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Assessing Job Satisfaction of Community Pharmacists with The Warr-Cook-Wall Instrument in West Java

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ABSTRACT

Background: Improving the quality of public health cannot be separated from the role of pharmacists who are responsible for providing pharmaceutical services. Pharmacists' long working hours and great responsibility impact how satisfied they feel with their jobs.

Objectives: This study aims to determine the level of job satisfaction and identify the variables that affect community pharmacists' job satisfaction in West Java.

Methods: A cross-sectional study conducted in mid-December 2022 to mid-February 2023 with research subjects' community pharmacists working in pharmacies, primary health centers or clinics in the West Java region. A convenience sampling technique was used for selecting a community pharmacist. This study involved 145 community pharmacists and used a semi-structured questionnaire, Warr-Cook-Wall satisfaction scale and implemented the Likert scale to describe pharmacists' job satisfaction of community pharmacists in West Java. The analysis used is univariate analysis (descriptive and distribution analysis) and bivariate analysis (multiple regression linear analysis).

Results: Most community pharmacists in West Java are more satisfied with the variables in the intrinsic factor (3.0±0.66) than extrinsic factors (3.0±0.70). However, their satisfaction is still low on recognition (2.9±0.7) and income (2.7±0.8). Community pharmacists' job satisfaction is influenced by pharmacy ownership type (p=0.04) and working hour (p=0.05). The regression analysis indicates that working hour had negatively influenced job satisfaction.

Conclusion: Community pharmacists feel satisfied with their job, and their satisfaction level is affected by pharmacy working hours.

Keywords: Community pharmacist; Job Satisfaction; Warr-Cook-Wall Instrument.

INTRODUCTION

The age and life expectancy is one of the indicators used to estimate the average length of life of the population. [1,2] According to H.L. Blum, The community's health status may be impacted by the factors of the health services offered. [3] Therefore, the quality of public health can be improved by providing the best health services, especially in primary health facilities that are easily accessible to the community and are the first place to visit. Primary health facilities or the community sector, include pharmacies, health centers, and clinics. [4,5]

Improving the quality of public health cannot be separated from the role of pharmacists who are responsible for providing pharmaceutical services. Pharmacists must rationalise drug usage and provide patient counselling regarding the prescribed medications to increase patient outcomes. [6] Generally, from drug selection to delivery, pharmacists are responsible for every element of patient care. This is due to the transition in services from drug management to drug management and clinical pharmacy services to improve patients' quality of life. [7] Pharmacists' long working hours and excellent responsibility have an impact on how satisfied they feel with their jobs. [8]

Job satisfaction is a variable that indicates how someone feels about their work and can be achieved by meeting the expectations of each person who involved in the job. [8] Higher job satisfaction can help pharmacists perform better, such as making good patient interactions and patients who trust them to voice their concerns. Additionally, this affects pharmacists' commitment to the organization and may reduce their desire to leave their jobs. [6,8] Low job satisfaction among pharmacists can lead to issues with patient care, including incorrectly administration, a lack of counselling, the incidence of drug side effect, medication interactions, and even deadly issues including patient mortality. [9]

Throughout time, factors arising from individual human resources, environment and management can have different impacts on job satisfaction. [10] There have been many studies related to job satisfaction of community pharmacists conducted in many countries around the world. Previous research conducted in Lithuania, reported that factors that can reduce pharmacists' job satisfaction are workplace character, individual variation, repetitive work, heavy workload, work conflict, and inadequate salary. [6] In addition, research in Iraq reported that sociodemographic characteristics such as age and gender strongly influence job satisfaction, while years in practice, working patterns and working hours also influence but are not too high. [8] Research conducted in Indonesia shows that the factors that influence the job satisfaction of pharmacists in Pratama clinics in Pekanbaru City are job security (78.9%), treatment (78.8%), relationships with colleagues (78.0%), promotions and salaries (77.3%), and relationships with bosses (76.0%). [11]

In addition, many pharmacists in Indonesia work in primary health care facilities. Based on data from the Indonesian Health Profile and Health Workforce Ratio documents, the province with the most primary health care facilities (pharmacies, health centers and clinics) in Indonesia is West Java, followed by Central Java and East Java. [12,13] Of course, this is an important task for the Indonesian Pharmacists Association, especially for these three provinces, as a professional organization to always monitor and pay attention to the job satisfaction of community pharmacists which can affect pharmacist performance. However, at present, researchers have little information regarding the factors that influence the job satisfaction of community pharmacists in the three provinces, especially in West Java. Therefore, this study aims to determine the level of job satisfaction of community pharmacists in West Java and the factors that influence it.

