

# Job satisfaction among Danish pharmacy staff – a questionnaire survey

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## Background & aims

- Job satisfaction among healthcare professionals may have consequences for both healthcare staff and patients.
- The research on job satisfaction among pharmacy staff in Denmark is sparse.
- The Measure of Job Satisfaction (MJS) is a validated scale originally developed for nurses, and subsequently translated to Danish and adapted to pharmacy staff.<sup>[1,2]</sup> The scores range from 1 to 5, with higher score indicating higher satisfaction.

**This study aimed to explore job satisfaction among Danish pharmacy staff using the Danish translation of MJS.**

Further, we compare job satisfaction between:

- pharmacists and pharmacy technicians;
- pharmacy staff employed in community and hospital pharmacies;
- pharmacy staff across gender and age groups, and those employed in different Danish regions.

## Methods

- The survey included demographic and profession-related questions alongside the Danish MJS.
- Links to the survey were distributed to Danish community and hospital pharmacies' institutional emails and selected Facebook groups using the online survey system SurveyXact.
- Data collection lasted during February and March 2024.
- Data with complete entries were analyzed.
- Descriptive statistics (i.e., means with standard deviations (SD)), bivariate analyses (i.e., ANOVA tests with Bonferroni corrections), and multivariate analyses (linear regression modeling) were performed to address the specific research questions, using the IBM Statistical Package of Social Sciences (SPSS) version 29.

## Participants

From a total of 695 individuals who opened the link, 500 had valid entries and were included in the analysis (Table 1); 22 were not employed at a pharmacy or did not specify their workplace, 15 did not provide demographic information, and 138 omitted at least one response to the MJS questionnaire

Table 1. Study sample characteristics, N=500

	N	%
<b>Gender</b>		
Women	443	69%
Men	63	11%
Other	1	0%
<b>Age</b>		
Under 25	20	4%
25 – 34	165	33%
35 – 44	134	27%
45 – 54	95	19%
55 – 64	71	14%
65 and over	15	3%
<b>Profession</b>		
Pharmacy technician	265	53%
Pharmacist	204	41%
Pharmacy technician student	28	6%
Pharmacy student	3	1%
<b>Setting</b>		
Community pharmacy	407	81%
Hospital pharmacy	86	17%
Both	7	1%
<b>Region</b>		
Capital Region	125	25%
Central Denmark	129	26%
North Denmark	54	11%
Southern Denmark	113	23%
Region Zealand	70	14%
Several	2	0%
Greenland or Faroe Islands	1	0%

