

Pharmacists Compensation and Job Satisfaction – A Cross Sectional Survey

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Authors' Contributions

1 Conception & Study design, Critical Review.

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ABSTRACT

Background & Objective: Pakistan is a developing country i.e. why in most of the sector compensation packages are not equivalent to international market, which sometimes result in demotivation and dissatisfaction of employee. Due to this reason the main objective of current study was to investigate Pharmacist Compensation package and level of job Satisfaction.

Methodology: A cross-sectional study was conducted in Karachi from January 2021 to April 2021. Data has been collected from 301 Pharmacists by designed questionnaire. Ethical Review Committee, Faculty of Pharmacy, Hamdard University approved the study (Reference No. UERC-2021-004). Informed consent was obtained from each participant. Collected data was analyzed by Statistical Package for Social Sciences version 22 software.

Results: Among 301 respondents; Male 160(53.15%), Female 141(46.8%), Employed 280(93.02%), Unemployed 21(07%). Job sector; Private 247(82.05%), NGOs 30(10%), Government 15(4.98%). Role as a Pharmacist; Hospital-Pharmacists 78(26%), Production-Pharmacists 51(17%), QC/QA-Pharmacists 23(7.64%), Regulatory-Pharmacists 19(6.31%), Marketing & Sales 36(12%), Academia 40(13.28%), Community-Pharmacists 54(18%). Payscale range (Pak. Rupees); 18000.00-35000.00 of 121(40.19%), 36000.00-55000.00 of 84(28%), 56000.00-100,000.00 of 50(16.61%), 101,000.00-200,000.00 of 24(8%) Pharmacists. Satisfied with salary; No 173(57.4%), Yes 86(28.5%). Compensation rating; Unfair 100(33.22%), Fair 142(47.17%), Good 54(17.94%), Excellent 5(1.66%). Salary enough for expenditures; No 184(61.12%), Yes 69(23%). Satisfaction-level; Extremely-unsatisfied 13(4.31%), Unsatisfied 47(15.61%), Fairly-satisfied 97(32.22%), Satisfied 104(34.55%), Absolutely-satisfied 32(10.63%). Promotion criteria; Fair 85(28.23%), Unfair 139(46.17%).

Conclusion: Pharmacist's compensation in Pakistan is not as per qualification. Despite low compensation packages majority of Pharmacists are satisfied with their job.

Keywords: Pharmacist; compensation; salary; job; satisfaction.

INTRODUCTION

Rise of 21st century has brought many changes in the profession of Pharmacy around the world. Role of

Pharmacy and Pharmacists are expanding day by day. Evolution of Profession of Pharmacy is now from product focused to patient focused [1]. Modern pharmacist is not only involved in drug development,

manufacturing, quality maintaining and distribution [2, 3] but also play role in public health and patient counseling [4]. Therefore, Pharmacists is an imperative bridge between patient and physician, who can guide patient for safe use of medications [5]. It is a need of time that patients should get the medications which ensure efficacy and safety, because, drugs not only improve the health conditions but also enhance the risk of harm [6]. Maintaining efficacy and safety of drugs and improvement in quality of life of patients can only be ensured, if Pharmacists in each sector of job or drug delivery process is working with full responsibility and with competence. However, it requires sound knowledge, refined skills and positive attitude of Pharmacist [7].

Job satisfaction is an important contributing factor for motivation and productivity of staff in any organization [8]. In a study to determine the role of compensation on job satisfaction and employee performance in health care services was conducted and found that significantly positive Impact is noted of compensation package on any job related satisfaction and employee performance [9]. Profession and education of Pharmacy is regulated by Pharmacy Council of Pakistan, up to date twenty public sector, twenty-five private sector universities are offering graduation program of Pharmacy and forty-one institutes/universities received NOC (No Objection Certificates) from Pharmacy Council of Pakistan to start Pharm.D (Doctor of Pharmacy) degree program [10]. Various Job satisfaction surveys are conducted around the world specifically for Pharmacists, however, such data of Pakistan is either unpublished or very limited.

