության ամբիոնի պրոֆեսոր,  
Ա. Ծերեթելիի անվան Պետական համալսարան,  
ք. Քութայիսի, Վրաստան*  
 ORCID: [0000-0003-2189-7470](https://orcid.org/0000-0003-2189-7470)  
[nino.abuladze5@atsu.edu.ge](mailto:nino.abuladze5@atsu.edu.ge)

**Ամփոփագիր:** Ուսումնասիրության հիմնական նպատակն էր վերլուծել Վրաստանում դեղագործների աշխատանքի բավարարվածության վրա ազդող գործոնների գնահատումը մասնագիտական բովանդակության վերաբերյալ: Հետազոտությունը քանակական ուսումնասիրություն և վերլուծություն էր դեղագործների աշխատանքից բավարարվածության գործոնների ազդեցության առանձնահատկությունների գնահատման առանցքային ասպեկտների՝ ըստ Վրաստանում մասնագիտական տեսլականի բովանդակության՝ օգտագործելով հարցաթերթիկներ: Անցկացվել է հարցաշարային հետազոտություն: Հետազոտության մեջ օգտագործվել է հարցվողների խորը հարցազրույցի մեթոդը: Օգտագործվել են հաստատված հարցաթերթիկները (հարցվողներն ընտրվել են պատահականության սկզբունքով): Հետազոտությանը մասնակցել է 810 դեղագետ մասնագետի հարցաթերթ: Կիրառվել են համակարգային, սոցիոլոգիական (հարցում, հարցադրում), համեմատական, մաթեմատիկական-վիճակագրական, գրաֆիկական վերլուծության մեթոդներ: Տվյալները մշակվել և վերլուծվել են SPSS ծրագրով:

**Հիմնաբառեր՝** *գնահատում, գործոններ, ազդեցություն, դեղագործ, աշխատանք, բավարարվածություն, մասնագետ, բովանդակություն:*

## INTRODUCTION

The stage of professional development of specialists is the adaptation to work activity: the beginning of an independent professional activity and the accumulation of experience by young specialists. This stage reflects the student's transition to a new type of activity – to professional work in its various forms in the conditions of real situation, performance of official duties, production relations, finding oneself in the system of work collectives. In the course of adaptation, the system of professional knowledge and skills is acquired in the required volume; The emergence of interest in the work, which begins to play an increasingly important role in life, a sense of the connection between success and the profession, is self-determination for professional development [1–4].

On the basis of theoretical analysis of the process of professional development will be developed by a set of common criteria for the effectiveness of this process, which will be based on the regularities of formation, reflecting its focus and dynamics: an interest in their chosen profes-

sion, changing choice motives, increased satisfaction of occupational choice and labor, increasing the motivation to knowledge and professional development, change career planning purposes. The goal, purpose and objectives of the planned research. The main aim is to develop a methodological approach to study and improve the process of professional development specialists' pharmaceutical profile, regulation requirements for pharmaceutical staff in drugstore professional career improvement strategy and jobsatisfaction among pharmacists. A systematic analysis identified factors which had influence the formation of personal-professional position of a pharmaceutical professional and realization of their personal resources [5–9].

On the basis of theoretical analysis of the process of professional development there will be developed a set of common criteria for the assessment of the effectiveness of this process, based on which will be identified the regularities of formation, reflecting its focus and dynamics: their interest in profession of choice, changes in choice making motivation , growing job satisfaction, increasing the desire to acquire more knowledge and professional skills and making appropriate adjustments in their career goals [10–14].

Based on the theoretical analysis of the main approaches to the study of the process of professional development, taking account the concept of pharmaceutical assistance, a set of related criteria for the effectiveness of this process. Based on common performance criteria, the patterns of formation are revealed, reflecting its direction and dynamics: interest in the chosen profession, changing the determinants of choice motives, increasing satisfaction with choice of profession and work, increasing motivation for cognition and continuous professional development, changing career planning goals. On the basis of specific criteria, the specifics of the formation are revealed, which include: incomplete correlation of the internal resources of the individual with the needs of the pharmacist/pharmacist profession, insufficient awareness of individual aspects of future activities, the difficulties of production adaptation, and low satisfaction with the work of pharmaceutical professionals [15–19].

A systematic analysis will identify factors which influence the formation of personal-professional position of a pharmaceutical professional and realization of their personal resources [20–23].

On the basis of theoretical analysis of the process of professional development there will be developed a set of common criteria for the assessment of the effectiveness of this process, based on which will be identified the regularities of formation, reflecting its focus and dynamics: their interest in profession of choice, changes in choice making motivation , growing job satisfaction, increasing the desire to acquire more knowledge and professional skills and making appropriate adjustments in their career goals [25–27].

Deficiency of knowledge and functions of pharmaceutical professions in Georgia is not exists only in the non-medical section of the society, but also in the medical staff like health-care specialists.

Developing a continuous pharmaceutical education system, will enhance the professionalism of pharmaceutical personnel [28–29].

