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The study of factors affecting the socio-psychological climate in the labor collective of a pharmacy institution

Aim. To study the theoretical foundations of the socio-psychological climate of a pharmacy institution and determine the factors affecting it.

Materials and methods. The methods of generalization, analysis and synthesis, content analysis were used in the study. An expert survey was used to determine the factors affecting the socio-psychological climate in the pharmacy. All members of the staff working in the pharmacy took part in the survey. The total number of respondents who participated in the expert study was 563 pharmacists. The study covered all regions of Ukraine. The results of the survey are significant and consistent.

Results and discussion. The approaches to defining the essence of the "socio-psychological climate" concept have been studied. The generalized definition of "socio-psychological climate of a pharmacy institution" can be defined as the mood and relationships developed in the labor collective and manifested as a set of psychological conditions that promote or hinder joint activities and the personal development of each employee. Factors affecting the socio-psychological climate in the labor collective of the pharmacy have been studied.

Conclusions. The socio-psychological climate is the result of joint activities of members of the labor collective and their interpersonal interaction; it is manifested itself in the mood and opinions of the team, well-being and assessments of the pharmacist's living conditions in the team and expressed in relationships related to work and the solution of common tasks.

Key words: *socio-psychological climate; pharmacy; labor collective; affecting factors; pharmacist*

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Дослідження факторів впливу на соціально-психологічний клімат у трудовому колективі аптечного закладу

Метою роботи є вивчення теоретичних засад соціально-психологічного клімату аптечного закладу та визначення факторів впливу на нього.

Матеріали та методи. У дослідженні застосовували методи узагальнення, аналізу та синтезу, контент-аналізу. Для визначення факторів впливу на соціально-психологічний клімат в аптечному закладі застосовували експертне опитування. В опитуванні брали участь усі члени колективу, які працюють у закладі. Загальна кількість респондентів складає 563 фармацевти. Дослідження охоплювало всі регіони України. Результати опитування є значущими та збіжними.

Результати та їх обговорення. Досліджено підходи до визначення сутності дефініції «соціально-психологічний клімат». Узагальнену дефініцію «соціально-психологічний клімат аптечного закладу» можна визначити як настрої та відносини, що склалися в трудовому колективі і які проявляються як сукупність психологічних умов, що сприяють або перешкоджають спільній діяльності й розвитку особистості кожного співробітника. Досліджено фактори впливу на соціально-психологічний клімат у трудовому колективі аптечного закладу.

Висновки. Соціально-психологічний клімат є результатом спільної діяльності членів трудового колективу та їх міжособистісної взаємодії, що проявляється в настрої і думках колективу, самопочутті й оцінках умов життя фармацевта в колективі та виражається у взаєминах, пов'язаних з процесом праці і вирішенням загальних завдань колективу.

Ключові слова: *соціально-психологічний клімат; аптечний заклад; трудовий колектив; фактори впливу; фармацевт*

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Исследование факторов влияния на социально-психологический климат в трудовом коллективе аптечного заведения

Целью работы является изучение теоретических основ социально-психологического климата аптечного заведения и определение факторов влияния на него.

Материалы и методы. В исследовании применялись методы обобщения, анализа и синтеза, контент-анализа. Для определения факторов влияния на социально-психологический климат в аптечном заведении использовался экспертный опрос. В опросе участвовали все члены коллектива, работающие в заведении. Общее количество респондентов составляет 563 фармацевта. Исследование охватывало все регионы Украины. Результаты опроса значимы.

Результаты и их обсуждение. Исследованы подходы к определению сущности понятия «социально-психологический климат». Обобщенную дефиницию «социально-психологический климат аптечного учреждения» можно определить как настроение и отношения, сложившиеся в трудовом коллективе и проявляющиеся как совокупность психологических условий, способствующих или препятствующих совместной деятельности и развитию личности каждого сотрудника. Исследованы факторы влияния на социально-психологический климат в трудовом коллективе аптечного учреждения.