In, Pakistan, overall 69% health professionals are not satisfied with their jobs and 14% are highly dissatisfied [11]. Another study conducted in healthcare center of Pakistan reveals that 56% healthcare professionals are not satisfied with their level of income, while 78% are interested to serve abroad [12]. Due to this reason main objective of current study was to investigate Pharmacist Compensation package and level of job Satisfaction working in various sectors of different organizations.

METHODS

This study design was Cross-sectional survey, conducted in Karachi, Pakistan over a period of four months from January 2021 to April 2021. Sample size

of study was determined by precision analysis technique [13]. Minimum sample size of study was 269 Pharmacists, however primary data has been collected from more than three hundred fifty-five (355) Pharmacists by designed questionnaire, data analysis was done on three-hundred-one (301) Pharmacists, because fifty-four (54) Pharmacist's data was incomplete. Title of questionnaire was Pharmacists Compensation Survey. Ethical Review Committee, Faculty of Pharmacy, Hamdard University approved the study (Reference No. UERC-2021-004). Questionnaire was distributed to Pharmacists working in different sectors including Pharmaceutical Industry, Hospital, Community Pharmacy, Academia as well as public sector by Google Forms. Forms were distributed by hand, email and What's App Groups. Prior to initiating the survey, an informed consent was obtained from each participant after explaining the research and its objectives. Collected data was analyzed by descriptive statistics through Statistical Package for Social Sciences (SPSS version 22) software.

RESULTS

Three hundred one (N=301) Pharmacists were included in data analysis. Demographic data of study was; Male 53.15% (n=160), Female 46.8% (n=141). Age distribution was 66.44% (n=200) 21-30 years, 21.59% (n=65) 31-40 years, 7.60% (n=23) 41-50 years, 2.90% (n=09) 51-60 years, 1.32% (n=04) above 60 years.

Employment status; 93.02% (n=280) employed, 7% (n=21) un-employed. Sector of employment; Government 4.98% (n=15), NGO 10% (30), Private 82.05% (n=247), Semi-government 2.9% (n=09). Current role as a Pharmacists; Hospital Pharmacists 26% (n=78), Production Pharmacists 17% (n=51), Q/C and/or QA Pharmacists 7.64% (n=23), Regulatory Pharmacists 6.31% (n=19), Pharmacists in Marketing & Sales 12% (n=36), Pharmacists in Academia 13.28% (n=40), Community/Retail Pharmacists 18% (n=54).

Pharmacists posts in organizations; Trainee Pharmacists 14.28% (n=43), Pharmacists (Officer) 32.89% (n=99), Pharmacists (Manager) 20% (n=60), Pharmacists (Director) 4.31% (n=13), Pharmacists (Lecturer/Assistant Professors) 6.31% (n=19), Pharmacists (Associate Professor/Professor) 1.9%

(n=06), Retail Pharmacists 6.31% (n=19), Other posts 14% (n=42).

Compensation packages of Pharmacists in Pak Rupees; 18,000.00-35,000.00 40.19% (n=121), 36,000.00-55,000.00 28% (n=84), 56,000.00-100,000.00 16.61% (n=50), 101,000.00-200,000.00 8% (n=24), 201,000.00-300,000.00 2.65% (n=8), 301,000.00-400,000.00 3.32% (n=10), above 400,000.00 1.32% (n=04). In response to item 10 of questionnaire that salary is enough for your expenditures, 23% (n=69) mentioned YES, 61.12% (n=184) mentioned NO, while 16% (n=48) said MAY BE. In next item of work load is fair versus salary; 20.26% (n=61) are Strongly disagree, 24.58% (n=74) are Disagree, 33.22% (n=100) are Neutral, 18.60% (n=56) are Agree, 3.32% (n=10) are Strongly agree.