METHODS

Study design

This research used a cross-sectional study design conducted on community pharmacists in West Java.

Population and samples

There are 18 districts and nine cities included in the West Java IAI PD area. The process of distributing and waiting for questionnaires to be filled in was carried out from mid-December 2022 to mid-February 2023. The research subjects used in this study were pharmacists working in the community sector (pharmacies, primary health care, and clinics) in West Java Province. The respondents were selected using convenience sampling based on their willingness to participate. The selection of study participants is selected based on the inclusion criteria, there are (1) pharmacists who work in the community (pharmacies, Primary health centers, or clinics), (2) Having worked for at least six months with the perception that the pharmacists were familiar and aware of the workplace policies, (3) Willing to fill out online questionnaire, but if the participants did not complete the questionnaire, will exclude from this study.

The total population of community pharmacists working in the community sector (pharmacies, primary health care, and clinics) is 3,475 pharmacists. [13] The calculation used 95% Confidence Interval (CI), and 10% sampling error, and we use the formula with total population known. [14]

$$\boldsymbol{n = \frac{NZ_{(1-\frac{\alpha}{2})}^{2} P\,(1-P)}{Nd^{2} + Z_{(1-\frac{\alpha}{2})}^{2} P\,(1-P)}}$$

n = number of sample, N = number of population, $Z_{(1-a/2)}$ = CI, P = Proportion of occurence, and d = sampling error. Therefore, the minimum sample obtained from the formula is 93.5 respondent, and round up to 100 respondent.

Study instruments

This study used a self-administered semi-structured questionnaire and validated questionnaire from previous study and was translated from English to Indonesian and back into English. [8,15] The validity test was carried out by testing construct validity and using the opinions of experts (judgment experts), in this study

assisted by a supervisor from the Faculty of Pharmacy UGM who has experience in social research. The instrument divided into three sections which aim to measure the research variables: (1) demography and job characteristics (age, gender, marriage status, education level, working location, the institution of work, distance to the workplace, time spent at the workplace, working experience, income, length of practice, job position, pharmacy ownership type, type of primary health center, type of pharmacy, working hour, average patient a day, average prescription a day, and other institutions), (2) pharmacist job satisfaction (modified Warr-Cook-Wall satisfaction scale), which was used to assess the level of job satisfaction; (3) examples of barriers affecting job satisfaction and pharmacist' opinions on future job options. [8,11,15–21]

The Warr-Cook-Wall questionnaire aims to measure job satisfaction that is divided into intrinsic and extrinsic factors. In this section, the tools consist of 19 questions from Warr-Cook-Wall instrument and the other study (recognition from other health workers, the amount of responsibility, the opportunity to use abilities, the amount of variety in a job, the freedom to choose the method of working, physical work conditions, fellow workers, boss, income, hours of work, the attention to the suggestion, and patient contact, Institutional support, skill and knowledge of non-pharmacists staff, facility, total staff, reward, and punishment). [8,15,19–21] Each parameter was scored using a four-point scale, namely, one means very dissatisfied, two means dissatisfied, three means satisfied, and four means very satisfied. To assess job satisfaction, the scores were categorised as very dissatisfied ($1.0 \leq x \leq 1.75$); dissatisfied ($1.75 \leq x \leq 2.5$); satisfied ($2.5 \leq x \leq 3.25$); and very satisfied ($3.25 \leq x \leq 4.0$). [22] The questionnaire was tested on 30 respondents to see whether the measurements used were reliable and free from errors. The Cronbach's alpha value in all questions is above 0.90. These results show that the instruments used have good reliability and can be used to support the research.

Data collection

Data were collected by distributing Google Form links to respondents who met the inclusion criteria. The researcher contacted the respondents personally on the WhatsApp application, and the researcher asked for help from the secretary of the management of each IAI Branch Management in West Java to spread the questionnaire link through the member group in each West Java IAI Branch Management.