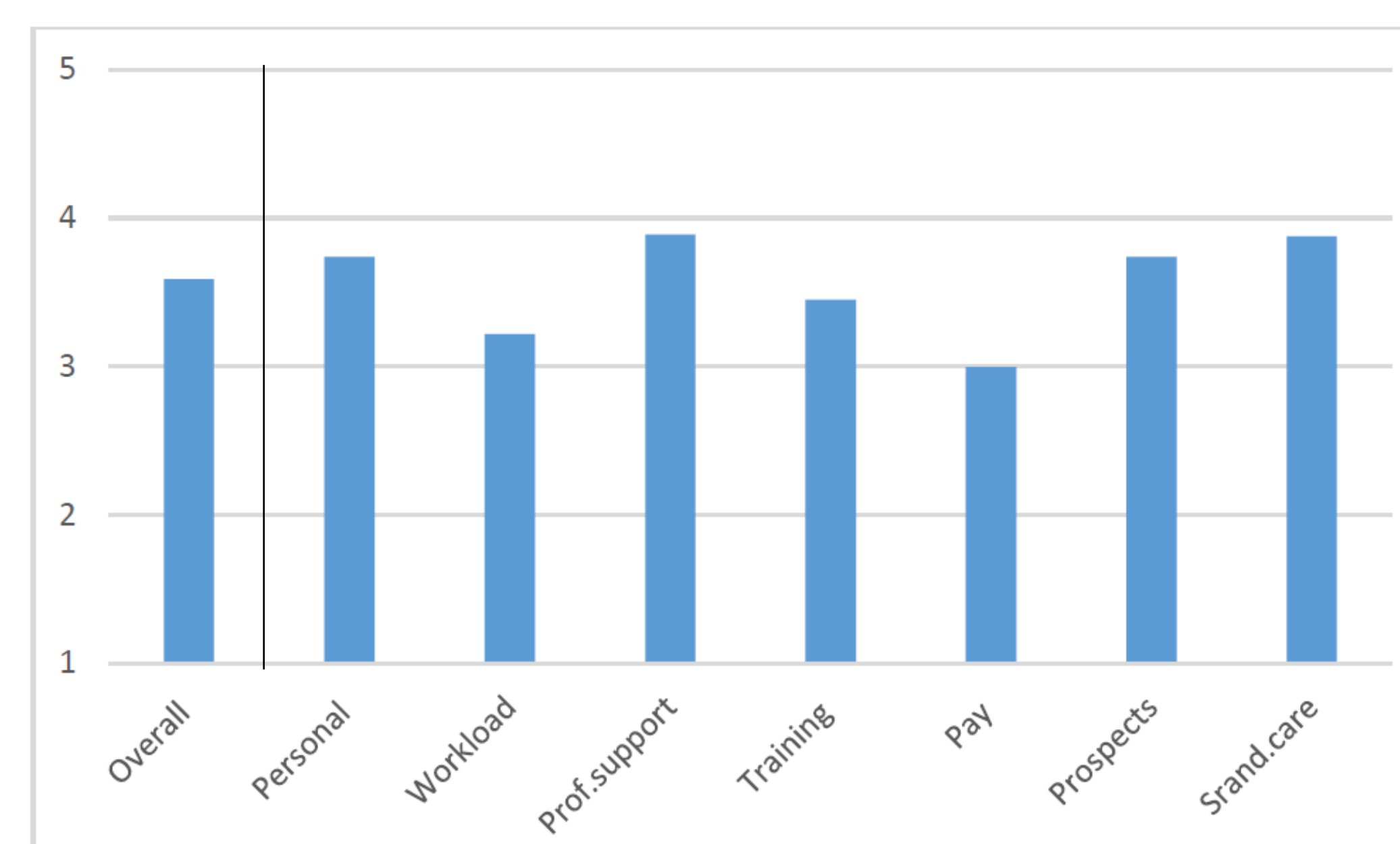


Figure 1. Means of MJS scale and subscales in all respondents, n=500

