Factors Affecting Job Satisfaction Among Community-Pharmacists with VIJS Instrument in South Sulawesi

Andi Nur'ainun Reskia Pawallangi[1], Yayi Suryo Prabandari[2], Vo Quang Trung[3], Susi Ari Kristina[4*]

[1] Master in Pharmacy Management, Faculty of Pharmacy, Universitas Gadjah Mada, Yogyakarta, Indonesia
[2] Departement of Public Health, Faculty of Medicine, Public Health Sciences, Universitas Gadjah Mada, Yogyakarta, Indonesia
[3] Faculty of Pharmacy, Pham Ngoc Thach University of Medicine, Vietnam
[4] Departement of Pharmaceutics, Faculty of Pharmacy, Universitas Gadjah Mada, Yogyakarta, Indonesia

ABSTRACT

Background: Pharmacists' responsibilities have shifted over time. Pharmacists have grown increasingly clinically involved in patient care from delivering pharmaceuticals throughout the healthcare system. These developments may have influenced pharmacists' job satisfaction. This is significant since performance, motivation, and productivity are all positively associated with job happiness, whereas a lack of job satisfaction may hurt patient care and safety and increase job turnover.

Objectives: To analyze the factors affecting job satisfaction among community pharmacists in South Sulawesi.

Methods: This research uses quantitative and analytical observational research with a cross-sectional study design. This research was conducted from mid-January to mid-March of 2024, with the research subject being community pharmacists who worked at pharmacies, primary healthcare, and clinics in the South Sulawesi region. Research instruments are distributed to each IAI branch management in South Sulawesi via Google Forms. The instruments used in this research were sociodemography, pharmacist service characteristics, and the job satisfaction questionnaire (VIJS Instrument). The analysis used is univariate analysis (descriptive), bivariate analysis (independent T-test), and multivariate analysis (multiple regression linear analysis).

Results: The general result of this research is satisfied based on the mean score (3.8±0.8). The lowest mean score from both factors is monthly income (3.1±1.1) and learning and advancement opportunity (3.3±1.1). The regression analysis indicated that factors affecting job satisfaction among community pharmacists in South Sulawesi are monthly income (p=0.025), long working period (p=0.019), number of patients per day (p=0.008), and number of prescriptions per day (p=0.005).

Conclusion: Community pharmacists in South Sulawesi are satisfied with their work, and their satisfaction level is affected by monthly income, long working periods, the number of patients per day, and the number of prescriptions per day.

Keywords: Job Satisfaction, Community Pharmacy, South Sulawesi

INTRODUCTION

Achieving better health depends on effective primary health care (PHC). Access to healthcare services and achieving universal health coverage (UHC) depends on enabling equitable population access to a well-educated, trained, and motivated healthcare workforce. Pharmacists are known as an easily accessible, community-based healthcare workforce for getting expert health advice.[1]

As in many other countries, pharmacists' roles have changed. From dispensing medications, pharmacists have become more clinically involved in patient care in different ways in the healthcare system. Taken together, these changes might have affected pharmacists' job satisfaction. This is important because performance, motivation, and productivity are positively linked to job satisfaction. In contrast, a lack of job satisfaction might negatively affect patient care and safety and increase job turnover.[2]

Employee work happiness is an important consideration in any job. Job satisfaction in the health industry, including pharmacies, is one factor that can provide an overview of the high and low quality of pharmaceutical services. This level of job satisfaction is inextricably linked to the elements that determine it. Several factors influence job satisfaction, including intrinsic, extrinsic, and individual characteristics (psychological factors such as character, attitude, and habits, as well as demographics).[3]

The reason for choosing South Sulawesi as the research location is that only a few studies examine the satisfaction of community pharmacists. Another reason is that based on experience and independent observation by researchers, there is a tendency for community pharmacists to refuse to work in pharmacies because their salaries do not match the established standards. Another characteristic of South Sulawesi Pharmacists is the tendency to become civil servants rather than work in the private sector, such as pharmacies and clinics. Furthermore, this research aims to analyze the factors affecting job satisfaction among community pharmacists in South Sulawesi.