Data Analysis

The analysis in this study used statistical analysis software, and the collected data was analyzed with descriptive analysis to represent the total number of respondents as a number (n), a percentage (%), and mean ± SD; and distribution analysis with Mann-Whitney test and the Kruskal-Wallis test. The multiple regression linear analysis is used to measure the correlation between the independent variable (demographics and job characteristics factors) and the dependent variable (job satisfaction) both partially (T-test statistics) and simultaneously (F-test statistics). The significant value for all tests is $p<0.05$. Before conducting the t-test and f-test, it would be better if the classical assumption test stage is carried out, which consists of (1) multicollinearity analysis; (2) heteroscedasticity analysis; and (3) autocorrelation test.

RESULTS AND DISCUSSION

This study aims to determine the job satisfaction level of community pharmacists in West Java and the factors that influence it. In this study, the variables used were demographics and job satisfaction as independent variables and job satisfaction as the dependent variable consisting of intrinsic factors and extrinsic factors.

Demography and Job Characteristics

A total of 145 pharmacists were willing to participate in the survey. The dominant age of participants was between 31 and 40 years with 76.6% being female. Of the 27 regions, where pharmacists work in each city or district in the West Java Branch of the Indonesian Pharmacists Association, was categorized into three regions, and the most filled by pharmacists in region 2 (46.9%). Demographic characteristics are presented in Table I.

Pharmacist Job Satisfaction

Intrinsic factor

The intrinsic factors consist of five variable that are answered based on the Likert scale by choosing between a score of 1-4 (very dissatisfied – satisfied). As shown in Table II of the 145 respondents, majority of pharmacists answered that they were satisfied with the five variables. The highest mean was obtained from the

Table I. Demographic characteristics of community pharmacists

Characteristics	Category	n	%
Age	≤25	13	9.0
	26-30	52	35.9
	31-40	57	39.3
	>40	23	15.9
Gender	Male	34	23.5
	Female	111	76.6
Marriage status	Married	35	24.1
	Single	110	75.9
Educational level	Bachelor	129	89.0
	Master degree	16	11.0
Working location	Region I	38	26.2
	Region II	68	46.9
	Region III	39	26.9
Institution of work	Primary health centers	32	22.1
	Pharmacy	88	60.7
	Clinic	25	17.2
The distance to workplace	≤ 10 Km	113	77.9
	11 - 20 Km	23	15.9
	> 20 Km	9	6.2
Time spent to the workplace	≤ 15 minutes	69	47.6
	16 - 30 minutes	49	33.8
	> 30 minutes	27	18.6
Work experience in other than community pharmacy	Yes	78	53.8
	No	67	46.2
Currently having other jobs besides being a community pharmacist	Yes	80	55.2
	No	65	44.8
Job position	Owner	14	9.7
	Pharmacist in charge	90	62.1
	Vice Pharmacist	9	6.2
	Civil Servant	18	12.4
	Non-Civil Servant	14	9.7
Income	≤ Rp. 2,000,000	11	7.6
	Rp. 2,100,000 – Rp. 3,000,000	59	40.7
	Rp. 3,100,000 – Rp. 4,000,000	30	20.7
	> Rp. 4,100,000	45	31.0
Length or practice	≤ 5 years	94	64.8
	> 5 years	51	35.2
Pharmacy ownership type	Chain pharmacy	63	71.6
	Independent pharmacy	25	28.4
Type of primary health centers	Outpatient	23	71.9
	Inpatient	9	28.1
Type of pharmacy	Retail Pharmacy	76	86.4
	Non-retail pharmacy	12	13.6
Working hour	≤ 7 hours	80	55.2
	≥ 7 hours	65	44.8
Average patient a day	≤ 75 patients	101	69.7
	76 - 150 patient	30	20.7
	> 150 patients	14	9.7
Average prescription a day	≤ 50 prescriptions	110	75.9
	51 - 100 prescription	24	16.6
	> 100 prescriptions	11	7.6

Table II. The overview of job satisfaction based on intrinsic factors (n=145)