In response to the promotion criteria is fair in your organization; 28.23% (n=85) mentioned YES, 46.17% (n=139) mentioned NO, 20.59% (n=62) mentioned MAY BE and 2.65% (n=8) mentioned DON'T KNOW. In the last item of questionnaire "If you have a child would you suggest him/her to be a Pharmacist"; 33.55% (n=101) mentioned YES, 42.85% (n=129) mentioned NO and 23.58% (n=71) mentioned MAY BE

In a response to "Are you satisfied with your salary in your organization?", respondents answers are mentioned in Figure 1.

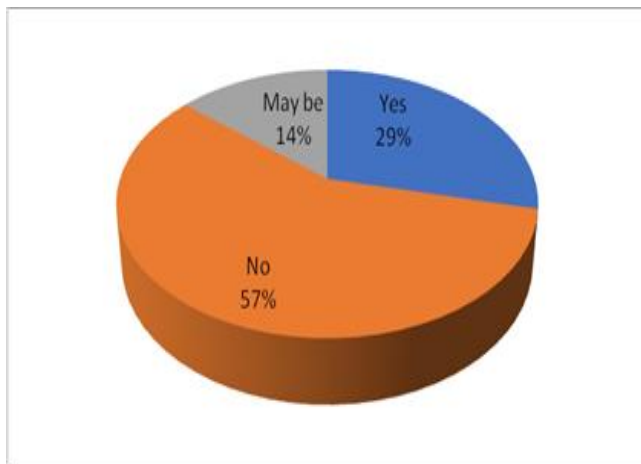


Figure 1. Number of Pharmacists Satisfied with salary in their organization.

In a response to "How will you rate your compensation?", respondents answers are mentioned in Figure 2.

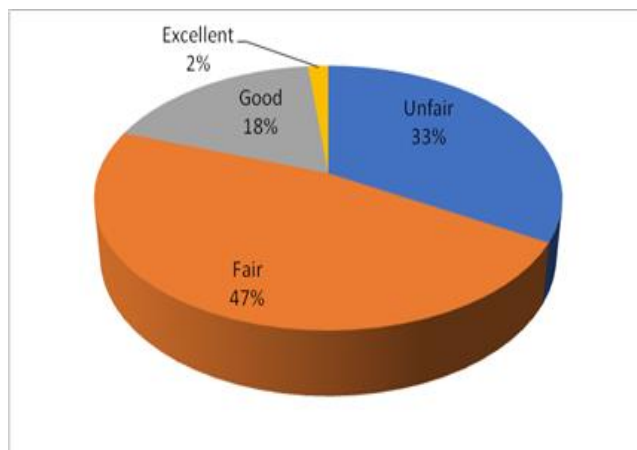


Figure 2. Number of Pharmacists Rated Their Compensation.

In a response to "Are you satisfied with your job?", respondents answers are mentioned in Figure 3.

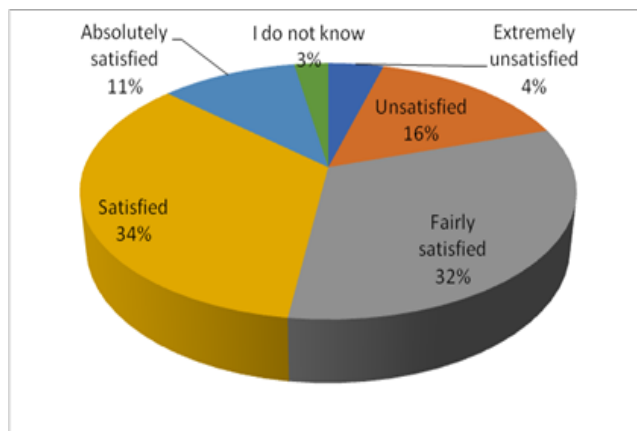


Figure 3. Satisfaction level of Pharmacists in their Organization.

In a response to "Do you agree that Pharmacist have a bright career in Pakistan?", respondents answers are mentioned in Figure 4.