METHODS

Study design

Observational research with a cross-sectional approach assessed factors affecting job satisfaction in community pharmacists, especially in South Sulawesi. This research was conducted from January to March in community pharmacies located in South Sulawesi. Data is taken from respondents who are considered to meet the inclusion criteria and want to fill out the questionnaire.

Population and samples

The population of the study was all pharmacists employed in South Sulawesi Province's community sectors, such as pharmacies, clinics, and primary healthcare. There was a total of 1.534 pharmacists in South Sulawesi. The minimum sample obtained from the random sampling technique is 91 participants. One hundred fifty participants were taken from each sector. The inclusion criteria were pharmacists practicing in the community field (pharmacy, clinics, and public healthcare), willing to complete the online questionnaire, and pharmacists practising inside South Sulawesi. Pharmacists who worked in chain distribution, hospitals, and the pharmaceutical industry, owners of pharmacies, unemployed pharmacists, pharmacists who refused to complete the online questionnaire, and those with limited internet access were eliminated from this study.

Study instruments

The instrument used in this study is a questionnaire. The questionnaire was adopted from a previous study conducted by Nguyen et al. (2022) with the title *An Instrument for Measuring Job Satisfaction (VIJS): A Validation Study for Community Pharmacists in the Context of COVID-19 Pandemic in Vietnam;* Ibrahim et al. (2021) with the title *Assessment of job satisfaction among community pharmacists in Baghdad, Iraq: A Cross-sectional study.* It was translated into Indonesian for data collection purposes. The content validity of the questionnaire was determined by experts in pharmacy practices and piloted on 22 non-sample respondents. The online questionnaire consisted of three parts: sociodemographic characteristics (12 items), pharmacist service characteristics (4 items), and Job satisfaction using VIJS Instrument (34 items). The questionnaire was assessed using a 5-point Likert scale. Point 5: strongly agree, point 4: agree, point 3: normal, point 2: disagree, and point 1: strongly disagree.

Data collection

Data collection was carried out using non-probability or non-random sampling. Respondents who meet the inclusion criteria will be explained about the research and offered to participate. Respondents who agreed to join were used as samples in this study. The total sample obtained was 150 respondents.

Data Analysis

Data were analyzed using SPSS 27.0. Categorical variables were given as frequencies and percentages, whereas continuous variables were represented by means (SD) and ranges. Cronbach's alpha coefficient was used to assess the reliability of the job satisfaction scale. The 34-item satisfaction scale has a score of 0.972, indicating that it is an accurate instrument for pharmacists. An independent sample t-test was performed to compare the total scores for pharmacists based on sociodemography, pharmacist service characteristics, and job satisfaction. Standard multiple regression analysis was performed to determine the impact of sociodemography and pharmacist service characteristics (the independent variables) on total work satisfaction levels (the dependent variable). All tests were set to a significance threshold of $p < 0.05$.

RESULTS AND DISCUSSION

Characteristics of Respondent

The study, which involved 150 community pharmacists in the South Sulawesi working area, revealed that (88%) of the respondents, or (85.3%), were female pharmacists between the ages of 24 and 40. If there are no particular obstacles, student graduates typically complete a bachelor's degree program and a professional pharmacy program between the ages of 23 and 24. The characteristics of the pharmacists in this study are presented in Table I.

