

# Job Satisfaction of the Pharmacists in Pharmacy Technology Management Some Selected Towns in Northern Cebu: Some Proposals

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**Abstract**---Job satisfaction is an indispensable contributing factor for a person's productivity and motivation. The research assessed the job satisfaction of pharmacists in pharmacy technology management in pharmacies of municipalities of Compostela, San Remigio, Medellin, Daanbantayan, and City of Bogu as basis for some proposals; thus, focusing on social, educational, economic profile of pharmacists and supervisors/administrators, level of job satisfaction of pharmacists, significant mean difference between perceptions of the pharmacists and the supervisors/administrators on job satisfaction profile of pharmacists, and problems met by pharmacists and supervisors/administrators toward generating a high level of job satisfaction of pharmacists in their work. In gathering the needed data, the study employed the descriptive-normative survey method. The instrument used was the questionnaire that was also utilized as an interview guide during the conduct of the survey that resorted to the universal sampling method among 26 pharmacists and 26 supervisors/administrators, in 26 respondents pharmacies in the four towns and one city, as research locale. The gathered data were quantified by using percentage, average weighted mean, and t-test for their analysis and interpretation. The findings revealed that pharmacists and supervisors/administrators' social profile was aged 31-50, predominantly female, and married, with one to two dependents; educational profile was college graduates with master units for pharmacists and college graduates for supervisors/administrators, predominantly eligible; economic profile was five and below years of experience, predominantly permanent, recent monthly salary of P 5,000.00-10,000.00 for pharmacists and P 11,000.00-25,000.00 for supervisors/administrators; job satisfaction was Level 4, Very Satisfactory/Very Strongly Agree; with no significant mean difference between perceptions of pharmacists and supervisors/administrators on job satisfaction profile of pharmacists, leading to acceptance of hypothesis; and both pharmacists and supervisors/administrators met problems, as impatience of customers, illegible doctor's prescription, so much workload, and tardiness. The conclusion then, would be, that job satisfaction level of both pharmacists and supervisors/administrators was short of the highest level, being in Level 4, as perceived by both sectors, with no significant mean difference; recommending, thus, that formulated proposal for development program among pharmacists be implemented.

**Key Words**---social profile, educational profile, economic profile, job satisfaction, problems met, some proposals

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## I. INTRODUCTION

In the existence of mankind, a phrase has all the time occupied the mind of most, if not all, of everyone, that of attaining satisfaction out of what is being done, especially, from the means of livelihood, termed as job satisfaction. Job satisfaction is being described as the regard to one's feelings or state-of-mind about the nature of everyone's work. It is a very important contributing factor for a person's productivity and motivation (Kiron, S. S., Premaletha, K, P. L. Rajagopal, Saritha M. No date. May-June, 2012, Vol. 2, Issue 3: 485-490 ISSN: 2250-3013; www.iosrphr.org 485; Retrieved from <http://www.iosrphr.org/papers/v2i3/X023485490.pdf>).

When there is a good job and the motivational and hygienic working conditions are met, there is, generally, a feeling of good peer and/or social relevance and social integration among the members of the work force. Furthermore, a good job provides a good quality of work life among the workers (CSCST, 2003, As Cited, Hinton, 2004).

A two-factor theory on job satisfaction was developed by Frederick Herzberg, a psychologist who found that job satisfaction and job dissatisfaction acted independently of each other, stating that there are certain factors in the workplace that cause job satisfaction, while a separate set of factors cause dissatisfaction, citing top six factors that are causing satisfaction and dissatisfaction, respectively, and are being listed in the order of higher to lower importance, as indicated herein: Leading to satisfaction, as Achievement, Recognition, Work itself, Responsibility, Advancement, Growth and Leading to dissatisfaction--Company policy on supervision, Relationship with boss, Work conditions, Salary, Relationship with peers, Security (House and Wigdor, 1967, 20: 4); Retrieved from <http://en.wikipedia.org/wiki/twofactortheory>).

Pharmacy is the health profession that links the health sciences with the basic sciences that is committed to ensuring the safe and effective use of medication among patients-customers and is established both in rural and urban communities. The pharmacies are run by pharmacists who are experiencing increased demand for their services because of an increase in the age of the population and the consequent increased use of prescription drugs (Kiron, S. S., Premaletha, K, P. L. Rajagopal, Saritha M. May-June, 2012, Vol. 2, Issue 3: 485-490 ISSN: 2250-3013; www.iosrphr.org 485; Retrieved from <http://www.iosrphr.org/papers/v2i3/X023485490.pdf>).