We also measure the perception of job satisfaction among Georgian pharmacists and future proposals to improve pharmacists' job satisfaction. Using described above questionnaire, the purpose of our study was: 1) to obtain data on job satisfaction retail environment; 2) to distinguish aspects of the community of practice that have the greatest contribution to work gratification; 3) to investigate the precision and reliability of the questionnaire in a study sample community pharmacies. 4) We have been studied «the peculiarities of professional pharmacists, career satisfaction and service improvement strategy». It is necessary to obtain a pharmacist job satisfaction and career advancement prospects [30–32].

Protecting the people is the primary goal of pharmacy boards. On a broad scale, this mission requires a pharmacist to attend university for a specific number of years and to pass the state competency examination. Boards also set the parameters for what happens if a law or regulation is violated, what penalties result, and what infractions can cause if a pharmacist lose his or her license [33–34].

The health care brigade composes of the patient and all the health care professional specialists who have liability for patient care. This health care brigade demands to be well determined and cooperation needs to be actively defined. Pharmacists have considerable character and role to play in this brigade. Pharmacists must demand to acclimatize their skills, knowledge, information and attitudes to this innovated role, which consolidates all traditional pharmaceutical sciences with hospital/clinical aspects of the patient care, clinical/hospital skills, management, administration and communication skills, active cooperation with medical brigade and solving of drug-related issues. If they are to be recognized as full members of the health care brigade, pharmacists will demand to adopt the essential attitudes required by health professional specialists laboring in this space: visibility, liability, duty, responsibility, accessibility in a working practice targeted at the general population, commitment to confidentiality and patient orientation. Pharmacists will demand to be competent, qualified, knowing and possess all that vision, opinion and a voice to fully integrate themselves into the health care brigade [35–38].

The main goal of the research is to develop a methodology of studying and improving the process of professional development of pharmacist, pharmaceutical specialists and regulatory requirements for pharmaceutical staff of public pharmacies [39–40]. The study will allow to develop a scientifically based methodological approach to study and improve the process of profes-

sional training of pharmaceutical professionals, including rationalization of the stages of professional development, identification of relevant factors involved in the process of professional development and set a series of performance criteria for evaluation of the process in question, as well as studying the role and determining the characteristics of professional formation of pharmacists at various stages of their field activities[41–42]. Within the proposed methodological framework with the use of a comprehensive investigation, will be identified patterns and features of the process during the professional development of employees of the pharmaceutical industry and public pharmacies [43–45].

**Goal:** The main aim of the study was to analyze the factors which effect on pharmacists' work satisfaction through professional content in Georgia.

**Methodology:** Research objectives are materials of sociological research: the study was quantitative investigation by using survey (Questionnaire). The study was quantitative investigation by using survey (Questionnaire). The in-depth interview method of the respondents was used in the study. The approved questionnaires were used (Respondents were randomly selected. Questionnaire for pharmacist specialist, 810 pharmacist specialists participated in the study. We used methods of systematic, sociological (surveying, questioning), comparative, segmentation, mathematical-statistical, graphical analysis. The data was processed and analyzed with the SPSS program. Results and discussion: Questions and answers are given in the tables. On each question are attached diagrams or table. Questionnaire and diagrams are numbered. Study of the data was processed and analyzed with the SPSS program. We conducted descriptive statistics and regression analyses to detect an association between variables. Statistical analysis was done in SPSS version 11.0. A Chi-square test was applied to estimate the statistical significance and differences. We defined  $p < 0.05$  as significant for all analyses. The study's ethical items. In order to provide the study's ethical character each participant of it was informed about the study's goal and suggested of willingness of the work to be done. So, the respondents' written or oral compliance was got on that issue. All the studies were carried out by the selected organizations administrations' previous compliance. Were used Informed consent form for each respondent to participate in an anonymous survey. During the whole period of research, the participants incognita was also provided. For the international rules and criteria' conformity this human subject comprising given study was discussed and confirmed on the Bioethics Committee sessions of the YSMU. In order to meet the objectives, set in the research we also used the results obtained through analysis of available official information, studies and opinions about pharmacists, as well as the methods of quantitative studies. We conducted descriptive statistics and regression analyses to detect an association between variables. Statistical analysis was done in SPSS version 11.0. A Chi-square test was applied to estimate the statistical significance and differences.



The research implementation required the following sub studies: The factors which effect on pharmacist work satisfaction on professional content in Georgia.

**RESULTS AND DISCUSSION:**

Q-14. Are you satisfied with your work (job)? On the question are you satisfied with your work (job)? Pharmacist 33.2% were satisfied with work (job), pharmacists’ 37.3% were partially satisfied with work (job), pharmacists’ 24.4 % were not satisfied with work (job) and pharmacists’ 5.1% cannot say (See: *Table 1*).