Выводы. Социально-психологический климат является результатом совместной деятельности членов трудового коллектива и их межличностного взаимодействия, что проявляется в настроении и мнениях коллектива, самочувствии и оценках условий жизни фармацевта в коллективе и выражается в отношениях, связанных с процессом труда и решением общих задач коллектива.

Ключевые слова: *социально-психологический климат; аптечное учреждение; трудовой коллектив; факторы влияния; фармацевт*

Introduction. At the present stage of development of the health sector the changes in the management and organization of a pharmacy institution are of great importance. This is reflected in the concepts and programs of the healthcare reform taking place in the country and due to the emergence of new technologies for the treatment of diseases and original medicines and the requirements of the COVID-19 pandemic.

The inability of the existing pharmacy management system to solve current problems is manifested in the inability to solve new problems caused by rapid changes in the external environment. In addition, the constant increase in the number of social tasks facing a pharmacy institution leads to further complication of management problems. And the complexity of the tasks increases the burden on the head of the pharmacy, causes unexpected problems that need to be addressed urgently.

The aim of the work was to study the theoretical foundations of the socio-psychological climate of a pharmacy institution and determine the factors affecting it.

Materials and methods. The methods of generalization, analysis and synthesis, content analysis were used in the study. Sociological surveys were used to determine the factors affecting the socio-psychological climate in the pharmacy. All members of the staff working in the pharmacy institution took part in the survey. The total number of respondents who participated in the expert study was 563 pharmacists. The study covered all regions of Ukraine. The results of the survey are significant and consistent, so that the concordance coefficient is equal to 0.81, the calculated χ -Pearson test exceeds the tabular value taking into account the number of freedoms and the level of significance ($p = 0.05$).

Results and discussion. The result of the pharmacy is the provision of pharmaceutical services and pharmaceutical care. This is due to the interaction of pharmacists with visitors who need this help and are active elements of the external environment that respond to any changes, directly affect the process of the professional activity and become a participant in this process. This, in turn, is reflected in the ethical values and principles, on which the labor collective operates, and the role of the pharmacist in the process of providing pharmaceutical care.

Loss of trust in the pharmacist leads to loss of trust in the pharmacy and its reputation. Therefore, the professional activity of a pharmacist should be based on va-

lue orientations that are reflected in relation to visitors, colleagues and attitudes towards themselves. It should be noted that the psychological state of the pharmacist, his/her ability to work, and, therefore, the quality of service to pharmacy visitors is significantly affected by interpersonal relationships and conflict situations developed in the staff of the pharmacy. Thus, the socio-psychological climate is a complex psychological characteristic that reflects the state of relationships and the degree of the employee satisfaction with the organization of work, relationships with other members of the labor collective and the general level of organization of activities in the pharmacy. In modern psychological practice, there are four approaches to determining the nature of the socio-psychological climate:

- the climate as a socio-psychological phenomenon and the state of collective consciousness [1-4];
- the climate as a general emotional and psychological mood of a group of people [5-6];
- the climate as a style of relationships between people who are in direct contact [7-9];
- the climate as a term of social and psychological compatibility of group members, their moral and psychological unity, cohesion, the presence of universal opinions, customs and traditions [10-11].

The most commonly used concepts of the socio-psychological climate are given in Table.

In general, the definition of the “socio-psychological climate of a pharmacy institution” can be defined as the mood and relationships developed in the labor collective and manifested as a set of psychological conditions that promote or hinder joint activities and the personal development of each employee based on interpersonal relationships, a system of attitudes, orientations and expectations of members of the labor collective in relation to each other, due to the content and organization of the professional activities and the values which their communication is based on.

The socio-psychological climate of the labor collective is a quantity, on the one hand, constantly changing, and on the other, it is in a certain stable state. At the same time, qualitative changes in the psychological atmosphere of the labor collective cause a transition to a different socio-psychological climate. The study of scientific papers [16-22] showed that the factors affecting the socio-psychological climate should be combined into two groups: macro-environmental factors and micro-environmental factors (Fig. 1).

