

# AN ASSESSMENT OF HOSPITAL PHARMACIST'S JOB SATISFACTION: APPLICATION OF THE JOB SATISFACTION SURVEY



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## INTRODUCTION / OBJECTIVES

At the present time, a legally defined specialization programme and hospital pharmacist career don't exist. This fact is directly related to job satisfaction. Meantime new legislation has been published regarding a new career in National Health Service in Portugal.

The aim of this study is to assess the overall job satisfaction and the nine-subscale measurement of the **Job Satisfaction Survey (JSS)**, considering the following variables: **gender, age, seniority, work region, management functions, employment relationship, private/public sector**.

## METHODS

We conducted a descriptive statistical study based on information collected by the JSS of Spector (1985), a nine-subscale measure of employee job satisfaction, applicable specifically to human service, public, and nonprofit sector organizations, that was adapted to Portuguese language by Malheiros (2009).

The survey contains 36 items. Four items for each subscale and a overall satisfaction score can be computed by combining all of the items. It uses a summated rating scale format (Likert) that can have a score from 1 to 6 for each item.

Response choices are scored as : **1** - disagree very much, **2** - disagree moderately, **3** - disagree slightly, **4** - agree slightly, **5** - agree moderately, **6** - agree very much. The total value is translated according to table I.

**Table I – Translation of the value of satisfaction**

Answer	Result
<b>Completely dissatisfied</b>	Between 0 and 1 (inclusive)
<b>Moderately dissatisfied</b>	Between 1 and 2 (inclusive)
<b>Slightly dissatisfied</b>	Between 2 and 3 (inclusive)
<b>Slightly satisfied</b>	Between 3 and 4 (inclusive)
<b>Moderately satisfied</b>	Between 4 and 5 (inclusive)
<b>Completely satisfied</b>	Between 5 and 6 (inclusive)

The survey was made available online, using the website: <https://www.surveio.com.pt/> and distributed via e-mail, social network (Facebook and LinkedIn) and through WhatsApp, during forty-seven days (15 January to 3 March 2018).

The nine-subscale considered by Spector are: **pay, promotion, supervision, benefits, contingent rewards, operating procedures, co-workers, nature of work and communication**.

**Table II – Subscale of the JSS**

Subscale	Description	Items examples
<b>Pay</b>	Satisfaction with pay and pay raises	"I feel I am being paid a fair amount for the work I do". "There is a really small chance for promotion on my job". "My supervisor is quite competent in doing his/her job". "I am not satisfied with the benefits I receive". "I do not feel that the work I do is appreciated". "I have too much to do at work". "I like the people I work with". "I enjoy doing the things I do at work". "I often feel that I do not know what is going on with the organization".
<b>Promotion</b>	Satisfaction with promotion opportunities	
<b>Supervision</b>	Satisfaction with the person's immediate supervisor	
<b>Fringe benefits</b>	Satisfaction with fringe benefits	
<b>Contingent rewards</b>	Satisfaction with rewards (not necessarily monetary) given for good performance	
<b>Operating conditions</b>	Satisfaction with rules and procedures	
<b>Coworkers</b>	Satisfaction with coworkers	
<b>Nature of Work</b>	Satisfaction with the type of work done	
<b>Communication</b>	Satisfaction with communication within the organization	

Microsoft Excel and SPSS were used to assess the data. Internal consistency reliability (Cronbach's alpha test) was computed because previous research hasn't shown any report of a similar study with the Portuguese version of the survey.

Special thanks to Associação Portuguesa de Farmacêuticos Hospitalares (APFH) for their help publicizing the survey.

### References:

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## RESULTS

**One hundred and nine** hospital pharmacists participated in the survey (+/- 9% of total portuguese hospital pharmacists). **The overall satisfaction grade was 2.80 (slightly dissatisfied)**. The satisfaction of the subscales were: 1.73 (pay), 1.72 (promotion), 3.58 (supervision), 1.99 (benefits), 2.41 (contingent rewards), 2.58 (operating procedures), 3.67 (coworkers), 4.58 (nature of work) and 2.99 (communication).

**Table III – Mean, standard deviation, minimum and maximum value of overall job satisfaction and its nine-subscales**

Subscale	Mean	Standard deviation
<b>Pay</b>	1,73	0,84
<b>Promotion</b>	1,72	0,76
<b>Supervision</b>	3,58	1,44
<b>Fringe Benefits</b>	1,99	0,85
<b>Contingent rewards</b>	2,41	0,96
<b>Operating conditions</b>	2,58	0,77
<b>Coworkers</b>	3,67	0,96
<b>Nature of Work</b>	4,58	0,98
<b>Communication</b>	2,99	1,04
Overall job satisfaction	1,67	4,39
Mean	2,80	0,58

Analyzing the variables, we ascertained that the most satisfied workers are: female pharmacists (2.83), that are less than 35 years old (2.91) and less than 3 years of work (3.07), work in Lisboa e Vale do Tejo (2.99), are fixed-term workers (3.52), have management functions (3.06) and work in a private sector(3.04).

On the other hand, male pharmacists (2.6), that are 35 to 44 years old (2.68) and between 3-10 year of work (2.67), who work in Central Portugal region(2.72), have open-ended contracts (2.70), don't have management functions (2.69) and work in the public sector (3.04) are the most dissatisfied.

**Table IV – Job satisfaction by variables**

Gender	Female		Male
	2,83		2,60
<b>Age</b>	<b>&lt; 35</b>	<b>35-44</b>	<b>≥ 45</b>
	2,91	2,68	2,85
<b>Seniority</b>	<b>&lt; 3</b>	<b>3-10</b>	<b>&gt;20</b>
	3,07	2,67	2,83
			2,78
Work region	LVT		
	South and islands	Central region	(Lisboa e Vale do Tejo)
	2,78	2,72	2,99
			2,74
Employment relationship	Open-ended contract	Fixed-term contract	Contract for an uncertain term
	2,70	3,52	2,94
Management functions	Yes		No
	3,06		2,69
Sector	Public		Private
	2,76		3,04

The question with best score was "I feel a sense of pride in doing my job" (5.07) and with worst score was "Raises are too few and far between" (1.31).

The Cronbach's alpha test values were **0.87**, indicating a good internal consistency of the survey and therefore the results can be considered valid.

## CONCLUSIONS

The sample under study is slightly dissatisfied (2.8/6) with their job. The best scores are found in the questions regarding work environment, and the worst in the ones related to remuneration. These results indicate that dissatisfaction comes from aspects that are not controllable by professionals but only by the institutions/government.

The high level of satisfaction related with the nature of work (4.58) associated with the best score question indicates that the sample of pharmacists in study are happy with their professional activity and feel fulfilled.

The greatest limitation of this study is the possibility that the same person could have answer the survey several times. We can assume that the risk of this limitation is minimum due to the time it takes to complete the survey.

In the future a new approach could improve this study, such as associating the level of satisfaction with other concepts (e.g. professional performance).



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