Total Job Satisfaction

Table II represents the 34 items that made up the VIJS Instrument of the survey. The general conclusion that can be drawn is that the average mean of the 34 statements given is 3.8 ± 0.8, which, when referred to, is the calculation range of 3.4 ≤ X ≤ 4.2, which indicates agreement or satisfaction. In research in Indonesia, especially in the city of Pekanbaru, targeting community pharmacists who work in clinics, it is interpreted that, based on respondents' perceptions, in general, the working conditions of respondents in clinics only reach the moderately satisfied category.[4] A literature assessment of the eight articles received, as well as studies undertaken in industrialized countries (Lithuania, the United States, and Sweden), revealed levels of job satisfaction that were above average or high. Meanwhile, in developing countries such as Iraq, Jordan, Malaysia, and Ethiopia, total job satisfaction ranges from moderate to low.[3]

In Table II, it can be seen that the domain with the highest score is in the work nature domain. At the statement point, *"I can meet and interact with many people",* with a mean value of 4.5 ± 0.5, followed by questions in the same domain, namely, *"The work that I am doing is suitable for the qualifications and skills that I was trained"* with a mean value of 4.4 ± 0.6. The third highest mean is in the domain of physical working conditions. In the statement, *"I am working in safe conditions",* with a mean value of 4.3 ± 0.7. It can be concluded that the domain with the highest mean value has a higher satisfaction value than those with a low mean value.

Results with a low mean were also obtained in this study. A low mean value can be interpreted as having low satisfaction or many answers that disagree with the statement. The lowest mean value was obtained in the income. Other benefits domain, namely in the statement *"The bonus and remuneration I received are commensurate with my work performance",* with a mean value of 3.1 ± 1.1, followed by the statement *"Additional income (bonus) is distributed equally"* with a mean value of 3.2 ± 1.1. There is also a low mean value at number 3.3 ± 1.0, namely in the statements, *"I am satisfied with my current income"* and *"My salary is commensurate with my current job position"*. The mean value of 3.3 ± 1.1 is also found in other domains, namely learning and advancement opportunities, in the statement that *"I have been trained in professional knowledge and skills regularly".*

Our study's results, consistent with those from Saudi Arabia, showed that as much as 81.2% of pharmacists, or more than four out of five, were dissatisfied with the amount they received for their work. Pay increases were implemented to solve shortages, and when combined with attractive job opportunities, this increased the number of students and graduates in the United States. [5] A study in West Ethiopia also stated that pharmacist dissatisfaction was in the salary domain 25.75% and insufficient service training 11.34%. [6]

Analysis of Pharmacist Demographic Characteristics

The independent t-test was used to determine the relationship between sociodemography, pharmacist service characteristics, and job satisfaction. The significance value (p-value) is used to interpret the relationship between variables. If $p < 0.05$, it is said that there is a relationship between variables, but if the p-value is >0.05,

Table I. Descriptive analysis of sociodemographic and pharmacist service characteristics

Sociodemography and pharmacist service characteristics	Number of respondents (n)	Percentages (%)
Gender (n = 150)		
Male	22	14.7
Female	128	85.3
Age (n = 150)		
<24–40	132	88.0
>40	18	12.0
Educational level (n = 150)		
Bachelor degree + pharmacist profession	131	87.3
Magister degree + pharmacist profession	19	12.7
Monthly income (n = 150)		
Rp 1.000.000 – Rp. 3.000.000	71	47.3
>Rp 3.000.000	79	52.7
Marital status (n = 150)		
Married	89	59.3
Unmarried	61	40.7
Work institusion (n = 150)		
Public healthcare & clinic	78	52.0
Pharmacy	72	48.0
Job status (n = 150)		
Employee	94	62.7
Civil servant	56	37.3
Long working periode (n = 150)		
<10 years	128	85.3
>10 years	22	14.7
Working hour (n = 150)		
<5 hours	29	19.3
>5 hours	121	80.7
Number of Patient per day (n = 150)		
<40 patients	90	60.0
>40 patients	60	40.0
Number of Prescription per day (n = 150)		
<40 patients	110	73.3
>40 patients	40	26.7
Number of Self-medication per day (n = 150)		
<40 patients	124	82.7
>40 patients	26	17.3
Communication, Information, and Education per day (KIE) (n = 150)		
<40 patients	89	59.3
>40 patients	61	40.7