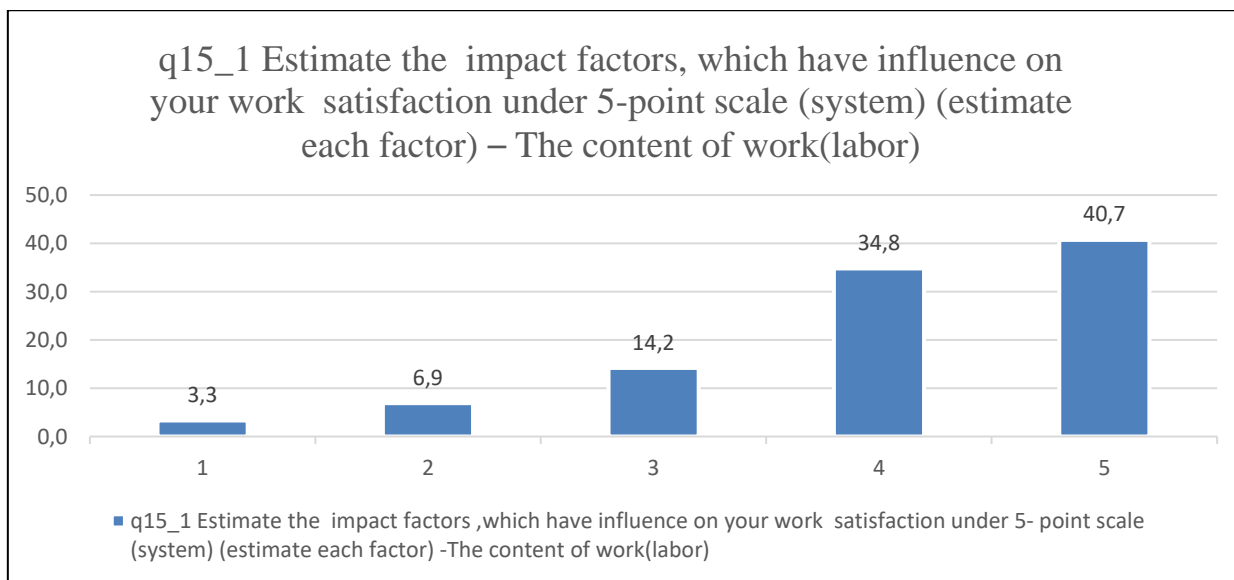
**Table 1**

**Satisfaction with work of respondents**

<b>Q-14. Are you satisfied with your work (job)?</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	269	33.2	33.2	33.2
	2 Partially	302	37.3	37.3	70.5
	3 No	198	24.4	24.4	94.9
	4 Cannot say	41	5.1	5.1	100.0
	Total	810	100.0	100.0	

**Q-15. Estimate the impact factors, which have influence on your work satisfaction under 5- points scale (system) (estimate each factor).**

Q-15\_1 Estimate the impact factors, which have influence on your work satisfaction under 5- points scale (system) (estimate each factor) – The content of work (labor). On the question – Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – The content of work (labor)-pharmacists’ 3.3% estimate by 1 point, pharmacists’ 6.9% estimate by 2 points, pharmacists’ 14.2 % estimate by 3 points, pharmacists’ 34.8 % estimate by 4 points, pharmacists’ 40.7% estimate by 5 points (See: *Illustration 1*).



**Illustration 1.** *The content of work (labor) of respondents, have influenced on work satisfaction, estimated*

**Q-15\_2** Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Position held. On the question-Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Position held-pharmacists’ 3.5% estimate by 1 point, pharmacists’ 5.1% estimate by 2 points, pharmacists’ 21% estimate by 3 points, pharmacists’ 37.2% estimate by 4 points, pharmacists’ 33.3% estimate by 5 points (See: *Table 2*).