No	Variables	Level of Satisfaction				Mean ± SD	Conclusion
		Very Dissatisfied n (%)	Dissatisfied n (%)	Satisfied n (%)	Very Satisfied n (%)		
1	The recognition from other health workers	4 (3)	30 (21)	84 (58)	27 (19)	2.9 ± 0.7	Satisfied
2	The amount of responsibility	3 (2)	23 (16)	88 (61)	31 (21)	3.0 ± 0.7	
3	Opportunity to use the abilities	2 (1)	16 (11)	88 (61)	39 (27)	3.1 ± 0.6	
4	The amount of variety in a job	1 (1)	22 (15)	95 (66)	27 (19)	3.0 ± 0.6	
5	The freedom to choose a method of working	2 (1)	15 (10)	85 (59)	43 (30)	3.2 ± 0.7	
	Overall job satisfaction for intrinsic factors					**3.04 ± 0.66**	

Description: 1.0 ≤ x ≤ 1.75 Very dissatisfied; 1.75 ≤ x ≤ 2.5 Dissatisfied; 2.5 ≤ x ≤ 3.25 Satisfied; 3.25 ≤ x ≤ 4.0 Very satisfied

freedom to choose a method of working variable (3.2 ± 0.7), and overall job satisfaction of intrinsic factors obtained satisfied with the value 3.04 ± 0.66.

Extrinsic factor

The extrinsic factors domain consists of 12 variables. As shown in Table III of the 145 respondents, most respondents answered that they were satisfied with all variables, with the most significant percentage being the tenth question, "Are you satisfied with the number of patients you serve while working?" with 97 respondents (67%) answering satisfied. The highest mean was obtained from institutional support (IAI and Health Department) (3.2 ± 0.6), and overall job satisfaction of extrinsic factors obtained satisfied with the value 3.0 ± 07.

The results obtained from this study indicate that pharmacists working in the community sector (pharmacies, primary health centers, and clinics) in West Java are satisfied with their work which is in line with the results reported by research in developing countries conducted on community pharmacists in Iraq and Malaysia. [8,23] This value of job satisfaction can be explained by the assessment results from the Warr-Cook-Wall questionnaire, which show that community pharmacists in West Java are more satisfied with intrinsic factors, with the highest satisfaction being 'the freedom to choose their method of working' and the lowest satisfaction being recognition. In addition, on extrinsic factors, community pharmacists have the highest satisfaction with institutional support and the lowest satisfaction with income. Several studies that have been conducted have aligned results on factors that get low job satisfaction scores, name recognition, and income. [17,24,25]

Recognition is an important variable that affects job satisfaction, especially from the community. Looking back at Maslow's theory of job satisfaction, each individual has a level of job satisfaction (need hierarchy theory) divided into five levels. It is not easy to get the highest satisfaction value on the recognition item because it is at the fourth level, which the individual will only obtain if he or she has passed the previous levels of satisfaction, namely psychological, security, and social. [21,26] In this study, the reason the recognition variable is included in the important variables is that currently, not many people have noticed the presence of pharmacists, which may be due to pharmacists not having enough time to provide counseling or other interactions. In addition, pharmacists have other responsibilities as drug supply managers with monthly reporting to the Health Office and the Food and Drug Administration, which can reduce interaction time with patients. [17] From several studies that have been conducted, the income variable is indeed a variable that has a lower satisfaction value than other variables. Likewise, in this study, although the mean value obtained is still in the satisfied range, it is at the bottom of the rankings, indicating that many community pharmacists in West Java are not satisfied with their income. Pharmacists' dissatisfaction with the amount of salary they earn or the imbalance between income and costs, can reduce work motivation which has an impact on decreasing the level of job satisfaction of pharmacists, which is a common reason for employee retention. In work, income is an element that significantly contributes to job

Table III. The overview of job satisfaction based on extrinsic factors (n=145)