Table

Approaches to the “socio-psychological climate” definition

Scientist	Definition
E. S. Kuzmin [1]	The psychological climate reflects the nature of relationships between people, the prevailing tone of public mood, the level of management, conditions and features of work and leisure in a particular team
B. F. Lomov [12]	The psychological climate is a system of interpersonal relations, psychological in nature (sympathy, antipathy, friendship); psychological mechanisms of interaction between people (imitation, empathy, assistance); the system of mutual requirements, general mood, general style of the joint work activity, intellectual, emotional and volitional unity of the labor collective
V. M. Shepel [7-8]	The socio-psychological climate is emotional coloring of psychological relations of the team members, arising on the basis of their relationships, sympathy, coincidence of characters, interests and inclinations
M. M. Obozov [2, 13]	The climate is a reflection of a complex of phenomena in the minds of people associated with their relationships, working conditions, methods of stimulating it
A. N. Lutoshkin [6]	The climate is the mood of a group of people
B.D. Parigin [9, 14]	The socio-psychological climate is the style of relationships between people who are in direct contact with each other, that is, in the process of the climate formation a system of interpersonal relationships is formed, it determines the social and psychological well-being of each member of the group
O. N. Kosolapov, L. N. Kogan [10-11]	The climate is the social and psychological compatibility of the members of the group, their moral and psychological unity, cohesion, the presence of universal opinions, customs and traditions
R.H. Shakurov [15]	The psychological climate is considered, first, from the psychological side, which is revealed in the emotional, volitional, intellectual states and properties of the group, and the socio-psychological side, which is manifested in the group psychology integrative features that are important for maintaining its integrity and functioning the independent association of people
K. K. Platonov [3]	The socio-psychological climate is a property of the group determined by interpersonal relationships, creating a stable group mood and thoughts, which the degree of activity in achieving the goals of the group depends on

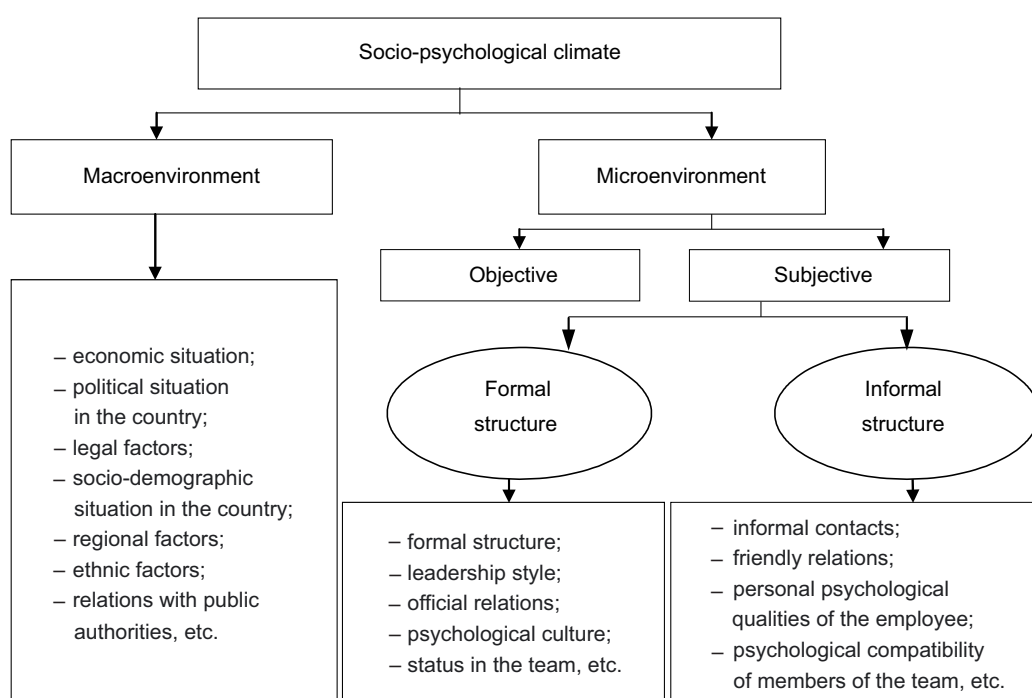


Fig. 1. Factors affecting the socio-psychological climate in the labor collective of the pharmacy