Achieving job satisfaction in the workplace is really a just cause, especially, among health workers, most particularly,

the pharmacists. Among the pharmacists, themselves, in the conduct of the mundane technology management activities in pharmacies, they are deemed to experience a high level of satisfaction on their jobs as they are to accurately interpret the doctors' prescriptions in the dispensing of the appropriate medicines to the patients-customers. Whether or not these pharmacists have a high level of satisfaction in their jobs awakened the interest of the researcher, she being a pharmacist herself. As such, there was the conception of this research.

II. MATERIALS AND METHODS

The descriptive-normative survey method was employed in the research utilizing the questionnaire that also served as the interview guide during the conduct of the study to gather data to determine the prevalent conditions of the pharmacists and the supervisors/administrators in their socio-economic conditions and satisfaction on the job. The research resorted to the universal sampling method among 26 pharmacies with 26 pharmacists and supervisors/administrators, as there was only a limited number of pharmacies in the research locale. The questionnaire was in two sets to generate the perceptions on job satisfaction among the pharmacists themselves (one set) and the supervisors/administrators (another set). These were fielded among the respondents in the research locale and at the same time, used as interview guides by the researcher to verify relevant concerns among the respondents. The data gathered were treated through the percentage distribution, average weighted mean, and t-test. The percentage was used in the determination of the socio-economic profile and the problems met; the average weighted mean for the level of job satisfaction; and the t-test for the significant mean difference of perceptions between the pharmacists and the supervisors/administrators on the job satisfaction level.

III. RESULTS

On the socio-economic profile, findings revealed that pharmacists and supervisors/administrators' social profile, in sequence of sector presentation, was aged 31-50 (19 or 73 per cent and 17 or 65 per cent, respectively), predominantly female (22 or 85 per cent and 17 or 65 per cent, respectively), and married for both sectors (20 or 77 per cent, each), with one to two dependents (15 or 58 per cent and 14 or 54 per cent, respectively); educational profile was college graduates with master units for pharmacists (25 or 96 per cent) and college graduates for supervisors/administrators (24 or 92 per cent), and predominantly eligible (26 or 100 per cent and 15 or 58 per cent, respectively); economic profile was five and below years of experience (five and below, with eight or 31 per cent and 10 or 38 per cent, respectively), predominantly permanent (19 or 73 per cent and 20 or 77 per cent, respectively), as to employment status, and recent monthly salary of P 5,000.00-10,000.00 for pharmacists (21 or 81 per cent) and P 11,000.00-25,000.00 for supervisors/administrators (18 or 69 per cent). A study in on pharmacists revealed that out of 53 study population, 64% were males, 41% were aged 30-39, 78% had Doctor in Pharmacy and 10% were bachelor graduates ((Kiron, S. S., Premaletha, K, P. L. Rajagopal, Saritha M. No date. May-

June, 2012, Vol. 2, Issue 3: 485-490 ISSN: 2250-3013; www.iosrphr.org 485; Retrieved from http://www.iosrphr.org/papers/v2i3/X023485490.pdf).

TABLE 1. SUMMARY TABLE ON PERCEPTIONS BY THE PHARMACISTS AND THE SUPERVISORS/ADMINISTRATORS ON THE JOB SATISFACTION PROFILE OF PHARMACISTS  
N = 26; 26

Job Satisfaction Aspect	Pharmacists		Supervisors/ Administrators		Average	
	AW M	ADR	AW M	ADR	AW M	ADR
General Self Assessment Outlook	4.19	VS	4.19	VS	4.19	VS
Peer/Social Relevance And Social Integration Considerations	4.25	VSA	4.37	VSA	4.31	VSA
Provisions For Quality Of Work Life Assessments	3.55	Of	3.78	Of	3.67	Of
<b>Grand General Average Weighted Mean/Average Descriptive Rating</b>	<b>4.00</b>	<b>Level 4</b>	<b>4.11</b>	<b>Level 4</b>	<b>4.06</b>	<b>Level 4</b>

