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27TH INTERNATIONAL CONGRESS OF CLINICAL CHEMISTRY AND LABORATORY MEDICINE
52ND CONGRESS OF ASSOCIATION OF CLINICAL BIOCHEMISTS OF INDIA

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The influence of laboratory head's management style on the quality of service for the patients during wartime

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Background-Aim

The war in Ukraine has become one of the factors that affected the state healthcare system the most. The loss of highly qualified personnel, conditioned by mass migration to European Union countries, enhanced the replacement of many experienced hospital and laboratory head managers by their young colleagues. The aim of current research was to estimate the influence of the laboratory head's management style on the quality of service for the patients.

Methods

47 employees of Kharkiv city clinical laboratories were involved in the research. Descriptive and sociological survey methods were used to attain the aim of the research.

Results

The analysis of responses revealed some controversial results. In 56% of cases, respondents said that their heads of laboratories conduct an authoritarian management style, while another 44% reported a democratic one. The respondents pointed out the main weaknesses of the authoritarian management style: obstacles for professional communication (35%), psychological pressure due to the impossibility of suggesting anything for the improvement of laboratory functioning (33%), conflicts and ignoring of orders from the laboratory head (21%), demotivation for career development (10%), and adverse psychological climate in the working team (1%).

Conclusions

In general, there are two types of management in laboratories – the authoritarian and the democratic. Each of them has its own weaknesses which can seriously affect the medical assistance and prognostication for the patients.