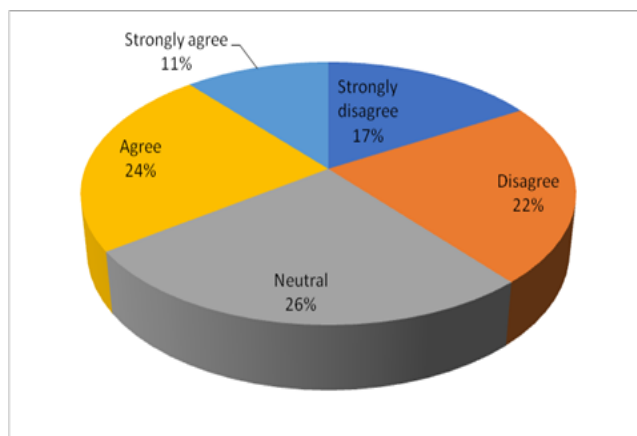


Figure 4. Number of Pharmacists agree that Pharmacists have bright career in Pakistan.

DISCUSSION

Globally, profession of Pharmacy is now very advanced, pharmacists compensation packages are revised according to qualifications, skills and needs, therefore, the profession of Pharmacy should adopt these changes in its organization [6]. Current study was conducted to evaluate the pay scale compensation and job satisfaction among the Pharmacists of Pakistan working in different capacities and sectors. Majority of Pharmacists (82%) in Pakistan are working in private sector. It is general observation that most of the Pharmacy students in Pakistani universities are female, however, a large number of them do not work after the graduation, which is reflected by the demographic findings of current study, where among 301 Pharmacists, 160 (53.2%) are male and 141(46.8%) are females. It is interesting that rate of unemployment for Pharmacists of Pakistan is very low, which is just 7% and 93% are employed. In contrast, overall working experience or employment experience at graduate level of Pakistan is 39.03%, it means 60.97% graduates either do not have job or working experience.[14] Most of the Pharmacists in Pakistan are working in Pharmaceutical Industries (43%), it is followed by hospital Pharmacy (26%), while very less number of individuals choose the field of Community/Retail Pharmacy (18%) and Academia (13%). Interestingly, in our neighboring country India situation is quite different, 55% of Pharmacists are working in Community setup, 20% in hospitals, 10% in Pharmaceutical Industries, while only 2% in Academia [8].

Current study reveals that average monthly income of Pakistani Pharmacist is Rs: 62,352/= regardless of experience, while in USA it is USD: 9215/= per month [15] i.e. equal to Rs: 1,468,230/= as per current conversion rate of 1 USD = 159.33 PKR [16]. Average monthly income of fresh Pharmacy graduate is Rs: 26,500/=, while very low proportion of the Pharmacists are earning more than Rs: 400,000/= per month having substantial experience. Due to this reason 57% Pharmacists respond that they are not satisfied with their salary package and 33% Pharmacists said that their compensation package is unfair, while only 1.66% rated excellent. Majority of Pharmacist (61%) respond that their salary is not enough for their expenditure. 24% Pharmacists are disagree that their workload is fair versus their salary

and 33% are neutral. Despite all these findings, around 35% Pharmacists are satisfied and 32% are fairly satisfied with their job, which is also reported in another study conducted in Multan, Pakistan, where Ehsan *et al.* reported that 59.4% Pharmacists are satisfied with their job in public and private hospitals [17]. According to same study 33% Pharmacists are dissatisfied with their job based upon lack of opportunities for on job training and skills development[17]; however, primary focus of study was not the compensation package of Pharmacists.

Regarding response of promotion criteria, 46% Pharmacists believe that it is unfair and due to this reason around 38% Pharmacists mentioned that Pharmacists does not have and around 35% believe that Pharmacists does have bright career in Pakistan. This also reflected in the last response of questionnaire, where around 43% Pharmacists are not interested to make Pharmacists to their offspring.

CONCLUSION

Compensation of Pharmacists in Pakistan is not as per qualification. It should be revised not only to motivate Pharmacists but also to enhance productivity. Despite low compensation packages, majority of Pharmacists are satisfied with their job.

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