

Original Article

## JOB SATISFACTION OF PHARMACISTS IN ETHIOPIA: THE CASE OF HARAR TOWN

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### ABSTRACT

**Objective:** To assess job satisfaction of pharmacists in Harar town, Eastern Ethiopia.

**Methods:** A prospective cross sectional study was conducted using the self administered questionnaire among pharmacy professionals working in Harar town, eastern Ethiopia from Feb 20 – Apr 20, 2014. Statistical analysis was carried out using the Statistical Package for the Social Sciences (SPSS), version 16.0. Frequencies cross tabs and a non-parametric Mann-Whitney test was done to analyze data.

**Results:** Among 43 total respondents most 32(74.4%) were satisfied by their job and the rest 11(25.6%) are not satisfied by their job. Monthly income (P=0.002), years of experience (P=0.015), considering working in appropriate carrier (P=0.002) and given professional freedom by management (P=0.000) was found to have an association with job satisfaction.

**Conclusion:** Most of the respondents claimed that they were satisfied by their job and most of the respondents want to learn post graduate program in pharmacy in the future.

**Keywords:** Job satisfaction, Pharmacy professional, Self administered questionnaire.

### INTRODUCTION

Job satisfaction can be defined as the positive state or pleasure, resulting in the positive evaluation of the work by the individual. In other words, this is regarded as a pleasant emotional state from the evaluation of a work position. All workers need to be satisfied with their work in order to contribute to the success of organizations. One of the characteristics of job satisfaction is the relationship it has with health, decreasing the occurrence of serious diseases and increasing overall well-being. Indeed job satisfaction is reflected simultaneously on the worker and on the functioning of the organizations. More satisfied workers present higher productivity, higher levels of subjective well-being and well-being with life in general. Rather, dissatisfaction may trigger consequences as absenteeism or, at a more critical, the abandonment of the organization [1]. Human resources for health have long been recognized as the corner stone for the success of the health sector programs. Pharmacist represents the third largest health care professional group in the world the majority of pharmacist practice in the community pharmacies, hospitals and other medical facilities. Smaller number of pharmacists is employed in the pharmaceutical industries, regulatory, academic and research institutes [2]. They are drug therapy experts on the health care team and have a more important role in meeting the needs of their patients as medication management expertise [3]. Proper planning of the development of human capital based on evidence related to the number of working force available, factors that contribute to the attrition of the available health professional and international standards is crucial [4]. The relationship between job satisfaction, job turn over intent and actual job turnover has been explored widely in the psychological literature. Job turn over relates to a decision to leave one job for another. Researchers argued that individual's demographic characteristics (age, sex, education, etc.) influence whether the individual consider leaving his/her job or not studies often measure turn over intentions in the absence of data on actual quitting behavior [4]. To objective of this study was to assess job satisfaction of pharmacists working in Harar town.

### METHODS AND MATERIALS

#### Study area and period

The study was conducted in harar town from February 20 – April 20, 2014. Harari Region is one of the nine National Regional States of

Ethiopia, with the town of Harar as its capital. Based on the 2007 Census 54.17% of the population were urban inhabitants. In the region, there are 4 governmental Hospitals, 1 non-governmental organization and 2 private hospitals, and 8 health centers.

#### Study design

A prospective cross-sectional study was employed.

#### Population

##### Source population

Source population of the study was all practicing pharmacists in Harari region, Haramaya University School of pharmacy and Harar health Sciences College.

##### Study population

All Practicing pharmacists in Harar town and Haramaya University School of pharmacy and Harar health Sciences College

##### Inclusion and exclusion criteria

Inclusion criteria: pharmacy professionals with B. Pharm and above

Exclusion criteria:

- Pharmacy technicians
- Individuals working in pharmacy schools without B. Pharm.

##### Sample size and sampling technique

###### Sample size

All study populations in the study area was included in the study.

###### Sampling technique

Since all of the study populations were covered no sampling technique is utilized.

###### Data collection and measurement

###### Variables

###### Independent variables

- Socio-demographic variables (Age, sex, marital status, educational level and income).

- Work load
- Treatment by their boss
- Access for advanced education
- Significance of advanced education

**Dependent variables**

Job satisfaction (coming to job on time, considering great job, opportunity to use abilities, flexibility to devise own method, feeling of well spent work day, satisfaction with salary, satisfaction by working condition, satisfaction by supervision and personal policy of the organization).

**Data collection instrument**

The data was collected using pre-tested, self-administered structured questionnaires which had socio-demographic variables, work load, treatment by boss, access for advanced learning, significance of advanced and five point Likert scale for assessment of job satisfaction. The job satisfaction questions were adopted from a published article done in Malaysia [5]. The questionnaire was prepared in English.

**Data collection process and data collectors**

The questionnaire was disseminated for respondents by the principal investigator and collected after a week.

**Operational definition**

**Coming job on time**

- Accepting and being able to obey the working time of the work place.

**Considering job as great job**

- Being devoted to once job and be accountable for every action performed.