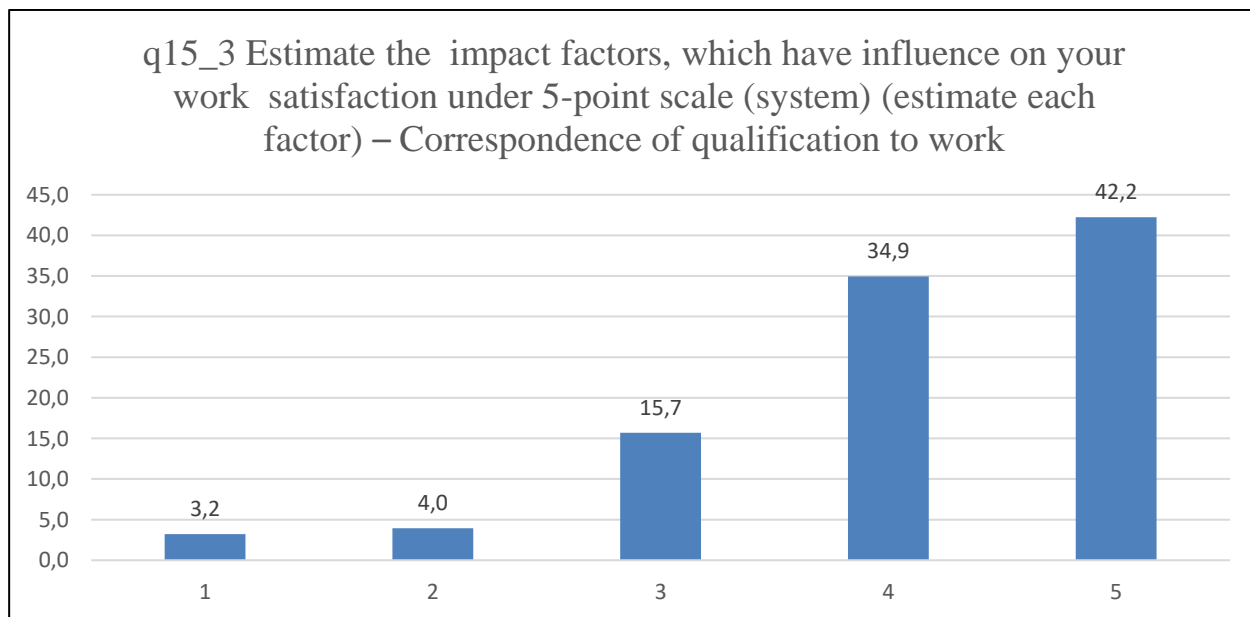
**Table 2**

**Position of respondents’, have influenced on work satisfaction, estimated under 5- points scale (system)**

**q15\_2 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Position held**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	28	3.5	3.5	3.5
	2	41	5.1	5.1	8.5
	3	170	21.0	21.0	29.5
	4	301	37.2	37.2	66.7
	5	270	33.3	33.3	100.0
	Total	810	100.0	100.0	

**Q-15\_3** Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Correspondence of qualification to work. On the question-*Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Correspondence of qualification to work-*pharmacists’ 3.2% estimate by 1 point, pharmacists’ 4% estimate by 2 points, pharmacists’ 15.7% estimate by 3 points, pharmacists’ 34.9% estimate by 4 points, pharmacists’ 42.2% estimate by 5 points (See: *Illustration 2*).



**Illustration 2.** *Correspondence of qualification to work of respondents, which have influenced on work satisfaction, estimated under 5-points scale (system).*

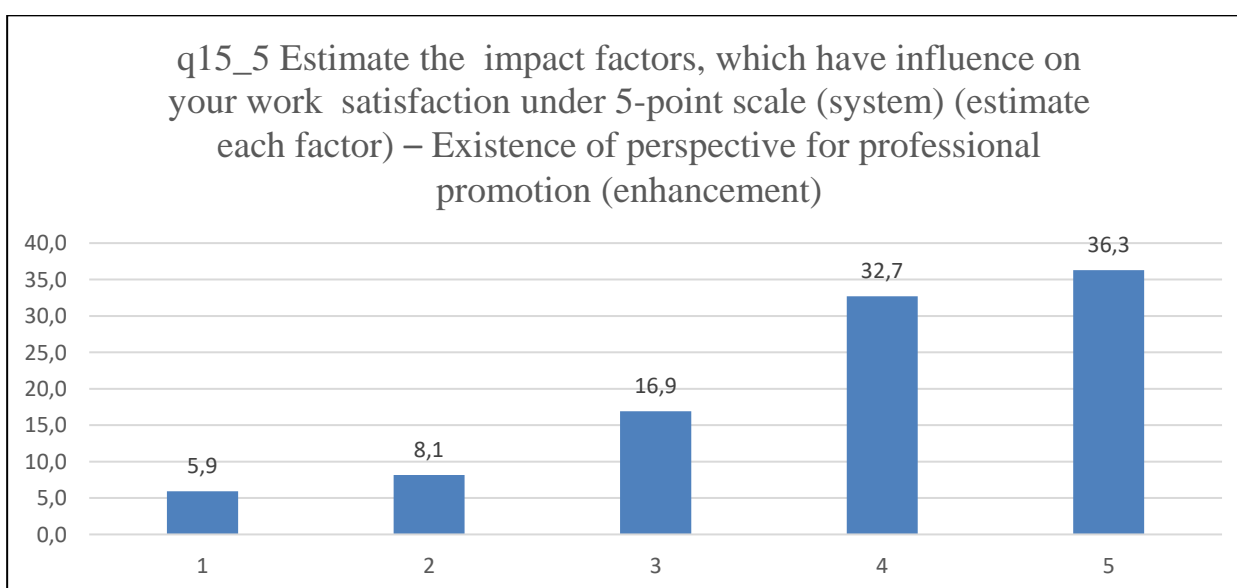
**Q-15\_4** Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Correspondence of nature of work to my capabilities, aspirations, and inclinations (affections). On the question-*Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Correspondence of nature of work to my capabilities, aspirations, and inclinations (affections)-*pharmacists’ 2.2% estimate by 1 point, pharmacists’ 5.1% estimate by 2 points, pharmacists’ 16.2 % estimate by 3 points, pharmacists’ 34.1% estimate by 4 points, pharmacists’ 42.5 % estimate by 5 points (See: *Table 3*).