No	Variables	Level of Satisfaction				Mean ± SD	Conclusion
		Very Dissatisfied n (%)	Dissatisfied n (%)	Satisfied n (%)	Very Satisfied n (%)		
1	The physical work conditions	1 (1)	26 (18)	72 (50)	46 (32)	3.1 ± 0.7	
2	Fellow workers	2 (1)	12 (8)	82 (57)	49 (34)	3.2 ± 0.7	
3	Boss	3 (2)	29 (20)	68 (47)	45 (31)	3.1 ± 0.8	
4	Total staff	12 (8)	32 (22)	70 (48)	31 (21)	2.8 ± 0.9	
5	Skills and knowledge of non-pharmacist staff	1 (1)	22 (15)	89 (61)	33 (23)	3.1 ± 0.6	
6	Reward and punishment in job	11 (8)	34 (23)	73 (50)	27 (19)	2.8 ± 0.8	
7	Income	10 (7)	48 (33)	67 (46)	20 (14)	2.7 ± 0.8	Satisfied
8	Hours of work	2 (1)	14 (10)	96 (66)	33 (23)	3.1 ± 0.6	
9	Attention is given to your suggestions/public respect	3 (2)	24 (17)	86 (59)	32 (22)	3.0 ± 0.7	
10	Patient contact	2 (1)	21 (14)	97 (67)	25 (17)	3.0 ± 0.6	
11	Facility	5 (3)	28 (19)	87 (60)	25 (17)	2.9 ± 0.6	
12	Institutional support (IAI and Health Department)	2 (1)	12 (8)	92 (63)	39 (27)	3.2 ± 0.6	
	Overall job satisfaction for extrinsic factors					**3.0 ± 0.70**	

Description: 1.0 ≤ x ≤ 1.75 Very dissatisfied; 1.75 ≤ x ≤ 2.5 Dissatisfied; 2.5 ≤ x ≤ 3.25 Satisfied; 3.25 ≤ x ≤ 4.0 Very satisfied

satisfaction and is the most common reason for employee retention. [27,28] In addition, it is also essential to look at Herzberg's Two Factor Theory which explains intrinsic factors as motivational factors and extrinsic factors as hygiene factors that can affect job satisfaction. Achievement and recognition variables are included in the motivational factor, which, if fulfilled, will prevent employees from feeling less support. It has an impact on employee performance. One of the hygiene factors is salary. This variable has an important role that must be fulfilled in order to prevent employee dissatisfaction. [29,30]

The Differences between Independent and Dependent Variables

Table IV showed that the mean value of pharmacists' job satisfaction was more significant in the range of age between 31-40 (3.1±0.4; p>0.05); female pharmacists' (3.0±0.5; p>0.05); pharmacists' work in clinic (3.1±0.4; p>0.05); pharmacists with the income between Rp 2,100,000 – Rp 3,000,000 (3.1±0.5 p>0.05); pharmacists' who worked > 5 years (3.0±0.5; p>0.05). The other differences found in the working hours variable with the highest mean value is less than seven hours (3.1±0.5; p<0.05); and work in independent pharmacy (3.1±0.3; p<0.05).

Interestingly, the differences in job satisfaction based on the average number of patients per day served by pharmacists (76 - 150 patients) have the highest job satisfaction compared to others (3.1±0.5; p>0.05) and based on the average prescriptions per day by pharmacists' (51-100 perceptions) have the highest job satisfaction compared to others (3.1±0.5; p>0.05).

In this study, job satisfaction scores were significantly influenced by pharmacy ownership type, with pharmacists working in independent pharmacies having high satisfaction scores against pharmacists working in chain pharmacies. Pharmacists' dissatisfaction with chain pharmacies is due to higher workload and stress than independent pharmacies. [31,32] In line with the research on job satisfaction of community pharmacists in Malaysia, which shows that pharmacists working with independent community types (mean = 131.91) have higher job satisfaction than chains (mean = 146.64), franchises (mean = 151.91) and supermarkets (mean = 156.50), with a significance value of more than 0.05 (p = 0.492) which means that the type of pharmacy community does not