it means there is no significant relationship. Table III demonstrates a substantial correlation between monthly income and job satisfaction, supported by the p-value of 0.018. In an experiment carried out in Nigeria, low job satisfaction was discovered. Job dissatisfaction was reported by 65%. Remuneration is one of the elements contributing to this, accounting for 54%.[7] Reducing turnover rates can be achieved by promoting job satisfaction by offering awards and raising remuneration. According to a study conducted in Ethiopia, several reasons contributed to pharmacists' dissatisfaction with their jobs. Pharmacy professionals expressed dissatisfaction primarily due to a high workload 83.8%, low pay 81.2%, disrespectful treatment by hospital management teams 67.5%, an inappropriate work environment 60.0%, and a lack of opportunities for advancement within the hospital 46.2%.[5]

Table II. Descriptive analysis of total job satisfaction

No	Item Question	Mean ± SD	Conclusion
1	I am satisfied with the facilities of my medicine outlet	3.7 ± 0.8	
2	My workplace is spacious, clean, dan airy	4.0 ± 0.9	
3	I am working in safe condition	4.3 ± 0.7	
4	My medicine outlet has full equipment for professional work (such as computer with an internet connection, an air conditioner)	3.7 ± 1.1	
5	There are enough means to help prevent the spread of disease/pandemic in my medicine outlet (such as face masks, hand sanitizers. ..)	4.1± 0.8	
6	I am satisfied with my current job position	4.0 ± 0.8	
7	The work that I am doing is suitable for the qualifications and skills that I was trained.	4.4 ± 0.6	
8	I can use and promote my capacity well at work.	4.2 ± 0.6	
9	Professional work (such as selling medicines, and patient counseling) fulfills my career aspirations.	4.2 ± 0.7	
10	I can meet and interact with many people.	4.5 ± 0.5	
11	I am satisfied with my current income.	3.3 ± 1.0	
12	My salary is commens urate with my current job position.	3.3 ± 1.0	
13	The bonus and remuneration I received are commensurate with my work performance.	3.1 ± 1.1	
14	Additional income (bonus) is distributed equally.	3.2 ± 1.1	
15	The managers always care about the lives of employees.	3.6 ± 1.0	
16	The managers treat all employees in my medicine outlet fairly and suitably.	3.8 ± 0.9	
17	The managers have enough capacity and knowledge to effectively manage and monitor the work at the medicine outlet.	3.6 ± 0.9	
18	The managers trust me in my work.	4.2 ± 0.6	
19	The managers always support and guide all employees enthusiastically.	3.9 ± 0.8	
20	The managers always listen to opinions and quickly respond to employees.	3.8 ± 0.8	
21	The managers always praise/encourage employees when they do a good job.	3.8 ± 0.9	
22	My coworkers are competent and knowledgeable.	3.8 ± 0.8	
23	My coworkers are hospitable and friendly people.	4.2 ± 0.6	
24	My coworkers and I usually share experiences and help each other in our work.	4.2 ± 0.7	
25	My coworkers are trustworthy.	4.1 ± 0.7	
26	My coworkers and I care for and help each other in life.	4.0 ± 0.8	Agree/satisfied
27	I am satisfied with my relationship with patients/customers.	4.2 ± 0.6	
28	Patients/customers have a respectful attitude towards me.	4.2 ± 0.6	
29	I am satisfied with the training and advancement opportunities at my outlet.	3.6 ± 1.1	
30	I have been trained in professional knowledge and skills regularly.	3.3 ± 1.1	
31	I have many opportunities to participate in professional training courses (such as clinical pharmacy, drug information, drug consulting and using. ..)	3.5 ± 1.0	
32	I will have many opportunities to advance to a higher position if I work hard.	3.5 ± 1.1	
33	I have opportunities to study and promote my capacity at work.	3.8 ± 0.9	
34	My medicine outlet has fair and clear promotion policies.	3.4 ± 1.0	
	Overall job satisfaction	**3.8 ± 0.8**	