**Job satisfaction**

- An individual judgment about the extent to which the job provides a pleasurable level of fulfilment or the extent to which people like (satisfaction) or dislike (dissatisfaction) their job.

**Data analysis**

The collected data was cleaned, coded, entered to Epi data version 3.1. The entered data was then transferred to SPSS window version 16 statistical software. Frequencies cross tabs and non-parametric Mann-Whitney test were done to analyze the data.

**Data quality control**

Filled questionnaires were checked for completeness by the principal investigator and incomplete questionnaires were returned to the respondents for completion.

**Ethical clearance**

Ethical clearance was obtained from Haramaya University School of pharmacy. All respondents were given written informed consent in English.

**RESULTS**

**Socio-demographic characteristics of respondents**

The questionnaire was distributed to a total of 48 pharmacists who work in harar town, eastern Ethiopia in various settings and 43 of them respond by filling the questionnaire completely. 5 of them had not responded appropriately.

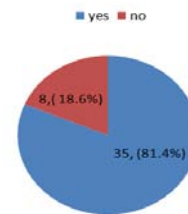
So, they were considered non respondents which make the response rate of 89.58%. 31(72.1%) of participants were male, and 32 (74.4%) of them were aged ≤ 29 years. 31(72.1%) of the respondents had first degree in pharmacy (B. Pharm) and 36(83.4%) percent had career in governmental organizations. 35(81.4%) of respondents had a monthly income ≤ 5000 birr and 29(67.4%) of the respondents had an experience of ≤ 5 year (Table 1).

**Table1: Socio-demographic characteristics of pharmacists**

Socio-demographic variables		Frequency (%)
Sex	Male	31(72.1)
	Female	12(27.9)
Age	≤ 29	32(74.4)
	≥30	11(25.6)
Educational status	B. Pharm	31(72.1)
	MSc	12(27.9)
Marital status	Married	14(32.6)
	Single	27(62.8)
	Divorced	2
Career	Government	36(83.4%)
	Non-government	7
Role in the institution	Dispenser	12(27.9)
	Store keeper	2
	Head of pharmacy unit	7(16.3)
	Instructor	22(51.2)
Monthly income	≤ 5000	35(81.4)
	≥ 5001	8(18.6)
Years of experience	≤ 5 years	29(67.4)
	≥ 6 years	14(32.6)

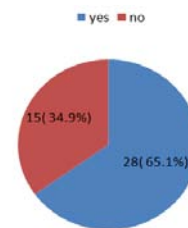
**Working area**

Among a total of 43 respondents 35 (81.4%) believe that they were working in appropriate career (Fig 1).



**Fig. 1: Working area appropriateness**

28(65.1%) of respondents consider the management was cooperative to give them their professional freedom (Fig 2).



**Fig. 2: Cooperativeness of the management on giving professional freedom**

**Job satisfaction of pharmacists**

Fifteen (34.9%) of the respondents agreed that they looked forward to come to work every day and 12(27.9%) agreed that they talked their job with their family and friends as a great job they had. Thirteen (30.2%) had neutral opinion on having enough flexibility choosing any method of doing the job and 15(34.9%) had neutral opinion on feeling the day had been well spent after each working day. Thirteen (30.2%) agreed they would choose their job again if they had a chance to start again and 13(30.2%) strongly agreed that they are satisfied by their job. seventeen (39.5%) strongly disagree by being satisfied by their salary. 15(34.9%) had neutral opinion on being satisfied by personal policies of their organization, and 14(32.6%) had neutral opinion on being satisfied by style and quality of supervision they had (Table 2).

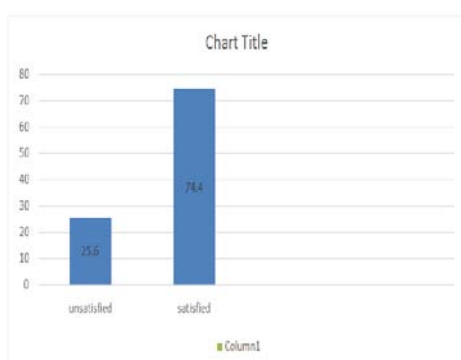
**Table 2: Job satisfaction assessment questions response**

Job satisfaction questions	Frequency (%)				
	1*	2*	3*	4*	5*
look forward to come to work every day	3	6	6	15(34.9)	13(30.2)
I talk about my job with my family and my friends as a great job to have	5	7	11(25.6)	12(27.9)	8
My job provides me with ample opportunity to use my abilities	8	2	9	13(30.2)	11(25.6)
I have sufficient freedom to use my own judgment on my job	5	3	9	12(27.9)	14(32.6)
My job provides me enough flexibility to choose any method of doing the job	4	3	13(30.2)	10(23.3)	12(27.9)
I get a feeling of accomplishment from my job	4	5	10(23.3)	16(37.2)	8
At the end of each working day, I feel that the day has been well-spent	4	6	15(34.9)	11(25.6)	7(16.3)
If I were to start my career again, I would choose this job	8	6	4	13(30.2)	12(27.9)
If other people can get a job like mine, they would be very lucky	6	8	14(32.6)	6	9
I am satisfied with my job	4	10(23.3)	7	9	13(30.2)
I am satisfied with my salary	17(39.5)	9	8	3	6
I am satisfied with my fringe benefits offered by my job	6	11(25.6)	15(34.9)	5	6
I am satisfied with the working conditions	5	7	9	15(34.9)	7
I am satisfied with the personnel policies of this organization	7	5	15(34.9)	12(27.9)	4
I am satisfied with the style and quality of supervision	9	5	14(32.6)	10(23.3)	5