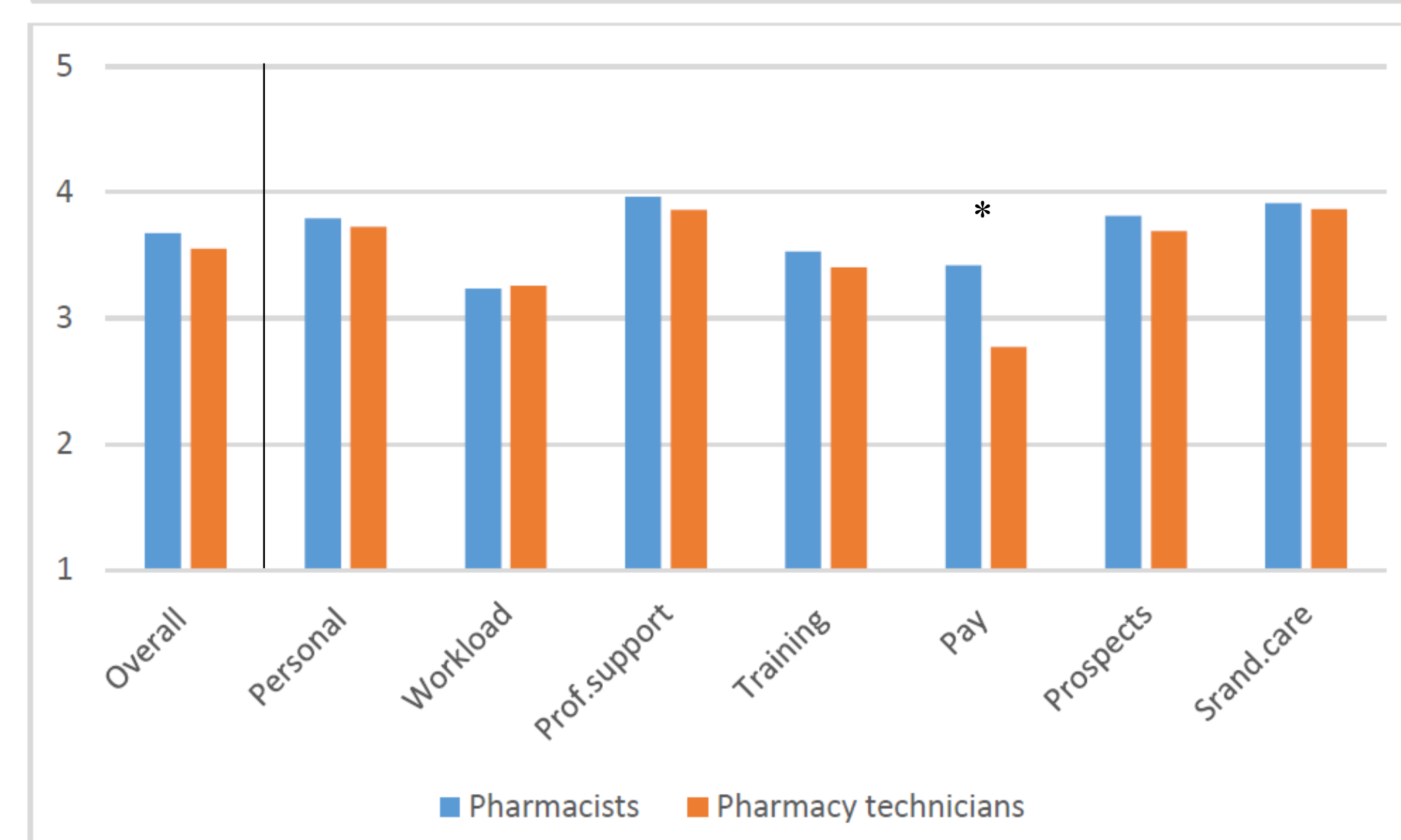


Figure 2. Means of MJS scale and subscales in pharmacists (n=204) and pharmacy technicians (n=265).

