



Service Priorities and Programmes
Electronic Presentations

Convention ID: 215

Submitting author: Miss Cheri Lai Ting HO

Post title: Pharmacist, North District Hospital, NTEC

How happy are HK pharmacists? Job satisfaction, stress and career perception of pharmacists working in institutions under Hospital Authority

Ho LT

Pharmacy, North District Hospital

Keywords:

Hong Kong pharmacists

Job satisfaction

Stress

Career perception

Work attitude

Job quitting

Introduction

Worklife quality of pharmacists can affect their personal life as well as their service to public. However, job satisfaction, stress and career perception of pharmacists in Hong Kong were not frequently studied.

Objectives

To investigate the job satisfaction, stress and career perception of Hong Kong pharmacists who work under HA in order to provide an overview of their worklife quality.

Methodology

A non-experimental, cross-sectional questionnaire was developed with reference to overseas studies and previously validated Health Professions Stress Inventory (HPSI) to collect data on job satisfaction, stress at work, perception of work and demographic characteristics. The piloted questionnaire was sent to 283 HA pharmacists via HA email on January 2013 and was collected through email or HA internal mail. Only descriptive statistics were used to analyze the data because of the small sample size and the aim to get an overview only.

Result

Results Forty four questionnaires were returned, indicating a response rate of 16%. Overall job satisfaction of the respondents was 27%; whereas 43% of the respondents felt 'very often' or 'always' stressed when considering all the things. Only 18% of the responded HA pharmacists said they 'very often' or 'always' had the idea of leaving present job. Moreover, 86% of the pharmacists thought they would 'probably' or 'definitely' choose the same profession again if planning today. This study found that the major sources of stress for HA pharmacists were interruption by phone calls or people, insufficient manpower to provide necessary services, heavy workload and fear in making treatment mistake in patients. Outcome Despite different

practicing environment and atmosphere, the main stressors (mostly work demand and workload) of them were found to be very similar to those of overseas. This study showed that HA pharmacists might have low job satisfaction but frequent stress. However, few of them thought about quitting present job. The association between worklife quality and job quitting should be analyzed statistically in future large-scale study using the overview obtained from this research.