

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
Completely dissatisfied	Between 0 and 1 (inclusive)
Moderately dissatisfied	Between 1 and 2 (inclusive)
Slightly dissatisfied	Between 2 and 3 (inclusive)
Slightly satisfied	Between 3 and 4 (inclusive)
Moderately satisfied	Between 4 and 5 (inclusive)
Completely satisfied	Between 5 and 6 (inclusive)

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

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- References:
1. Spector PE (2007). Job satisfaction: application, assessment, causes, and consequences. Sage Publications. Thousand Oaks (USA).
 2. Spector PE (1985). Measurement of human service staff satisfaction: Development of the Job Satisfaction Survey. *American Journal of Community Psychology*, 13: 693-713.
 3. Malheiro, J (2009). Confiança organizacional e satisfação laboral em empresas de Tecnologias da Informação: Um estudo exploratório. Faculdade de Psicologia. Universidade do Minho.
 4. Ordem dos Farmacêuticos. Farmacêuticos em Portugal. Accessed 07/01/18, on the web site: <http://www.roteirosfarmaceuticos.pt/pt/indicadores/farmacaceuticos-em-portugal/>

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 (co-workers), 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-subscals

Subscale	Mean	Standard deviation		
Pay	1,73	0,84		
Promotion	1,72	0,76		
Supervision	3,58	1,44		
Fringe Benefits	1,99	0,85		
Contingent rewards	2,41	0,96		
Operating conditions	2,58	0,77		
Coworkers	3,67	0,96		
Nature of Work	4,58	0,98		
Communication	2,99	1,04		
	Minimum	Maximum	Mean	Standard deviation
Overall job satisfaction	1,67	4,39	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	
Age	< 35	35-44	≥ 45	
	2,91	2,68	2,85	
Seniority	< 3	3-10	10-20	>20
	3,07	2,67	2,83	2,78
Work region	South and islands	Central region	LVT (Lisboa e Vale do Tejo)	North
	2,78	2,72	2,99	2,74
Employment relationship	Open-ended contract	Fixed-term contract	Contract for an uncertain term	Civil servant
	2,70	3,52	2,94	2,85
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).