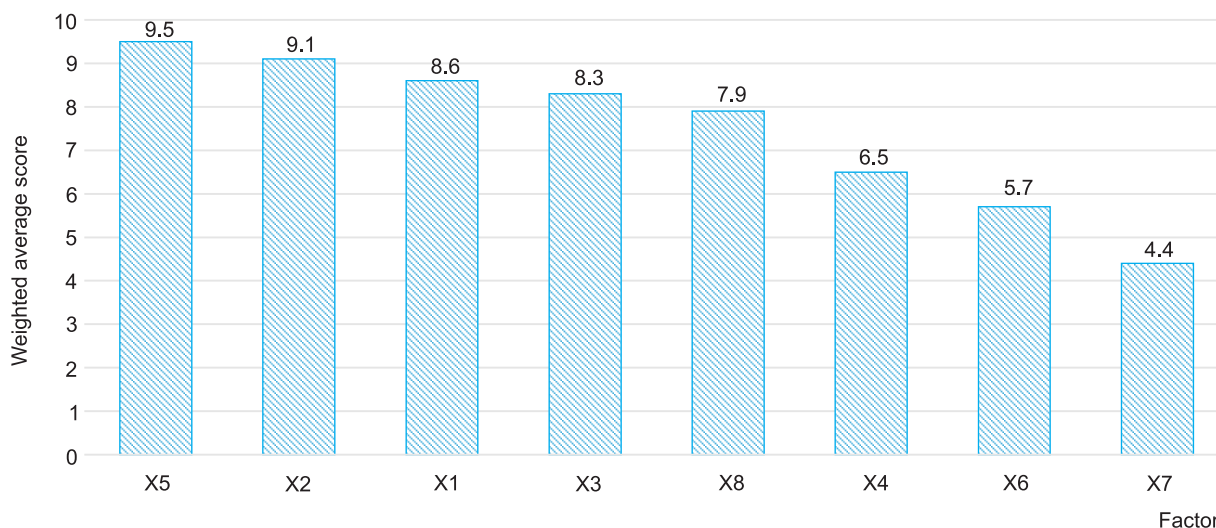


Fig. 2. Distribution of macro-environmental factors affecting the socio-psychological climate of the pharmac

The factors of the macroenvironment that affect the socio-psychological climate identified on the basis of a questionnaire of pharmacists, include:

- state of public relations (X1) (8.6 points);
- socio-psychological atmosphere in the society (X2) (9.1 points);
- socio-political situation in the country (X3) (8.3 points);
- socio-demographic situation in the country (X4) (6.5 points);
- economic situation in the country (X5) (9.5 points);
- regional factors (X6) (5.7 points);
- ethnic factors (X7) (4.4 points);
- features of public administration (X8) (7.9 points) (Fig. 2).

These factors are external to a particular pharmacy, but their impact on the mood of the labor collective is quite significant.

The factors of the microenvironment (the level of the pharmacy) have much more influence on the socio-psychological climate. They include the employee's material and spiritual component in the labor collective. These factors are divided into objective and subjective.

Objective factors of the microenvironment that affect the socio-psychological climate of the pharmacy include:

- features of material and economic working conditions (Y1) (9.2 points);
- technological working conditions (Y2) (4.9 points);
- technical conditions of work (Y3) (5.5 points);
- sanitary and hygienic working conditions (Y4) (6.8 points);
- organizational and managerial working conditions (Y5) (7.7 points);
- degree of satisfaction of employees with these aspects (Y6) (8.4 points) (Fig. 3).

The subjective factors of the microenvironment that affect the socio-psychological climate of the pharmacy include socio-psychological factors, both formal and informal.

