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KORNGAMON ROOKKAPAN : SURVEY OF MANAGERIAL SKILL USED BY HOSPITAL PHARMACISTS. THESIS ADVISORS : CHA-ONSIN SOOKSRIWONG, Ph.D., M.S., KITTI PITAKNITINAN, M.PH. 115 p. ISBN 974-589-196-7.

Hospital pharmacists perform various functions and managerial skill is one thing that could help them to accomplish work effectively. The general objective of this study was to survey managerial skill used by hospital pharmacists and also identify factors affecting managerial skill used. Questionnaire was used as a tool for collecting data from 600 hospital pharmacists in university hospitals and hospitals under Ministry of Public Health around the country.

The result showed that managerial skill was used moderately by hospital pharmacists. Top managers used managerial skill more than first-line managers and middle managers respectively. All three managerial levels used human skill more than conceptual skills and technical skills respectively. There was significant positive correlation in using these three skills. From seven factors: gender, age, prior experience, bed number of hospitals, managerial level, number of responsible jobs, and duration of working in present hospitals, the three factors which significantly affected managerial skill used were managerial level, number of responsible jobs, and duration of working. Among these, managerial level affected managerial skill the most followed by number of responsible jobs while duration of working in present hospital seem to play a little role in managerial skill used.

With regard to managerial problems, the respondents had problem in using managerial skills moderately. Managerial skill used and number of responsible jobs had positive correlation with managerial skill problem but duration of working in present hospital and age did not have significant relationship with managerial skill problem. The respondents in small hospitals had problem in using managerial skills significantly more than the respondents in middle and large hospitals respectively. The major cause of managerial skill problem was inadequate skills and experience of hospital pharmacists followed by inadequate knowledge.

Most of the respondents obtained managerial knowledge from their experience while bachelor degree courses, seminars and training were other sources of managerial knowledge. Most of the respondents emphasized importance of managerial skill and needed managerial skill improvement. Practical training was the most preferable method to improve managerial skill.

The findings from this study give us more understanding of managerial skill use by hospital pharmacists and problems of using so this might be useful to develop pharmacy curriculum, to provide continuing education programs, and to promote managerial skill used for hospital pharmacists. However, other aspects of managerial skill use and development should be studied in order to improve the pharmaceutical profession.