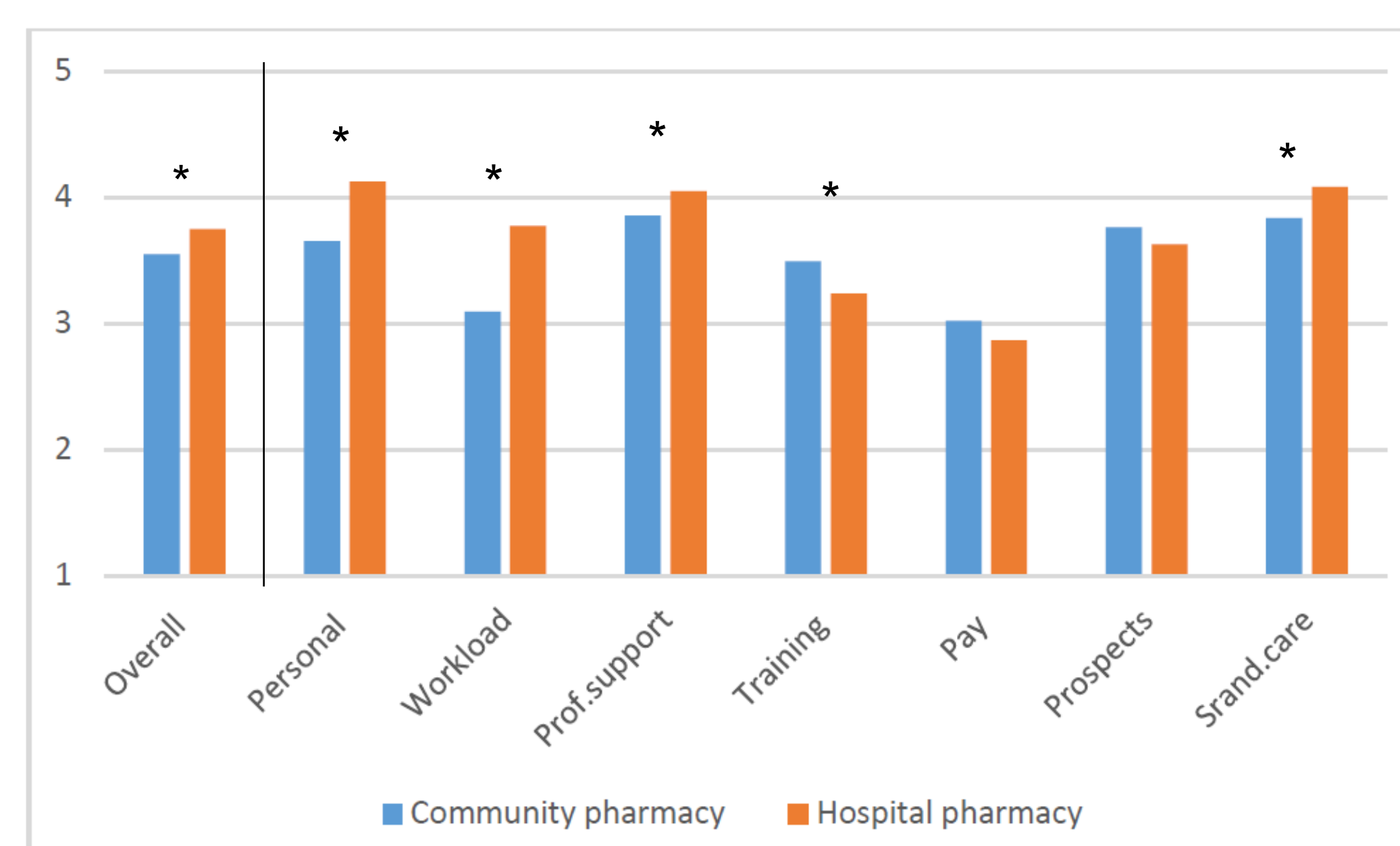


Figure 3. Means of MJS scale and subscales among staff working at community (n=407) and hospital (n=86) pharmacies