Formal factors affecting the socio-psychological climate of the pharmacy consist of:

- official relations between members of the labor collective (Z1) (3.9 points);
- organizational relations between members of the labor collective (Z2) (7.3 points);

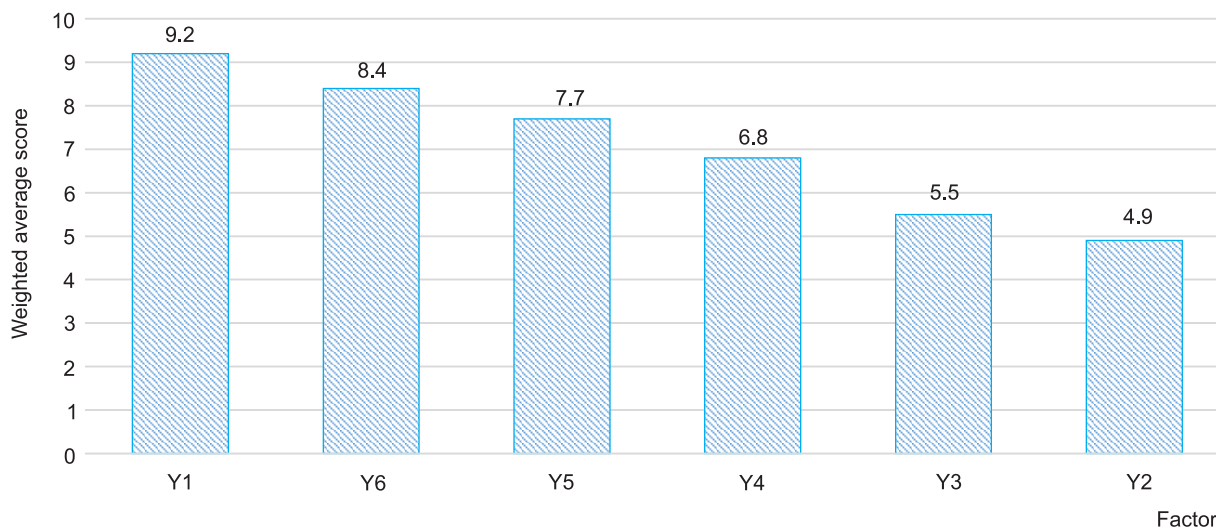


Fig. 3. Distribution of objective factors of the microenvironment that affect the socio-psychological climate of the pharmacy

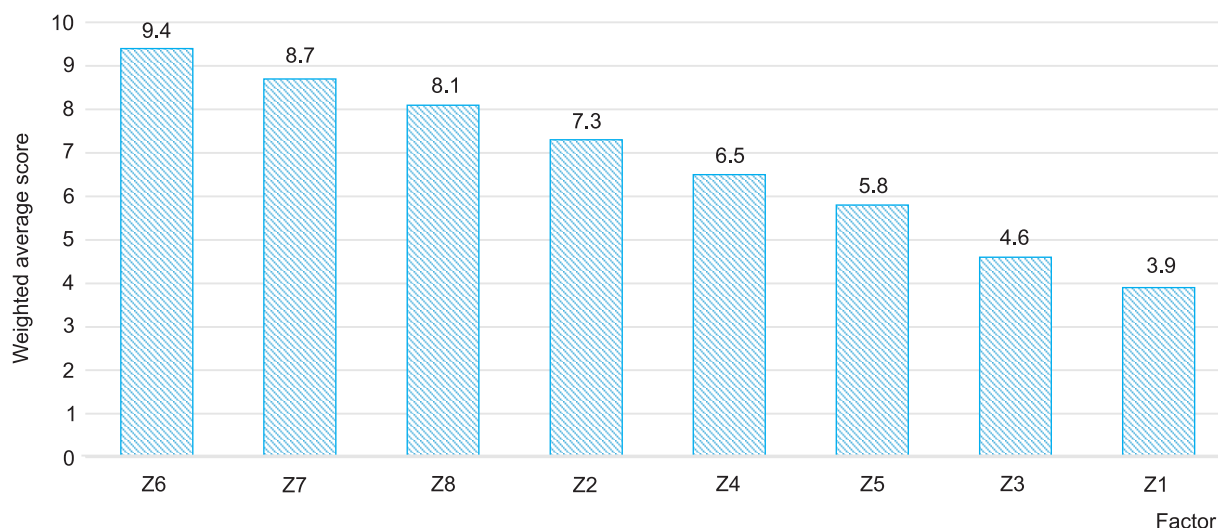


Fig. 4. Distribution of subjective formal factors affecting the socio-psychological climate of the pharmacy

