

## RESEARCH OF MANAGEMENT METHODS AT THE PHARMACY

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**Introduction.** Managers have responsibility for enabling an organization to achieve its objectives. They are therefore responsible for planning, organizing, and controlling organizational activities. Managers set budgets, monitor those budgets, and identify ways of making sure that the budget is kept to. In addition managers manage resources - people, plant, time, materials, finance, etc. Managers operate in a whirl of activity, constantly having to switch their attention from one subject, problem or task to another. They act in an uncertain external environment, where relevant and useful information is often mixed up with gossip and speculation. At the same time the main task of the head is to organize the work of subordinates in accordance with their qualifications, abilities, inclinations, to create on this basis, a model of organizational relations, monitor the effective execution of the works.

**Aim.** The purpose of our work is to study methods of personnel management used by the head of the pharmacy, to develop recommendations to optimize the management process.

### **Materials and methods.**

To achieve the goal the following tasks have been formulated:

- To study the theoretical principles of personnel management;
- To identify the human resource management techniques that are used by head of the pharmacy using the questionnaire of pharmacy staff, and including the head;
- To identify the head of the pharmacy management style;
- To analyze the motivational relations at the pharmacy.

**Results and discussion.** In the course of human resource management as an important component of the organization, the head, as a rule, uses different methods of management. According to results of our questionnaire survey of management staff and subordinates, the head of the analyzed pharmacy use methods of management in such percentage ratio: organizational - 29%, legal – 14%, economic – 19% and social-psychological – 28%. The social- psychological management style of the head has been determined as liberal with elements of democratical one.

**Conclusions.** In the course of human resource management as an important component of the organization, the head uses different methods of management, the main ones being: organizational, legal, economic and socio-psychological. Social-psychological management style defines the common head's manner of behavior and it is important part of successful activity of each organization.