Table IV. The differences between independent and dependent variables

Characteristics	Category	Mean ± SD	p-value
Age	≤25	3,0±0.5	
	26-30	3.0±0.5	0.60
	31-40	3.1±0.4	
	>40	2.9±0.5	
Gender	Male	3.0±0.4	0.69
	Female	3.0±0.5	
Marriage status	Married	3.0±0.5	0.40
	Single	3.0±0.5	
Educational level	Bachelor degree	3.0±0.5	0.56
	Master degree	3.1±0.5	
Working Location	Region I	3.0±0.4	
	Region II	3.0±0.5	0.55
	Region III	3.0±0.5	
Institution of work	Primary health centers	3.0±0.6	
	Pharmacy	3.0±0.5	0.92
	Clinic	3.1±0.4	
Distance to workplace (Km)	≤ 10	3.0±0.5	
	11 - 20	3.0±0.5	0.91
	> 20	3,0±0.5	
Time to workplace (minutes)	≤ 15	3.0±0.5	
	16 - 30	3.1±0.5	0.74
	> 30	2.9±0.2	
Work experience elsewhere than in community pharmacy	Yes	3.0±0.5	0.76
	No	3.0±0.5	
Other current institution other than community pharmacy	Yes	3.0±0.5	0.10
	No	3.1±0.5	
Job position	Owner	3.2±0.4	
	Pharmacist in charge	3.0±0.4	
	Vice pharmacist	2.6±0.4	0.06
	Civil servant	3.1±0.5	
	Non-civil servant	3.0±0.7	
Income	≤ Rp. 2,000,000	2.9±0.5	
	Rp. 2,100,000 – Rp. 3,000,000	3.1±0.5	0.42
	Rp. 3,100,000 – Rp. 4,000,000	3.0±0.5	
	> Rp. 4,100,000	3.0±0.5	
Length of practice	≤ 5 years	3.0±0.5	0.38
	> 5 years	3.0±0.5	
Pharmacy ownership type	Chain pharmacy	2.9±0.5	0.04
	Independent pharmacy	3.1±0.3	
Primary health centers type	Outpatient	3.0±0.4	0.77
	Inpatient	3.0±0.4	
Type of pharmacy	Non-retail pharmacy	3.0±0.4	0.69
	Retail pharmacy	3.0±0.5	
Working hours	≤ 7 hours	3.1±0.5	0.05
	≥ 7 hours	2.9±0.5	
Average patient a day	≤ 75 patients	3.0±0.5	
	76 - 150 patient	3.1±0.5	0.85
	> 150 patients	2.9±0.5	
Average prescription a day	≤ 50 prescriptions	3.0±0.5	
	51 - 100 prescription	3.1±0.5	0.56
	> 100 prescriptions	2.9±0.4	

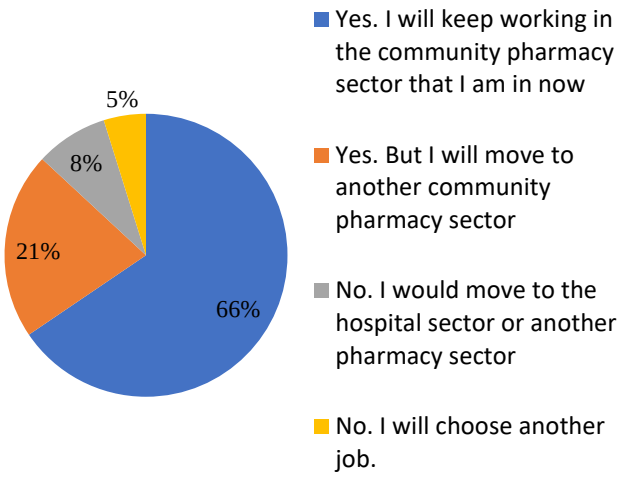

Figure 1. Overview of Pharmacists' Opinions on the Choice of Pharmacist Profession in the Future

differ significantly on job satisfaction. [33] Research in China revealed that the recruitment standards set for chain pharmacists are higher and stricter than for independent pharmacists, with a more systematic training system for accepted pharmacists. [34] In addition, pharmacist job satisfaction research in Virginia and the US also reported that pharmacists practicing in independent community pharmacies had higher job satisfaction than chain community pharmacies. After investigation, it was found that the dissatisfaction felt by pharmacists working in chain pharmacies was due to higher workload and stress than in independent pharmacies, which resulted in a high intention of pharmacists to leave the job because they felt that the perceived work stress would have an impact on the pharmacist's mental and physical health and relationship with family or close people. [31,32] In addition, working hours also influenced job satisfaction scores, with pharmacists working less than seven hours having higher satisfaction scores than pharmacists working more than seven hours. This indicates that long work duration will increase the workload, and pharmacists must work more effectively. [35] This study reported that pharmacists with working hours of more than seven hours had lower satisfaction. This may be due to high working hours indicating more contact with patients, which may lead to fatigue and decreased work productivity. [8,36]