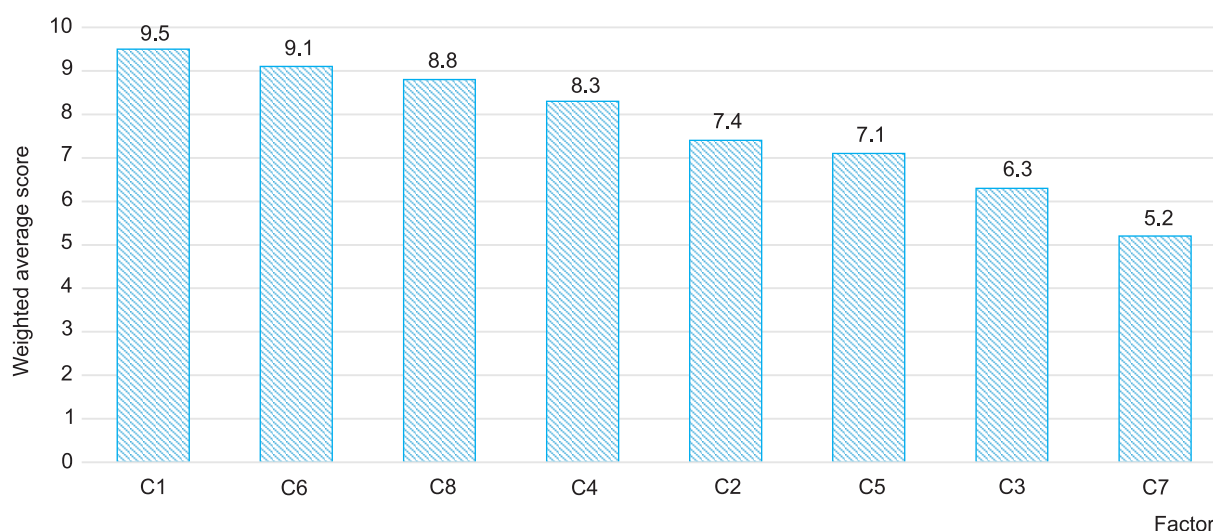


Fig. 5. Distribution of subjective informal factors affecting the socio-psychological climate of the pharmacy

- official roles of staff members (Z3) (4.6 points);
- statuses of members of the labor collective (Z4) (6.5 points);
- features of the formal structure in the team (Z5) (5.8 points);
- leadership style (Z6) (9.4 points);
- psychological culture of leaders (Z7) (8.7 points);
- psychological culture of employees (Z8) (8.1 points) (Fig. 4).

Informal factors affecting the socio-psychological climate of the pharmacy include:

- friendly relations (C1) (9.5 points);
- cooperation (C2) (7.4 points);
- mutual help (C3) (6.3 points);
- conflicts (C4) (8.3 points);
- psychological features of each member of the labor collective (C5) (7.1 points);
- psychological compatibility (C6) (9.1 points);

- emotional attitude of employees to their work (C7) (5.2 points);
- relations between subordinates and management (C8) (8.8 points) (Fig. 5).

Thus, the main factors affecting the socio-psychological climate in the labor collective are: the content of work, the degree of employee's satisfaction with work, working and living conditions, the nature of interpersonal relationships with colleagues, leadership style, personality and satisfaction; the formation of a favorable social psychological climate depends on the factors affecting it.

Conclusions and prospects for further research.

The approaches to defining the essence of the "socio-psychological climate" concept have been studied. It has been determined that the socio-psychological climate is the result of joint activities of members of the employees and their interpersonal interaction; it is manifested itself

in the mood and opinions of the team, well-being and assessments of the pharmacist's living conditions in the team and expressed in relationships related to work and the solution of common tasks.

Factors affecting the socio-psychological climate in the labor collective of the pharmacy are grouped into two groups: macro-environmental factors and micro-

environmental factors. Micro-environmental factors, in turn, are divided into objective and subjective. The subjective factors of the microenvironment affecting the socio-psychological climate of the pharmacy include socio-psychological factors, both formal and informal.

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