**Table 3**

**Correspondence of nature of work to capabilities, aspirations, and inclinations (affections) of respondents’, which have influenced on work satisfaction, estimated under 5-points scale (system)**

<b>q15_4 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Correspondence of nature of work to my capabilities, aspirations, and inclinations (affections)</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	18	2.2	2.2	2.2
	2	41	5.1	5.1	7.3
	3	131	16.2	16.2	23.5
	4	276	34.1	34.1	57.5
	5	344	42.5	42.5	100.0
	Total	810	100.0	100.0	

**Q-15\_5** Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) -Existence of perspective for professional promotion (enhancement).On the question-Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Existence of perspective for professional promotion(enhancement)-pharmacists’ 5.9% estimate by 1 point, pharmacists’ 8.1% estimate by 2 points, pharmacists’ 16.9%estimate by 3 points, pharmacists’ 32.7% estimate by 4 points, pharmacists’ 36.3% estimate by 5 points (See: *Illustration 3*).



**Illustration 3.** Existence of perspective for professional promotion (enhancement) of respondents, which have influenced on work satisfaction, estimated under 5-points scale (system).

**Q-15\_6** Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Existence of perspective for career promotion(enhancement). On the question-Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Existence of perspective for career promotion (enhancement)-pharmacists’ 7.4 % estimate by point 1, pharmacists, 6.7% estimate by points 2, pharmacists’ 19.4 % estimate by points 3, pharmacists’ 30.9% estimate by points 4, pharmacists’ 35.7% estimate by points 5 (See: *Table 4*).

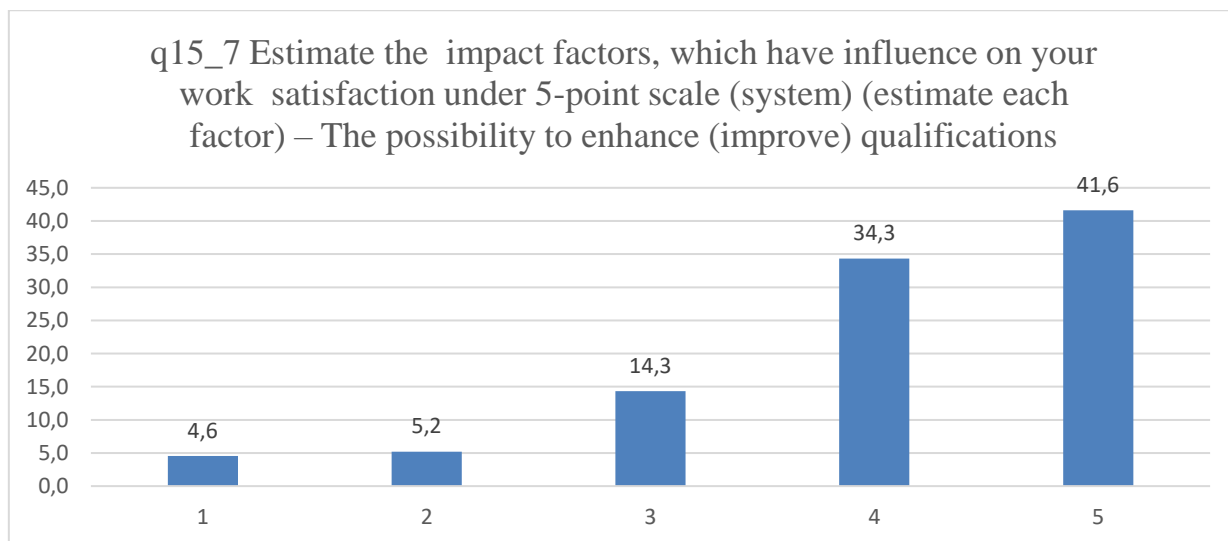
**Table 4**

**Existence of perspective for career promotion (enhancement) of respondents’, which have influenced on work satisfaction, estimated under 5- points scale (system)**

<b>q15_6 Estimate the impact factors, which have influence on your work satisfaction under 5- points scale (system) (estimate each factor) -Existence of perspective for career promotion(enhancement)</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	60	7.4	7.4	7.4
	2	54	6.7	6.7	14.1
	3	157	19.4	19.4	33.5
	4	250	30.9	30.9	64.3
	5	289	35.7	35.7	100.0
	Total	810	100.0	100.0	

**Q-15\_7** Estimate the impact factors, which have influence on your work satisfaction under 5- points scale (system) (estimate each factor) – The possibility to enhance (improve) qualifications. On the question-Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – The possibility to enhance (improve) qualifications-pharmacists’ 4.6% estimate by 1 point, pharmacists’ 5.2% estimate by 2 points, pharmacists’ 14.3% estimate by 3, pharmacists’ 34.3% estimate by 4 points, pharmacists’ 41.6% estimate by 5 points (See: *Illustration 4*).





