

## Identifying the Factors Affecting Job Satisfaction among Pharmacies Staff in Tehran (2017)

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### Abstract:

Today, in workforce management, job satisfaction as one of the most important issues is to provide employees with the necessary incentives for improving their quality of work and to benefit as much as possible from human resources in the organization. The job satisfaction among pharmacies staff in this research is the actions that pharmacies managers are doing to increase their motivation, create a positive attitude in individuals towards their work, which directly affect productivity and work enhancement. Therefore, pharmacies staff are the main goal of identifying the factors that affect job satisfaction and its design and validity by the experts and its reliability using Cronbach's alpha were confirmed. According to Friedman's test, the individual and sanitary factories are, respectively, the least and most important for the pharmacies staff's job satisfaction in Tehran city. The results of the prioritization between the variables of scale items were obtained based on Friedman's test. It was determined that the most important individual factor affecting job satisfaction is enough opportunity for advancement in work. Moreover, the most important motivational factor related to the relationships of colleagues and the most important health factor associated with the appreciation of the positive work of employees.

**Key Words:** Job Satisfaction; Individual Factors; Motivational Factors; Health Factors; Pharmacy; Technical Officer; Pharmacist; Pharmacy Technician

### Introduction:

The most important determinant of the organization's proper movement towards organizational goals is human resources. One of the main concerns of managers at different organization levels is how to create a suitable platform for employees in order to carry out their commitment properly and optimally (Barati et al., 2014). The success and failure of an organization depends on the job performance of the employees of that organization. Occupational performance is a degree of tasks assigned to a person in his job (Mohammadi, 2016; Ismaili, 2017). The desired job performance of an organization's staff increases its productivity, which in turn increases the level of its services and

improves the national economy and job satisfaction of its employees (Mohammadi, 2016). Job Satisfaction is one of the important and influential factors in the performance of each organization's staff (Ismaili, 2017) and reflects the individual's feelings about the job. When a person's work is consistent with his or her values and needs or when a person achieves the goals and activities that are important, his or her job satisfaction increases (Corger et al., 2014). Job Satisfaction can have different dimensions. A staff that satisfies a job aspect may not be satisfied with other aspects of the job. For employees, all aspects of job satisfaction are not equally important (Stewart et al., 2014). In advanced countries, employee job satisfaction, in addition to respect for human dignity, is also

considered as a factor in increasing productivity. (Afjeh et al., 2009). Vroom states that job satisfaction and its attitude can be used in place of each other, because both are focused on the individual's emotional direction towards the job and the role occupied. Positive attitude is equated to satisfaction and negative attitude is equivalent to dissatisfaction (Gilt et al., 2018). Job satisfaction or its components can be measured as a general feeling in a job (Ravi, 2013). With the development of science and technology in recent decades, tremendous changes have taken place in the management of human capital, especially in the health sector, which all its services are being performed by human resources. Hence, human capitals are the most important and valuable asset in the health system (Ariz et al., 2018). Obviously, in order to achieve the goals that promote and improve the organization, it is necessary to create conditions in which the human resources move along with the organization and align its objectives with the goals of the organization (Stewart et al., 2014). Health centers and pharmacies have a special place in society due to the importance of their responsibilities in the field of prevention, care and treatment, and the job satisfaction of the staff of those centers and pharmacies plays an important role in providing pharmaceutical services to the community and can promote the health effectively. Considering the fact that the staffs of pharmacies are subject to different conditions the necessity of this occupation is to have high attention and focus, which consequently leads to increase the work pressure and the exacerbation of the factors affecting the job dissatisfaction. The main issue of this research is that what factors affect the creation of job satisfaction in the pharmacies' staff and how they affect their order, therefore, the main problem is that we intend in this research to identify these factors and Prioritize them.

**Materials and Methods:**

**Methodology:** The research method in this study is descriptive-survey. This method explains exactly the subject of the research and the status of the current

situation and makes the results applicable. According to the issue and the importance of the accuracy and validity of the results, a questionnaire was used. To collect data, a questionnaire was used which is the most common tool in survey research. The questionnaire of this research designed based on Likert spectrum. Reliability of the questionnaire was confirmed using Cronbach's alpha coefficient achieved via computer and SPSS software and the experts (content validity) confirmed its validity. Therefore, using descriptive method, the collected data were first summarized through tables and then they were presented using charts and analyzed using a comparative analysis method.

