

## 32. STRESS IN THE PROFESSIONAL ACTIVITY OF THE PHARMACIST

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**Introduction.** Stress-sickness of the XXI century, which is becoming more common among pharmacists in the community pharmacies, is a major risk factor for the health and for the quality of pharmaceutical care. The main stress factors of the pharmacists in the community pharmacy are factors related to: the profession and the activity performed; workplace relationships; the role in the organization; career development factors; factors that affect the organizational climate. Stress effects can be grouped into 5 broad categories: subjective (anxiety, aggression, indifference, fatigue), behavioral (disorders, alcohol/coffee abuse, predisposition to mistakes), cognitive (mental blockages, decreased attention, decreased ability to make rational decisions).

**Aim of study.** Analysis of stress factors which affect the pharmacist's activity.

**Methods and materials.** For this study were used the following materials: the WHO guidelines and scientific papers with the analysis of the stress problem at work. Also, Sociological questionnaires of pharmacists and pharmacists-laboratories from the Republic of Moldova were realized.

**Results.** The consequences of stress are multiple and have serious consequences for health and professional activity. 80% of respondents mentioned that stress in the Republic of Moldova is a major problem among pharmacists, 70% are affected by overtime work established by law, 69% are affected by the behavior of superiors, 73,7% of the answered people the accumulation of stress factors and physical and psycho emotional: exhaustion reduce the quality of pharmaceutical care. Most pharmacists and laboratory pharmacists are affected by the fact that the fulfillment of the sales plan affects their professional autonomy, this representing about 85%.

**Conclusion.** Stress at work is a major risk factor among pharmacists in the community pharmacies in the Republic of Moldova and in order to reduce the consequences of stress, the rules of good pharmaceutical practice, strict compliance with labor laws, and ensuring a favorable environment for work must be implemented.