**Illustration 4.** *The possibility to enhance (improve) qualifications of respondents’, which have influenced on work satisfaction, estimated under 5- points scale (system). Source – study results.*

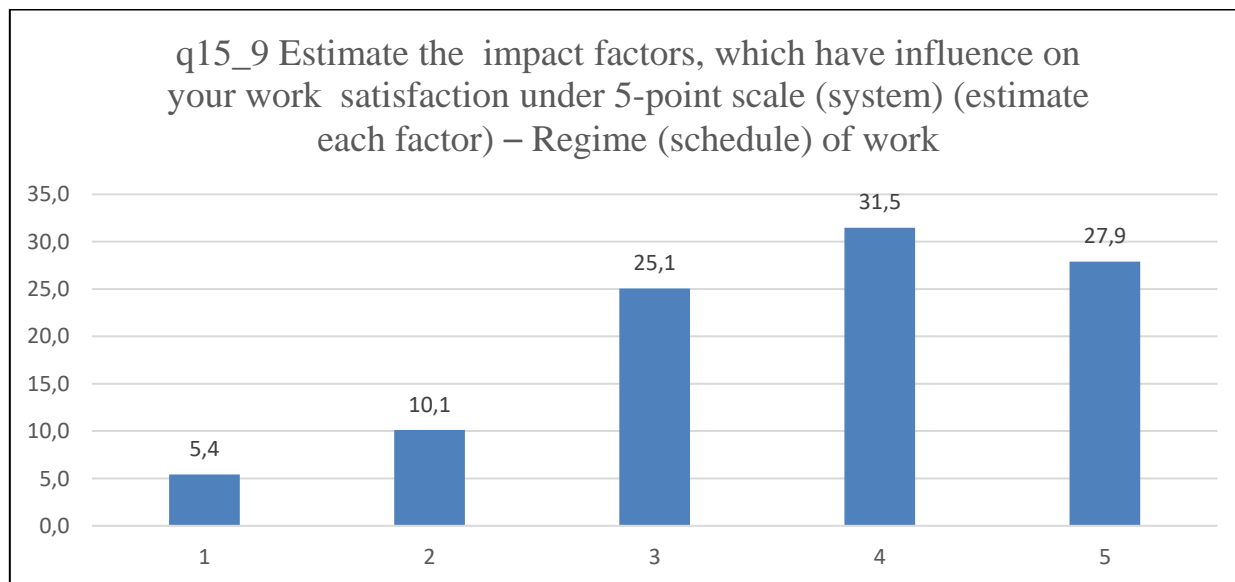
**Q-15\_8** Estimate the impact factors, which have influence on your work satisfaction under 5- points scale (system) (estimate each factor) – Existence of a high degree of responsibility for the result of work. On the question-*Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Existence of a high degree of responsibility for the result of work-pharmacists’ 5.4% estimate by 1 point, pharmacists’ 5.2% estimate by 2 points, pharmacists’ 13.7% estimate by 3 points, pharmacists’ 32.8% estimate by 4 points, pharmacists’ 42.8% estimate by 5 points (See: Table 5).*

**Table 5**

**Existence of a high degree of responsibility for the result of work of respondents, which have influenced on work satisfaction, estimated under 5-points scale (system)**

<b>q15_8 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Existence of a high degree of responsibility for the result of work</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	44	5.4	5.4	5.4
	2	42	5.2	5.2	10.6
	3	111	13.7	13.7	24.3
	4	266	32.8	32.8	57.2
	5	347	42.8	42.8	100.0
	Total	810	100.0	100.0	

**Q-15\_9** Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Regime (schedule) of work. On the question- Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Regime (schedule) of work-pharmacists’ 5.4% estimate by 1 point, pharmacists’ 10.1% estimate by 2 points, pharmacists’ 25.1% estimate by 3 points, pharmacists’ 31.5% estimate by 4 points, pharmacists’ 27.9 % estimate by 5 points (See: *Illustration 5*).



**Illustration 5.** Regime (schedule) of work of respondents, which have influenced on work satisfaction, estimated under 5-points scale (system).

**Q-15\_10** Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Labor salary (compensation). On the question- Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Labor salary (compensation)-pharmacists’ 11.6% estimate by 1 point, pharmacists’ 21.6% estimate by 2 points, pharmacists’ 26% estimate by 3 points, pharmacists’ 31% estimate by 4 points, pharmacists’ 9.8% estimate by 5 points (See: *Table 6*).