**Data analysis method:** In the data analysis phase, the collected data are analyzed statistically to see whether the hypotheses that have been compiled are verified or not. In this research, statistical methods have been used to analyze the data. The statistical methods used in this research are descriptive and inferential and comparative methods.

**Results and discussion:**

**Descriptive data:** In descriptive findings, collected data are first summarized and classified using descriptive statistics and then, using inferential statistics, the hypothesis are approved or rejected. Statistical indicators (standard deviation and mean) are independent and dependent variables. In fact, these indicators can help to better understand the variables of research. In addition, in the inferential statistics section, after specifying the distribution of data, we examined the hypotheses using appropriate statistical tests and then we examined the normality of the data based on the Kolmogorov–Smirnov test. Finally, Friedman test was used to rank variables, which showed that variables have different ranks.

**Inferential statistics of research variables:** In this section, the statistical indicators including mean, standard deviation and percentage error (independent and dependent variables) are reported. In fact, these indicators can help to better understand the variables of research.

**Table 1:** Descriptive Indicators

Variable	Mean	Standard deviation	Skewness	Kurtosis
Health factors	1.66	2.60	0.104	-1.048
Individual factors	3.51	2.43	0.289	-0.438
Motivational factors	3.37	1.98	0.283	-0.850
Satisfaction	174	5.96	0.330	-0.863

**Inferential analysis of data:** In order to formulate research hypotheses, the researcher uses both deductive and inductive reasoning. So, there are two potential sources to formulate the hypothesis:

A) The general and complete theories; these hypotheses, using a series of specific analogies, lead to predictions that will produce definite results in the certain conditions.

B) The results of previous research; the purpose of these hypotheses is the creation of the relationship between two or more variables in the present.

**Checking normal distribution of data:** To use statistical techniques, it must first be determined that the collected data has the normal distribution. For this purpose, Kolmogorov-Smirnov test is used to investigate the normal distribution of the main variables.

**Table 2:** Result of the Kolmogorov-Smirnov test for each of the variables

Variable	Distribution	Significance level	Amount of error	Confirmation the hypotheses	Result
<b>Health factors</b>	Normal	0.156	0.05	H <sub>0</sub>	Normal
<b>Individual factors</b>	Normal	0.108	0.05	H <sub>0</sub>	Normal
<b>Motivational factors</b>	Normal	0.119	0.05	H <sub>0</sub>	Normal
<b>Satisfaction</b>	Normal	0.084	0.05	H <sub>0</sub>	Normal

Regarding the values of the Smirnov-Kolmogorov statistics in table 2, it can be concluded that there is no significant difference between the expected distribution and the observed distribution for all variables. Therefore, parametric statistics should be used to test the hypotheses. The first hypothesis: Health factors affect the level of job satisfaction of pharmacists in Tehran. The significance level of the main hypothesis is less than 0.05; therefore, there is

a significant relationship between health factors and job satisfaction among pharmacists. Therefore, we can say that the main hypothesis is confirmed, and null hypothesis is rejected. Therefore, there is a direct and positive relationship between health factors and job satisfaction among pharmacists. Therefore, it can be said that health factors affect the job satisfaction of the pharmacy staff.

**Table 3:** Coefficient of regression on the first hypothesis of the study

Variable	Beta	T	Significant level
<b>The constant</b>	-	9.584	0.000
<b>Health factors</b>	0.936	36.317	0.00

According to table 3, the research hypothesis is confirmed. As a result, it can be said that health factors affect the satisfaction of pharmacists and the null hypothesis is rejected and the alternative hypothesis is confirmed. The second hypothesis: Individual factors affect the level of job satisfaction of pharmacists in Tehran. According to the correlation test, individual factors have effect on the

job satisfaction of the pharmacy staff. The significance level of this hypothesis is less than 0.05; therefore, there is a significant relationship between individual factors and job satisfaction among pharmacists. Therefore, it can generally be said that the independent variable (individual factors) affects the dependent variable (job satisfaction).

**Table 4** Coefficient of regression on the second hypothesis of the study

Variable	Beta	T	Significant level
The constant	-	1.238	0.218
Reducing clinical errors	0.936	32.713	0.000

According to table 4, the research hypothesis is confirmed. As a result, it can be said that individual factors affect the satisfaction of pharmacists and the null hypothesis is rejected and the alternative hypothesis is confirmed. The third hypothesis: Motivational factors affect the level of job satisfaction of pharmacists in Tehran. According to the correlation test, motivational factors have effect on the job satisfaction of the pharmacy staff. The

significance level of this hypothesis is less than 0.05; therefore, there is a significant relationship between motivational factors and job satisfaction among pharmacists. Therefore, it can generally be said that the independent variable (motivational factors) affects the dependent variable (job satisfaction). Therefore, in general, it can be said that the independent variable affects the dependent variable.

