

# **ANALYSIS OF MANAGEMENT METHODS AT THE PHARMACY**

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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. Since the objectives of the people are different, the main task of a manager is to organize the work so that the personal goals of the person coincided with the goals of the organization where he/she works. This coincidence in the end leads to success the employee, and the team as a whole. A good leader must ensure that employees believed their goals they set. Then they will be able to effectively participate in their implementation. The art of goal setting is the art of management.

A good manager must recognize the often invisible externally quality of the employee and use them with maximum benefit to both parties - the employee and the organization. In the course of human resource management as an important component of the organization, the head, as a rule, uses different methods of management, the main ones being: organizational, administrative, economic and socio-psychological.

The purpose of our work is the study methods of personnel management used by the head of the pharmaceutical institution, to develop recommendations to improve the management process.

To achieve this goal the following objectives have been formulated:

- To study the theoretical aspects of personnel management practices covered in the relevant literature;
- Identify the human resource management techniques that are used by head of the pharmaceutical institution using the questionnaire of pharmacy staff, and including the head;
- Identify the head of the pharmacy management style;
- Identify the motivational relations "manager - subordinate";
- Conduct a peer review of experts at investigational pharmaceuti-

cal establishment.

To assess the level of knowledge of employees of their duties, we conducted a survey of the pharmacy personnel, which showed that 12.6% of employees can not articulate their duties; 37.4% of workers were able to clearly specify only some of their duties; 50% of employees aware of, and know precisely perform their duties. In addition, 56.8% of workers perform some tasks that are not included in the scope of their official duties.

Thus, in the pharmaceutical institutions it is need to pay more attention to familiarize employees with job descriptions and distribute the work in accordance with them.

In the studied organizations control system is clearly acting, educating the employees the necessary executive discipline and sense of responsibility. The results showed that in 70.7% of cases, the head performs current control, and the results of the implementation of orders, assignments checks in 100% of cases. In addition, the head of the pharmacy use various forms of administrative communications. Administrative communications involve writing business correspondence such as memos, notices, reports and letters, speaking in meetings and presentations and listening to all levels of employees, co-workers and superiors to be productive and effective in your position. The quality of communications influences business in many areas, including working relationships, sales effectiveness and perceptions of leadership.

Social-psychological management style of a head is an important part in effective management at each organization. An analysis to determine the head of management style was carried out by the method of questionnaire survey. The results showed that the management style of the leader of the pharmacy is authoritarian and democratic. At the same time on some issues the questionnaire staff pointed to the authoritarian leadership style, while the head of the answers indicate a democratic style.