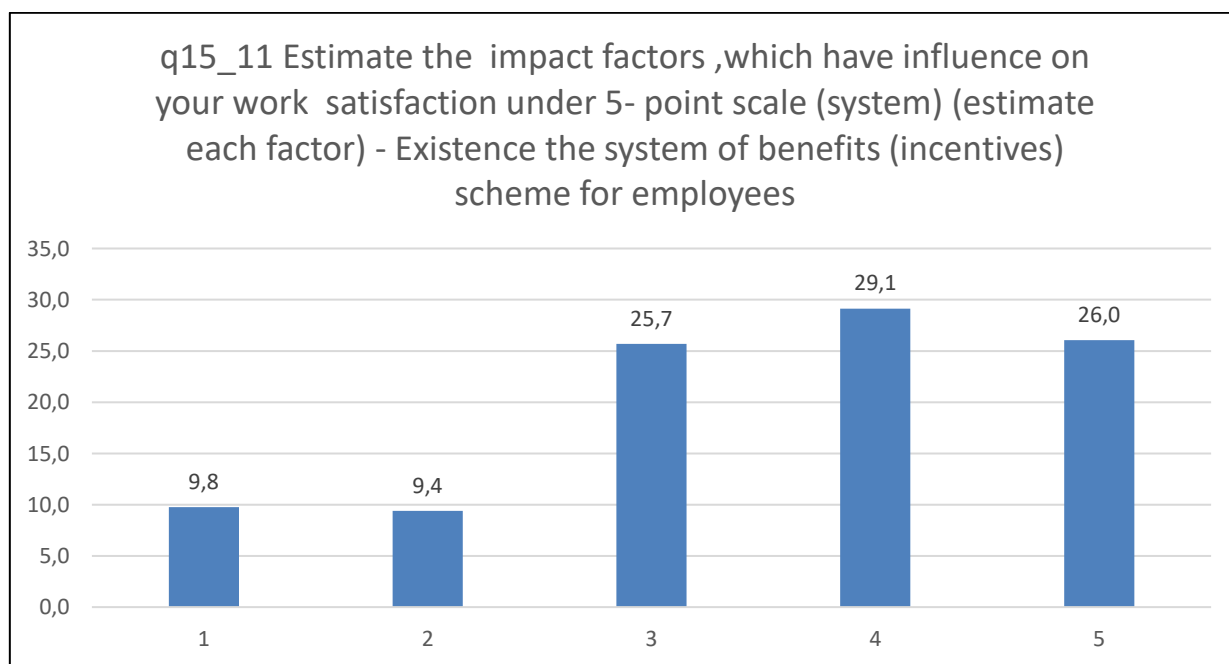
**Table 6**

**Labor salary (compensation) of respondents, which have influenced on work satisfaction, estimated under 5-points scale (system)**

q15_10 Estimate the impact factors, which have influence on your work satisfaction under 5- points scale (system) (estimate each factor) – Labor salary (compensation)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	94	11.6	11.6	11.6

	2	175	21.6	21.6	33.2
	3	211	26.0	26.0	59.3
	4	251	31.0	31.0	90.2
	5	79	9.8	9.8	100.0
	Total	810	100.0	100.0	

**Q -15\_11** Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) - Existence the system of benefits (incentives) scheme for employees. On the question-Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Existence the system of benefits (incentives) scheme for employees-pharmacists’ 9.8% estimate by 1point, pharmacists’ 9.4% estimate by 2 points, pharmacists’ 25.7 % estimate by 3 points, pharmacists’ 29.1% estimate by 4 points, pharmacists’ 26% estimate by 5 points (See: *Illustration 6*).



**Illustration 6.** Existence the system of benefits (incentives) scheme for employees of respondents, which have influenced on work satisfaction, estimated under 5-points scale (system).

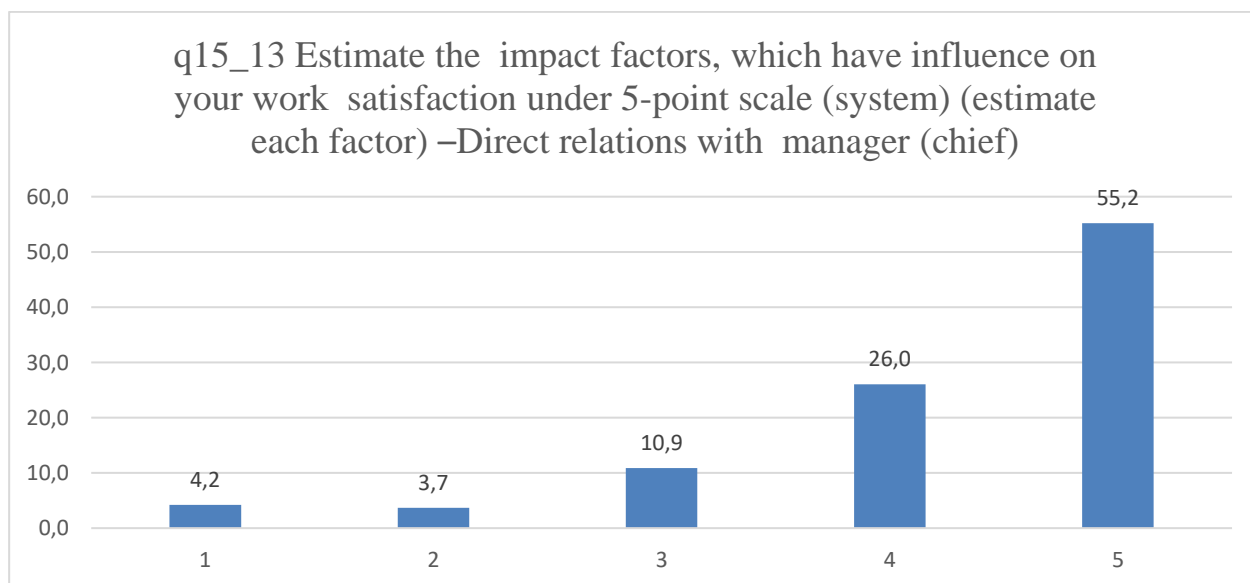
**Q-15\_12** Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor)-support and assistance of a manager (chief). On the question-Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Support and assistance of a manager (chief)-pharmacists’ 3.8% estimate by 1 point, pharmacists’ 5.3% estimate by 2 points, pharmacists’ 13.3% estimate by 3 points, pharmacists’ 25.1% estimate by 4 points, pharmacists’ 52.5% estimate by 5points (See: *Table 7*).