1\*= strongly disagree, 2\*= disagree 3\*= neutral 4\*= agree and 5\*= strongly agree, 32(74.4%) of pharmacists were satisfied by their job and the rest 11(25.6%) were not satisfied (Fig 3).

**Table 3: Factors affecting job satisfaction of pharmacists**

Potential associated factor		Mann-Whitney test (P-value)
Sex	Male	169.5(0.655)
	Female	
Age	≤29	116.0(0.095)
	≥30	
Educational status	B. Pharm	136.5(0.180)
	MSc	
Career	Government	89(0.223)
	Non-governmental	
Monthly income	≤5000	40.5(0.002*)
	≥5001	
Year of experience	≤5 years	109(0.015*)
	≥6years	
Considering working in appropriate career	Yes	39.5(0.002*)
	No	
Considering management gives professional freedom	Yes	58.5(0.000*)
	No	



**Fig. 3: Job satisfaction of pharmacists**

**Associated factors for job satisfaction**

Monthly income 40.5(P=0.002), years of experience 109(P=0.015), considering that they were working in appropriate career 39.5(P=0.002) and considering management was cooperative to give them professional freedom 58.5(P=0.000) has strong association with job satisfaction by Mann-Whitney test(Table 3).

**DISCUSSION**

Job satisfaction refers to the degree of personal gratification one receives from one's work. In a review of pharmacy management

literature, job satisfaction is positively related to productivity, employee commitment, quality of work and organizational effectiveness, and negatively linked to absenteeism, intention to leave and turnover [6]. In the current study 29(67.4%) of the respondents, had an experience of ≤5 years and 31(72.1%) of the respondents have a first degree in pharmacy (B. Pharm). Similarly, in Qatar 84% of had ≤5 years experiences and 86% had B. Pharm in pharmacy as their highest degree [7]. This might be due to increasing educational status of the youth in universities in the world and the belief of most pharmacists that post graduate program has no added benefit and the similarity of income between post graduates and first degree graduates.

13(30.2%) of respondents agreed that they would choose their job again if they had a second chance on a five point scale 1(strongly disagree) to 5 (strongly agree). Similarly, another study done in the capital Addis Ababa found a slightly higher mean score for 3.37 ± 1.43 for choosing pharmacy again if given second chance [4]. This difference might be due to increments recorded in the demand of pharmacy and enhanced pharmacy professional payment in the private sector in the past 2 to 3 years in Ethiopia.

In the current study 32(74.4%) of the respondents were satisfied by their job. According to another study conducted in the southwest part of Ethiopia, 60.8% of pharmacy professionals were satisfied by their job [8]. This slight increment might be due to the difference in participants' qualification; in the current study the participants were only first degree holders and above while all dispensers were included in the study done in southwest Ethiopia. In the current study 7, 9 and 13(30.2%) of respondents had neutral, agree and

strongly agree response that they are satisfied by their job in scale of 1-5. According to a research conducted by Ethiopian pharmaceutical association (EPA) and school of pharmacy of Addis Ababa university (AAU) actively practicing pharmacists in general derive slightly higher levels of job satisfaction with a mean of 3.0 (SD =1.11) on the overall job satisfaction item in scale of 1-5 [4]. This slight difference might be due to increase in pharmacist demand in the country and government's policy and strategy on development and implementation of hospital reform guideline. In this study, majority 15(34.9%) of pharmacists were satisfied by working condition they had. According to a study conducted in US most pharmacists were satisfied with their positions, with 68% "more" satisfied and 32% "less" satisfied [9]. This difference might be due to an attractive working environment in the developed countries than a third world country like Ethiopia.

Monthly income ( $P=0.002$ ), years of experience ( $P=0.015$ ), considering that they were working in appropriate career ( $P=0.002$ ) and considering management was cooperative to give them professional freedom ( $P=0.000$ ) had strong association with job satisfaction by Mann-Whitney test. Similarly, Older, higher-wage earning pharmacists working at independent practice sites experience the greatest amount of job satisfaction in US [10].

### CONCLUSION

Most of the pharmacists believed that they are in appropriate career and majority of them consider the management was cooperative to give them their professional freedom. Most of the respondents claimed that they were satisfied by their job. Monthly income, years of experience, considering that they were working in appropriate career and considering management was cooperative to give them professional freedom were factors found to have association with job satisfaction.

### CONFLICT OF INTERESTS

Declared None

### ACKNOWLEDGMENT

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