Table III. Analysis of pharmacist demographic characteristics

Characteristics	Mean ± SD	p-value
Gender (n = 150)		
Male	3.79 ± 1.14	0.042
Female	3.90 ± 1.10	
Age (n = 150)		
<24 – 40	3.89 ± 1.10	0.398
>40	3.77 ± 1.13	
Educational level (n = 150)		
Bachelor degree + pharmacist profession	3.86 ± 1.08	0.192
Magister degree + pharmacist profession	4.04 ± 1.15	
Monthly income (n = 150)		
Rp 1.000.000 – Rp 3.000.000	3.76 ± 1.11	**0.018***
>Rp 3.000.000	3.99 ± 1.11	
Marital status (n = 150)		
Married	3.87 ± 1.06	0.819
Unmarried	3.89 ± 1.15	
Work institusion (n = 150)		
Public healthcare & clinic	3.84 ± 1.08	0.351
Pharmacy	3.93 ± 1.15	
Job status (n = 150)		
Employee	3.89 ± 1.13	0.890
Civil servant	3.87 ± 1.09	
Working periode (n = 150)		
<10 years	3.85 ± 1.10	0.139
>10 years	4.05 ± 1.16	
Working hour (n = 150)		
<5 hours	3.91 ± 1.15	0.768
>5 hours	3.87 ± 1.09	
Number of patients per day (n = 150)		
<40 patients	3.84 ± 1.09	0.255
>40 patients	3.95 ± 1.10	
Number of prescriptions per day (n = 150)		
<40 patients	3.91 ± 1.10	0.311
>40 patients	3.80 ± 1.08	
Number of self-medications per day (n = 150)		
<40 patients	3.85 ± 1.10	0.212
>40 patients	4.01 ± 1.08	
Communication, information, and education per day (KIE) (n = 150)		
<40 patients	3.84 ± 1.14	0.309
>40 patients	3.94 ± 1.10	

Based on the research findings, it can be concluded that age has no significant effect on job satisfaction among community pharmacists in South Sulawesi because the p-value for gender is 0.442, which is an increase higher than 0.05. An investigation carried out in Northern Ethiopia revealed that there was not a significant relationship between age and job satisfaction, as indicated by the p-value of 0.986, in contrast to several other research that claimed there was.[8]

According to the t-test results on pharmacist service characteristics, there is no significant correlation between the number of patients, prescriptions, self-medications, and KIE (communications, information, and education) per day and job satisfaction. The findings of this study contradict previous studies, which demonstrated that in Iraq, pharmacists who served more than 51 patients per day reported higher job satisfaction (21.3±3.7) as opposed to those who handled a smaller number of patients.[9] Pharmacists who dispensed less than ten prescriptions per day were considerably less satisfied than those who provided more than 20 prescriptions per day (p = 0.004). The current study demonstrated an essential correlation between the

Table IV. Result of multivariate analysis

No	Characteristics	Coefficients ß	Sig. value	Conclusion
1	Gender	4.343	0.346	Not significant
2	Age	- 9.057	0.131	Not significant
3	Educational level	5.835	0.239	Not significant
4	**Monthly income**	**7.982**	**0.025***	**Significant**
5	Marital status	1.199	0.747	Not significant
6	Work institusion	0.313	0.938	Not significant
7	Job status	0.405	0.921	Not significant
8	**Working period**	**12.629**	**0.019***	**Significant**
9	Working hour	- 6.140	0.155	Not significant
10	**Number of patients per day**	**13.579**	**0.008***	**Significant**
11	**Number of prescriptions per day**	**- 17.877**	**0.005***	**Significant**
12	Number of self-medication per day	- 0.087	0.985	Not significant
13	Communication, information, and education per day (KIE)	4.232	0.292	Not significant

number of prescriptions filled daily and job satisfaction, emphasizing the relevance of patient contact as a source of job satisfaction.[10]

Main Factors Affecting Job Satisfaction

Sociodemographic and pharmacist service characteristics (gender, age, educational level, monthly income, marital status, work institutions, job status, working period, working hour, number of patients per day, number of prescriptions per day, number of self-medications per day, communications, information, and education per day) were used to develop a multiple regression model and assess the independent impact of each characteristic on job satisfaction (the dependent variable). Table IV represents the result of multivariate analysis.