**Table 5** The effect of coefficients of regression on the third hypothesis of the research

The variable	Beta	T	The significance level
The constant	-	-3.520	0.001
The motivating factors	0.903	28.631	0.000

Regarding the coefficient of motivational factors, the research hypothesis is confirmed. As a result, it can be said that the motivating factors affect the satisfaction of the staff in the pharmacies of Tehran. That is, the null hypothesis of the second hypothesis is rejected and H<sub>1</sub> is confirmed.

satisfaction of pharmacists in Tehran, using Friedman's test, we will prioritize these factors. The test statistic is as follows:

$$x^2_r = \frac{12}{Nk(k+1)} \sum_{j=1}^k (R_j)^2 - 3N(k+1)$$

**Testing the fourth hypothesis:**

**Prioritizing factors affecting job satisfaction among pharmacists in Tehran:** The Friedman test is used to prioritize, and rank variables based on the greatest impact on the dependent variable. In this section, after identifying the factors affecting the job

Friedman test has been used to evaluate the above equation. If the coverage level of the test statistic is less than the significant level (0.05), the null hypothesis is rejected and the claim of the equality of the rank (priority) of dimensions is not accepted. The test result is also given in table 6:

**Table 6:** Friedman test result

The number of statistical sample	187
chi-square	205.817
The degree of freedom (df)	2
The coverage level of the test statistic (Asymp. Sig)	0.000

The coverage level of the test statistic (0.000) is smaller than the significance level of the test (0.05), which means that components have different ranks. Therefore, there is a significant difference between the factors affecting the job satisfaction of pharmacists in terms of priority. It can be said that,

based on the ranking results obtained from the test, among these components, the prioritization will be based on the greater impact on the job satisfaction of the pharmacists.

**Prioritizing the individual factors affecting job satisfaction among pharmacists in Tehran:** There

is a significant difference between the rankings of the individual factors affecting the job satisfaction of the pharmacist. This difference is calculated by the Friedman test. Among individual factors, the highest average rating of the data belongs to the opportunity for improvement and progress in work that is 12.35. On the other hand, the lowest average data rating is related to the training program of the center, which is 4.65. Therefore, the most important factor affecting job satisfaction is the opportunity to progress and improve in the work.

#### **Prioritizing the Motivational Factors Affecting Job Satisfaction among Tehran Pharmacists:**

There is a significant difference between the rankings of the motivational factors affecting the job satisfaction of the pharmacists. This difference is extracted by Friedman's test. Among the motivational factors, the highest average of the data ranking is related to communication among the partners that is 4.96. On the other hand, the lowest average belongs to the job security rating which is 2.75. Therefore, the most important motivational factor affecting job satisfaction is related to colleagues' communication.

#### **Prioritizing health factors affecting job satisfaction among pharmacists in Tehran:**

There is a significant difference between the rankings of health factors affecting the job satisfaction of pharmacists. This difference is extracted by Friedman's test. Among health factors, the highest average rating belongs to appreciating the positive affairs of the employees, which is 4.61. On the other hand, the lowest average rating is related to giving importance to the merit of the employees and the value is 1.98. Therefore, the most important health factor affecting job satisfaction is the appreciation of the positive work of the staff.

#### **Conclusion:**

Based on the research objectives, first, the factors affecting the job satisfaction of Tehran employees were studied. After integrating and summarizing theories and job satisfaction patterns, three main factors affecting the job satisfaction of pharmacists were derived from Robbins theory, which included: Health, individual and motivational factors. Considering the results of data analysis and the use of descriptive and inferential statistical methods, it is clear that all of the intended main components affect

the job satisfaction of pharmacists. Considering the results of the test on the hypotheses, it can be said that individual factors have the most while health factors have the least effect on the job satisfaction of pharmacists in Tehran. According to the data collected in this study, and according to the results obtained from Friedman's test, individual factors have the first rank among the three variables and therefore it can be concluded that individual factors have a great importance on job satisfaction of the staff of pharmacies in Tehran. Using Friedman's test, the variables were prioritized. The results showed that the most important factor affecting job satisfaction was the opportunity to progress and improve in work, the most important motivational factor related to partnerships and the most important health factor is appreciating the positive work of the staff.

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