

JOB SATISFACTION AMONG NIGERIAN HOSPITAL PHARMACISTS

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INTRODUCTION

Job satisfaction as a psychological construct has been extensively researched on (1 – 4). These researchers usually focus on the level of satisfaction that people derive from their jobs, the aspects of jobs that are most satisfying and the consequences of job dissatisfaction in both large and small pharmaceutical organisations.

Studies on job satisfaction of American pharmacists showed the relevance of both intrinsic and extrinsic factors (5, 6). The intrinsic factors derive from an individual's self-concept brought about by job function while the extrinsic factors of job satisfaction are provided by the employer.

Theoretical Conception of Job Satisfaction:

Maslow formulated a theory of job satisfaction based on human needs. According to him, job satisfaction is a function of the extent to which the conditions and situations of the job can satisfy a person's physiological, security, social, self-esteem and self-actualisation needs. Within the purview of this theory, job satisfaction has been perceived further as the extent to which a person's job fulfils his dominant needs and is consistent with his expectations and values (7).

Other studies have presented job satisfaction in terms of theory of equity, based on expectations and social comparison (8, 9). Thus, even if a job satisfies the needs of an employee, the employee would still tend to be dissatisfied if he perceives that another comparable job could give him more satisfaction with the same effort or equally satisfy his needs with less effort. Thus, this view presents job satisfaction as the degree

of equity between job input (e.g. level of education, skill, effort, etc) and job output (e.g. salary, fringe benefits, etc). That is, the greater the disparity or discrepancy between perceived and actual rewards, the greater will be the level of job dissatisfaction.

Factors Associated with Job Satisfaction

Factors related to job satisfaction are many, and these relationships have been shown to vary among occupations. A study (12) identified the principal classes of variables, which are thought to be causally related to job satisfaction. These include:

- (i) Environmental variable (e.g. political, economic, occupational, job and work Environment)
- (ii) Individual variables (e.g. demographic, personality traits, abilities, perceptions, cognition and expectations).

With respect to Pharmacy, both intrinsic and extrinsic factors of job satisfaction have been identified (5, 6). The intrinsic determinants include achievement potential, opportunity for self-actualisation, meaningfulness of work, degree to which one's education is used in work and recognition of work by others. On the other hand, extrinsic determinants of job satisfaction include pay (basic salary and benefits), advancement potential and working conditions, such as work environment, hours and amount of work, co-workers and supervision.

Other factors that have also been identified to be related to job satisfaction among pharmacists include role conflict, age, extent of formalisation, management styles, marginalisation and exclusion from decision-making (11, 12).

This study was designed to find out the personal

factors that are related to the job satisfaction of hospital pharmacists in Nigeria. These factors are: marital status, age, sex, job position, work experience and academic ability. It is thus postulated that each of these variables will be significantly related to job satisfaction.

METHOD

Sample

The study consisted of 240 hospital pharmacists selected from 10 states of the country by stratified random sampling with an average of three public hospitals per state. A total of 180 (i.e. 75%) returns were received out of which 162 appropriately responded to the items of the instrument used, and hence constituted the final subjects

Instrument

The instrument used in the study was a Pharmacists' Job Satisfaction Inventory. It has two sections. Section A consists of a 30 item Likert-type inventory that was developed and validated by the researcher. Section B provides for the personal data and other variables of the respondents.

Development

From the literature (4, 5, 10) both facet-specific and facet-free factors of job satisfaction were identified and these were used as minor constructs, which the items were then constructed to define. The items relate full aspects of job satisfaction such as job content, responsibility, staff social relations, supervision, physical work environment, prospects, salary and allowances, hours of work, job security, fringe benefits, attitude of own family, latitude for expression of personal initiative, attitude to other health workers in the hospital, personal expectations, risk, etc. Section B of the instrument provides for the personal data and other variables of respondents such as years of work experience in pharmacy, marital status, present position, etc.