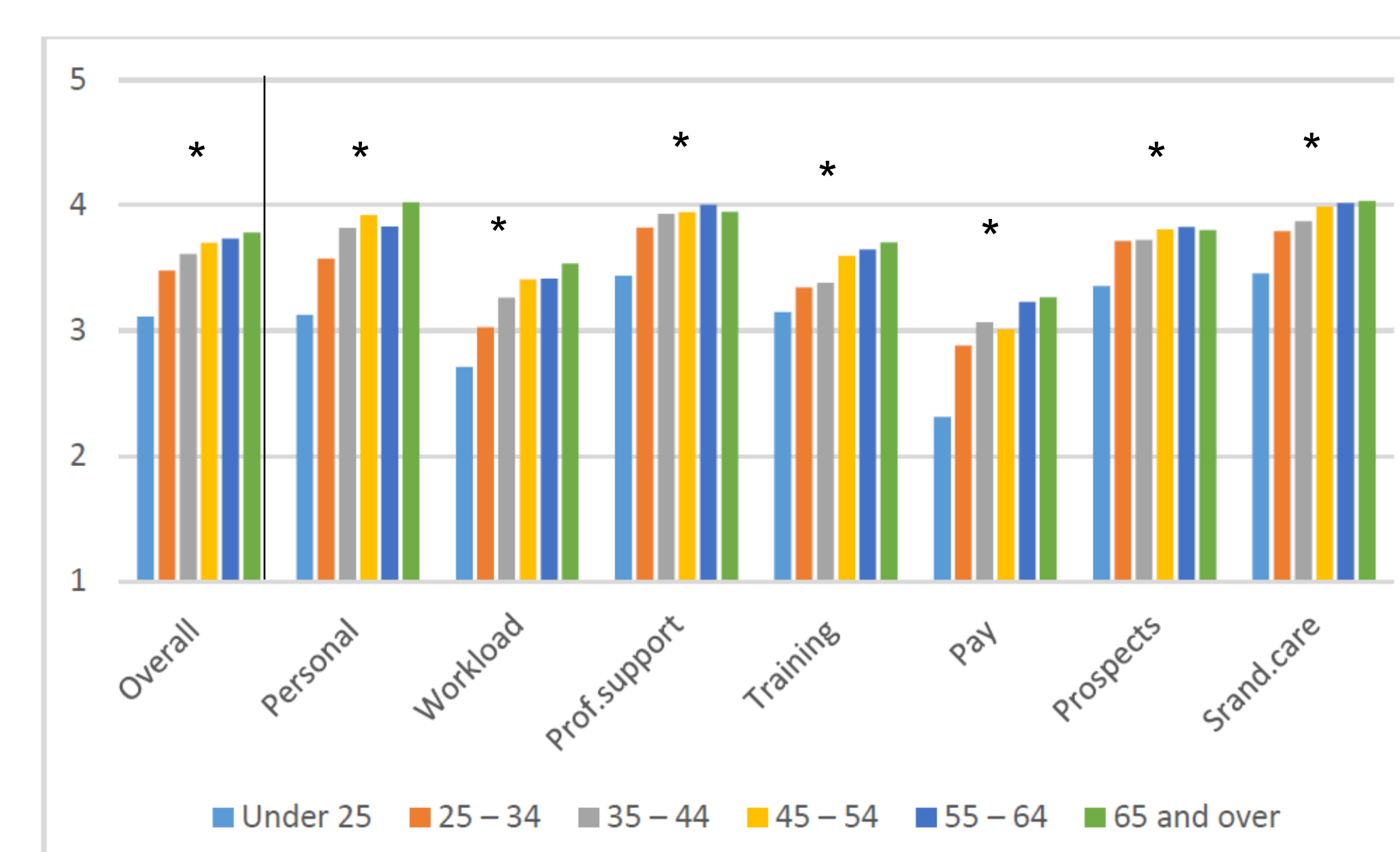


Figure 4. Means of MJS scale and subscales among respondent from different age groups, n=500.

\* Statistically significant differences after adjustment for other characteristics in linear regression models.

## Results

- The overall mean (SD) job satisfaction score was 3.6 (0.61) (Figure 1).
- Satisfaction with pay was higher among pharmacists than pharmacy technicians ( $p$  adjusted <0.05) (Figure 2).
- Overall, personal, satisfaction with workload, professional support, and standard of care was higher among hospital staff ( $p$  adjusted <0.05), satisfaction with training was higher among community staff ( $p$  adjusted <0.05) (Figure 3).
- All aspects of job satisfaction were higher in older compared to younger respondents ( $p$  adjusted <0.05) (Figure 4). There were no differences in job satisfaction across genders and pharmacy staff from different regions.

## Conclusions

- Job satisfaction among Danish pharmacy staff is relatively high.
- Differences between pharmacists and technicians mainly concern pay.
- Higher job satisfaction among hospital compared to community, and older compared to younger staff concerns several aspects that need to be further investigated and addressed.

## References

1. Traynor M, Wade B. J Adv Nurs. 1993.
2. Husted GR, Rossing CV, Jacobsen R, Hedegaard U, Kaae S, Almarsdóttir AB, et al. Pharm Edu. 2023.