The Correlation between Job Satisfaction and Demography and Job Characteristics

Nineteen variables of pharmacist demography and job characteristics (age, gender, marriage status, education level, working location, the institution of work, distance to the workplace, time spent at the workplace, working experience, income, length of practice, job position, pharmacy ownership type, type of primary health centers, type of pharmacy, working hour, average patient a day, average prescription a day, and other institutions) were use to assess the multiple regression and the effect of independent variable to the job satisfaction as dependent. Variable through t-analysis and f-analysis. The independent variable does not significantly affect on job satisfaction simultaneously, with the working hour having a partially significant effect on the job satisfaction than the other variables ($p<0.05$), but has a negative value that indicates that the working hour variable is inversely proportional to job satisfaction. The model of this multiple linear regression indicates that just 44.5% of total job satisfaction can be explained by the independent variables (R adjusted square = 0.445). Whereas the others are influenced by another factor outside the variables of this study (100% - 44.5% = 55.5%).

In the regression model, hypothesis testing using multiple linear regression analysis shows that there is no significant relationship between job satisfaction and demographic and job characteristics of community pharmacists in West Java. This is because the significance value of the F-test> 0.05 which indicates that demographic variables and job characteristics do not simultaneously affect job satisfaction. Then the results of the t-test on 19 variables show that only one variable has a significance value <0.05, indicating that only one of the 19 variables has a partial effect on job satisfaction, namely working hours. Similar to previous research, which reports that the working hours variable is one of the demographic characteristics that can affect job satisfaction.

[8] However, in this study, the value of working hours correlated negatively with job satisfaction. Working hours can have a positive impact if given flexibly, making employees more comfortable so that they have a strong commitment to work and are motivated to provide optimal performance to create more benefits for their work. [37]

Overview of Pharmacists' Opinions on the Choice of Pharmacist Profession in the Future

The results of this study in the Figure 1 showed that most community pharmacists in West Java choose to continue working in their current community sector (66%). While the other community pharmacists in West Java choose will move to another community pharmacy sector (21%), move to the hospital or another pharmacy sector (8%), and will choose another job (5%).

In this study, most community pharmacists continued working in the community pharmacy sector. Likewise, previous research reported the same thing. [8] So even though several things cause dissatisfaction in pharmacists, if pharmacists are interested in working in this community pharmacy sector, pharmacists will still provide optimal performance. However, it would be better if the workplace agency pays more attention and re-evaluates pharmacists' job satisfaction to provide comfort for pharmacists and increase profits in the workplace. Pharmacists are also expected to express more input or criticism to the relevant agencies if they feel that something is not appropriate in the workplace, so that pharmacists, institutions, and the Indonesian Pharmacists Association as an organization profession can work together to create satisfaction at work.

This study has some limitations. First, this study was conducted online and had obstacles in reaching a much larger community pharmacist, so there is a high possibility that there are community pharmacist work areas that are not represented in this study. Second limitation, this study describes job satisfaction in general, so there may be differences in job satisfaction scores at each work institution (pharmacies, health centers, and clinics). The last is the data were collected through an online questionnaire, so it is possible that random questionnaires were filled in due to time or other thoughts from respondents that were outside the researcher's intention. For further study, it is necessary to conduct research on the job satisfaction of community pharmacists by adding certain variables according to the conditions of pharmacists in the region or by conducting direct interviews with pharmacists to obtain more detailed analysis results.

CONCLUSION

Community pharmacists in West Java are more satisfied with the variables in the intrinsic factor (3.04±0.66) than extrinsic factors (3.0±0.7). However, their satisfaction is still low on the recognition and income. Factors affecting the job satisfaction of community pharmacists in West Java are working hours.

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STATEMENT OF ETHICS

The study was conducted after obtaining ethical approval from the Ethics Commission of the Faculty of Medicine, Public Health and Nursing (FKKMK) UGM with the number KE/FK/1690/EC/2022.

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