**Table 7**

**Support and assistance of a manager (chief) of respondents, which have influenced on work satisfaction, estimated under 5-points scale (system)**

q15_12 Estimate the impact factors, which have influence on your work satisfaction under 5- points scale (system) (estimate each factor) -Support and assistance of a manager (chief)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	31	3.8	3.8	3.8
	2	43	5.3	5.3	9.1
	3	108	13.3	13.3	22.5
	4	203	25.1	25.1	47.5
	5	425	52.5	52.5	100.0
	Total	810	100.0	100.0	

**Q-15\_13** Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Direct relations with manager (chief). On the question-*Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Direct relations with manager (chief)-pharmacists'* 4.2% estimate on point 1, pharmacists' 3.7% estimate on points 2, pharmacists' 10.9 % estimate on points 3, pharmacists' 26% estimate on points 4, pharmacists' 55.2% estimate on points 5 (See: *Illustration 7*).



**Illustration 7.** *Direct relations with manager (chief) of respondents', which have influenced on work satisfaction, estimated under 5-points scale (system)*

**Q-15\_14** Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Relations with (to) colleagues. On the question-**Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Relations with (to) colleagues-pharmacists'** 1.4% estimate by 1 point, pharmacists' 2.1% estimate by 2 points, pharmacists' 6.4% estimate by 3 points, pharmacists 18.6 % estimate by 4 points, pharmacists' 71.5% estimate by 5 points (See: *Table 8*).

**Table 8**

**Relations with colleagues of respondents, which have influenced on work satisfaction, estimated under 5-points scale (system)**

<b>q15_14 Estimate the impact factors, which have influence on your work satisfaction under 5- points scale (system) (estimate each factor) -Relations with (to) colleagues</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	11	1.4	1.4	1.4
	2	17	2.1	2.1	3.5
	3	52	6.4	6.4	9.9
	4	151	18.6	18.6	28.5
	5	579	71.5	71.5	100.0
	Total	810	100.0	100.0	

**Q-15.** Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor); Report on the question – Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) (See: *Table 9 & Illustration 8*).

**Table 9**

**Report of impact factors, which have influenced on respondents work satisfaction, estimated under 5-points scale (system)**

<b>Q-15. Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor)</b>			
Report	Mean	Median	Std. Deviation
q15_1 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – The content of work (labor)	4.03	4.00	1.061



q15_2 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Position held	3.92	4.00	1.025
q15_3 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Correspondence of qualification to work	4.09	4.00	1.009
q15_4 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Correspondence of nature of work to my capabilities, aspirations, and inclinations (affections)	4.10	4.00	0.990
q15_5 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Existence of perspective for professional promotion (enhancement)	3.85	4.00	1.171
q15_6 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Existence of perspective for career promotion (enhancement)	3.81	4.00	1.204
q15_7 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – The possibility to enhance (improve) qualifications	4.03	4.00	1.085
q15_8 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Existence of a high degree of responsibility for the result of work	4.02	4.00	1.124
q15_9 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Regime (schedule) of work	3.66	4.00	1.145
q15_10 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Labor salary (compensation)	2.43	3.00	1.253
q15_11 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Existence the system of benefits (incentives) scheme for employees	3.52	4.00	1.243
q15_12 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Support and assistance of a manager (chief)	4.17	5.00	1.090
q15_13 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Direct relations with manager (chief)	4.24	5.00	1.062
q15_14 Estimate the impact factors, which have influence on your work satisfaction under 5-points scale (system) (estimate each factor) – Relations with (to) colleagues	4.57	5.00	.815

**Conclusion:**

The work satisfaction is complex phenomenon, a systematic analysis identified factors which influence the formation of personal-professional position of a pharmaceutical professional

and realization of their personal resources. Were found and evaluated the factors which influence on pharmacist job satisfaction. These factors are: Relations with (to) colleagues, direct relations with manager (chief), support and assistance of a manager (chief), existence the system of benefits (incentives) scheme for employees, labor salary (compensation), regime (schedule) of work, existence of a high degree of responsibility for the result of work, the possibility to enhance (improve) qualifications, existence of perspective for career promotion(enhancement), existence of perspective for professional promotion(enhancement), correspondence of nature of work to my capabilities, aspirations, and inclinations (affections), correspondence of qualification to work, position held, content of work (labor).

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