Validation

The inventory was subjected to construct validity to ensure that all important parameter related to job satisfaction of hospital pharmacists in a developing country were adequately reflected. Further, pre-test stability measure (test-retest) over two weeks ($n = 40$) was 0.68 ($p < .05$), while

its KR-21 internal consistency reliability was 0.82 ($p < .05$).

Scoring

Subjects were to respond to each item of the inventory by ticking one of a range of options from "Not satisfactory" to "Absolutely satisfactory" which are scored from 1 to 5 for positive items. Thus, the minimum and maximum scores on the scale are 30 and 150 respectively.

Analysis

The scores on the job satisfaction scale were analysed using point-beserial (r_{pb}) and correlation ratio (e^2) statistical procedures as applicable to the hypotheses of the study. Job position was classified into three categories namely Junior (internee pharmacist and pharmacist II), Middle level (Senior and Principal Pharmacists) and Senior (i.e. Assistant Chief, Deputy Chief and Chief Pharmacists). The classification of academic ability groups was similarly made using the traditional grade point average (GPA) of first degree programmes.

RESULTS AND DISCUSSION

From Table 1, the mean job satisfaction score for married pharmacists was 76.5 while that of single subjects was 74.8. A point-beserial correlation yielded a not-significant value of 0.065 of the 0.05 level of significance. With respect to the sex of subjects, the point beserial correlation was 0.485, which was found to be significant ($n = 158$, $p < .05$). That is, there is a significant relationship between sex and the job satisfaction of hospital pharmacists. In particular, females were found to have a greater level of job satisfaction than males.

With respect to such variable as age, academic ability, job position and work experience, only the eta coefficients of age ($e^2 = 0.528$, $n = 155$) and job position ($e^2 = 0.476$, $n = 162$) were found to be significant ($p < .05$). While job satisfaction was found to have a significant relationship with age and job position of hospital pharmacists, it had no significant relationship with academic ability and work experience.

It appears that more hospital pharmacists in Nigeria are females and that male pharmacists tend to prefer production and general practice to

hospital pharmacy. If this observation is true, it may not be unexpected that females seemed to be more satisfied with their jobs than males. In fact, most of the females were married and were probably content to be in the hospital because their families were living in those locations or because they could not afford to work in the industry, run their own pharmacy or teach in the university.

Also, job satisfaction was found to increase with age and job position. This finding is in consonance with those of previous researchers (11 – 12) who found job satisfaction to be significantly related to age. Subjects who were older were likely to have fully accepted and well adjusted to the reality of their job than younger ones who probably could still nurse the prospect of changing jobs or moving elsewhere. In the same vein, subjects in senior (management) position revealed a higher level of job satisfaction than their junior colleagues. This is not unexpected.

CONCLUSION

This study suggests that job satisfaction of hospital pharmacist is significantly related to variables such as sex, age and job position. This may not be so for pharmacists in other work settings. The study also did not investigate the components of job satisfaction that were of most significance to the greatest number of Nigerian pharmacists. These may be further researched.

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TABLE 1: VARIABLES ASSOCIATED WITH JOB SATISFACTION OF THE HOSPITAL PHARMACIST

	N	MEAN	SD	r_p^b	p
Marital Status					
Married	76	76.5	15.0	0.065	> 0.05
Single	84	74.8	12.2		NS
Sex					
Male	95	72.5	10.6	0.485	< 0.05
Female	63	80.6	11.4		
Age					
< 24	25	67.2	18.0	e ² 0.208	> 0.05
24-34	93	75.2	13.6		NS
> 35	37	78.3	13.0		
Academic Ability					
High	23	74.8	10.4	0.208	> 0.05
Average	71	75.2	14.9		NS
Low	65	78.3	13.4		
Job Position					
Junior	108	72	13.6	0.475	< 0.05
Middle	44	70.8	13.0		
Senior	10	81.3	12.5		
Work Experience					
0-2	75	72.6	14.5	0.133	> 0.05
3-	114	73.7	11.7		NS
6-10	27	74.1	15.5		
>11	16	94.5	19.1		