Multivariate analysis is performed to identify the significant factors influencing the dependent variable. The final results of the multivariate analysis had only a p-value of less than 0.05. Four of the thirteen variables examined, monthly income, long working period, number of patients per day, and number of prescriptions, showed a significant impact on job satisfaction, according to the results of multivariate analysis using multiple linear regression.

The working period is related to someone's competence with the technical elements of the job, which establishes whether or not an employee is competent.[11] Strategies for Retaining Community Pharmacists in Malaysia indicated that experienced pharmacists had a statistically higher probability of retaining their jobs than less experienced pharmacists (OR = 1.215, p = 0.002).[12] This is compatible with earlier research on community pharmacists, which found that the most satisfied and least stressed out pharmacists were people who were more senior and experienced.[10] The study mentioned above is consistent with the results of the multivariate test, which show that the working duration is one of the factors influencing job satisfaction.

Another important finding of the study was the low satisfaction of pharmacists with their income as only 20.42% (n=77) of pharmacists showed satisfaction with their salary.[13] A study in Indonesia mentioned that Almost all respondents (78%) said the amounts of professional services or income received failed to meet their standards.[14] The study mentioned above is consistent with the results of the multivariate test, which show that monthly income is one of the factors influencing job satisfaction with a score of 0.025, which is lower than 0.05.

As in many other countries, the roles of pharmacists have changed over the years. From dispensing medications, pharmacists have become more clinically involved in patient care in different ways in the healthcare system. Taken together, these changes might have affected pharmacists' job satisfaction. This is important because performance, motivation, and productivity are positively linked to job satisfaction. In contrast, a lack of job satisfaction might affect patient care and safety negatively and increase job turnover.[2] One factor influencing community pharmacists' workload is the number of patients and prescriptions they receive daily. The multivariate test results revealed that one of the most critical factors influencing pharmacist job satisfaction was the number of patients and prescriptions per day, with values of 0.008 and 0.005, respectively. A study with a background in Baghdad explained that pharmacists who interacted with the highest number of consumers per day (>51) were the most satisfied with their jobs (mean = 21.5; SD 2.9; and 21.3; SD 3.7, respectively; p<0.001).[9]

This happens because the pharmacist's work orientation changes from drug-oriented to patient-oriented, so dealing directly with patients becomes something new and fun.

Our study presented some limitations. First, the questionnaire for community pharmacists was distributed online; consequently, the response rate was limited. Second, because the distribution of respondents per work region is unbalanced, study findings sometimes only represent certain portions of these areas. The last one is this study describes job satisfaction in general, so there may be differences in job satisfaction scores at each work institution (pharmacies, healthcare centres, and clinics).

CONCLUSION

Based on the results of research on factors affecting the job satisfaction of community pharmacists in South Sulawesi, the following conclusion can be drawn: community pharmacists in South Sulawesi are satisfied with the domain of work nature. At the statement point, *"I can meet and interact with many people",* with a mean value of (4.5 ± 0.5), followed by questions in the same domain, namely, *"The work that I am doing is suitable for the qualifications and skills that I was trained"* with a mean value of (4.4 ± 0.6). The third highest mean is in the domain of physical working conditions. The statement, "I am working in safe conditions, "has a mean value of (4.3 ± 0.7). However, their satisfaction with the monthly income and learning and advancement opportunities is still low. Factors affecting the job satisfaction of community pharmacists in South Sulawesi were monthly income, long working period, number of patients per day, and number of prescriptions per day.

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CONFLICT OF INTEREST

There is nothing to declare.

STATEMENT OF ETHICS

This study protocol was approved by Universitas Gadjah Mada Medical and Health Research Ethics Committee with approval number KE/FK/1834/EC/2023.

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