As to job satisfaction of the pharmacists, this was in Level 4, as being Very Satisfactory and Very Strongly Agree, in the three indicators, as perceived by both of the pharmacists and the supervisors/administrators, specifically, as perceived by the pharmacists themselves, with the General self-assessment outlook, as Very Satisfactory, with an average weighted mean (AWM) of 4.19; the Peer/Social relevance and social integration considerations, as Very Strongly Agree, with an AWM of 4.25, and the Provisions for quality of work life assessments was Occasionally, with an AWM of 3.55 and as perceived among the supervisors/administrators, the General self-assessment outlook had an AWM of 4.19 and also Very Satisfactory; the Peer/Social relevance and social integration considerations, had an AWM of 4.37 and also Very Strongly Agree; and the Provisions for quality of work life assessments had an AWM of 3.78, as Often.

On the significant mean difference between perceptions of pharmacists and the supervisors/administrators on job satisfaction profile of pharmacists, the computed t-value at a 0.05 level of significance at 25 degrees of freedom was - 0.4850, that was lesser than the critical value of 2.060, revealing no significant mean difference between the perceptions of the pharmacists themselves and the supervisors/administrators on the job satisfaction level; thus, an acceptance of the hypothesis.

Both pharmacists and supervisors/administrators met problems, as impatience of customers, illegible doctor's prescription, so much workload, and tardiness, with the first five among the pharmacists, as Impatience of the customers, 19 or 73 per cent (first); Illegible doctor's prescription and So much workload, 16 or 62 per cent, each (second and third); Low salary and Lack of benefits, 15 or 58 per cent, respectively (fourth and fifth) and among the supervisors/administrators, with the first six, as Tardiness of the employees and Impatience of the customers, 21 or 81 per cent, each (first and second) and So much workload, 19 or 73 per cent (third); followed by Indifferent employees, 12 or 46 per cent (fourth); Non-monitoring of the expiration dates of medicines, Resistance of concerned employees to pay the non-monitored expired drugs, nine or 35 per cent, respectively (fifth and sixth). The study of Kiron, et. Al (2012) also revealed that 39.6% of the study population is under stress of the profession and they worry about the work issues even when they are at home although 60.3% receives support from their supervisors. In summary, altogether, the pharmacists were satisfied with their interpersonal relations, as measured in the subscales, patient interaction, coworkers and supervision. (Kiron, S. S., Premaletha, K, P. L. Rajagopal, Saritha M. May-June, 2012, Vol. 2, Issue 3: 485-490 ISSN: 2250-3013; [www.iosrphr.org](http://www.iosrphr.org) 485; Retrieved from <http://www.iosrphr.org/papers/v2i3/ X023485490.pdf>).

#### IV. DISCUSSION

With the pharmacists' educational profile of being college graduates with master units and the supervisors/administrators as college graduates, would need for them to upgrade academically to strengthen the technological capability for their positions.

On the economic profile revealing a recent monthly salary of P 5,000.00-10,000.00 for the pharmacists and P 11,000.00, as the lowest among the supervisors/administrators, would necessitate a judicious review by the pharmacy operators to keep these workers on the job and assure a sustainability of quality technological management services in pharmacies.

Having both of pharmacists and supervisors/administrators met problems on the job, as impatience of customers, illegible doctor's prescription, so much workload, and tardiness would require timely intervention programs, activities, or projects that must be established by pharmacy operators so that workers in the pharmacy environment would feel needed as they would be given the appropriate attention on their concerns.

#### V. CONCLUSION

To put it succinctly, it could be concluded, thus, that the job satisfaction level of both the pharmacists themselves and the supervisors/administrators was substantially high, as perceived by both the pharmacists themselves and the supervisors/ administrators, this being in Level 4, though, one level short of the highest scale, with no significant mean difference between the perceptions of the pharmacists themselves and the supervisors/administrators; thus, leading to the acceptance of the hypothesis.

#### VI. RECOMMENDATION

Based on the findings on job satisfaction of pharmacists, it is recommended that a proposal for a development program among pharmacists be implemented, with strategies as: Having a linkage with the pharmacy supervisors/administrators during the planning phase; Conducting an information dissemination on the research findings through a community seminar; Implementation of the proposed development program itself; Provision by the supervisors/administrators of the identified developmental aspects that would require some enhancement; Having a continued coordination with supervisors/administrators during the implementation phase; and Conducting a monitoring and an evaluation of the development program.

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