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Job Satisfaction among Retail Pharmacists in Eastern Region of Saudi Arabia

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Authors' contributions

This work was carried out in collaboration between all authors. Authors MSG and RA designed the study, performed the statistical analysis, wrote the protocol, and wrote the first draft of the manuscript. Authors FAA and RA managed the analyses of the study. Author FAA managed the literature searches. Authors MSG and FAA edited the final manuscript after thorough revision and finalized it. All authors read and approved the final manuscript.

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ABSTRACT

Aim of the Study: This study aims to highlight the factors that contribute to less job satisfaction for pharmacists, working in private community pharmacies in Eastern region of Saudi Arabia.
Material and Methods: A self-administered survey was distributed among pharmacist using a cluster area sampling method. The data was entered into a statistical software i.e. Statistical package for Social sciences (SPSS v 22) using a significance level of $p < 0.05$. The data analysis was done through descriptive statistics and Chi-square for finding association between variables.
Results: Majority of the respondents (79.6%) were Egyptian origin pharmacist with bachelor of pharmacy qualification (78.6%) working in chain pharmacies however none of the Saudi national pharmacist was observed in the study. Regarding degree of job satisfaction and allowances provided, most of the pharmacist seemed dissatisfied with working hours (52.4%), working shifts

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(37.9%) and weekend breaks (50.5%). On the other hand, some of the pharmacists looked satisfied with regard to allowances provided such as; bonus (39.8%), vacations (45.6%), tickets (65%), housing allowance (33%) and health insurance (48.5%). Regarding salaries, although half of the pharmacist (54.4%) were satisfied with salary range of SAR **>** 5000 however pharm-D graduates as well as pharmacists with an experience more than 10 years expressed their dissatisfaction with current salary. Furthermore, the study observed lack of Saudi national pharmacist working in any chain pharmacy which may be attributed to the fact that current salary scale is too low as compared to government sectors.

Conclusion: Though non-native pharmacist seemed satisfied with current salary wages and allowances provided with however the duration of work, work load and shifts were the most widely observed dissatisfaction factors to them. In addition, much efforts are required on behalf of government agencies and employer in order to improve the salary wages and allowances and to make it comparable up to the level of government sectors so that a competitive environment may be produced and attract more Saudi pharmacist to work and start career in private retail pharmacies.

Keywords: Pharmacist; job satisfaction; salary; job facilities; allowances.

1. INTRODUCTION

Job satisfaction is defined as; the perception of employees or workers regarding the role in their current work place. The more the employee or worker perceives the realization of his or her value within the job, the more positive his or her attitude as well as satisfaction towards job will be there. Many factors have been reported which may affect job satisfaction such as environmental factor (organization environment, job environment), social factors (marital status, living with family) and individual factors (demography, perceptions, expectations and facilities) [1]. Employees are prone to different work-related stress and dissatisfaction resulting due to high expectation, insufficient time as well as social support at job place. This results in severe distress, decrease in quality of life and physical illness ultimately leading towards more absenteeism and turnover [2].

Over the last decades, pharmacy profession has been evolving slowly and gradually regarding social and demographic trends [1] and pharmacists, due to much variation in their job contents are commonly known as “marginal professionals” [3]. Thus the issue of job satisfaction or dissatisfaction, is of prime concern especially for pharmacists. Those who are with less job satisfaction brings the ill feelings from job to home and thus effects his or her quality of life leading to more stress and complexities. With the passage of time, the pharmacist is expected to have less control over job responsibilities with less performance and may lead to serious problems. Such performance related serious issues may be seen as poor patient counselling, incorrect prescription filling and less focus on drug-interactions [4]. Literature reports have revealed the fact that less job satisfaction for pharmacist may lead to potentially serious and complex consequences such as; decreased patient and pharmacist interactions leading to limited role of and decreased trust over pharmacists hence failure to achieve pharmaceutical care model [5], patient harm or even death sometimes due to a decrease in pharmacist performance [6,7], more resign of pharmacists from their current positions [8,9,10] and increased job turn over [8]. Furthermore, according to literature reports the factors which may affect such pharmacist associated job satisfaction includes; treatment by management and facilities provided at job [11,12], environment at job place and interactions with other co-workers [10,13] perceived workload, shifts and duration of work [3,10], compensations in terms of bonus and overtime provided [9,14] as well as practice settings [14,15].

Although various literatures have been reported for pharmacist job satisfaction and its related factors [1,2,3,8,10,11,14,15] however none of the studies have reported any such model among pharmacists working in retail pharmacies at the Eastern region of Dammam, Saudi Arabia. The aim of current study is to measure the degree of satisfaction among pharmacist working in different areas at Dammam region and to compare the level of job satisfaction with respect to different factors such as age, qualification, nationality, working hours, working shifts and other allowances provided to these pharmacist.

2. MATERIALS AND METHODS

2.1 Study Design

A cross sectional survey of four months duration was conducted in the cities of Eastern province namely Khobar, Qatif, Dammam, Saudi Arabia targeting the pharmacists working in retail pharmacies. The study adheres to Strobes statement for reporting cross sectional studies.

2.2 Participants and Eligibility Criteria

The participants selected for the study were pharmacists. The eligibility criteria was defined as all pharmacist working in the retail pharmacy structures were included. Pharmacists practicing in retail pharmacy outside of the eastern region and those working in hospitals were not included in the study. In addition, those who did not consent to participate and incomplete questionnaires were excluded from the study.

2.3 Sampling Size and Procedure

The total number of registered expatriate pharmacists in the Eastern region as per MOH (ministry of health) 1436H (2014/15) are 456 [16]. This figure was assumed as total population and was entered in to online calculator (Raosoft, Inc.) taking confidence level of CI=95%. The sample size thus calculated was found to be 209. The sampling procedure opted for the study was convenient sampling in which pharmacists in close proximity to the researcher was approached for data collection in these three cities in their free timing.

2.4 Research Instrument, Piloting and Validation

The research instrument consisted of survey questionnaire in English language containing eighteen close ended questions. The variables identified were demographic variables namely location, nationality, age, marital status, qualification and monthly income. The employment variables consisted of bonus, housing allowance, duration of work hours and shifts, overtime compensation, weekends break, vacations and air tickets. Social variables included asking the pharmacist if their salaries differ with respect to shifts and degree of satisfaction which further included ten items in Likert scale with five degrees of freedom; 1. Strongly satisfied 2. Satisfied 3. Neutral 4. Dissatisfied 5. Strongly dissatisfied.

The questionnaire was subjected to piloting in ten (10) pharmacists. It took approximately 3 minutes to fill in the response. The questionnaire was relatively easy and respondent did not find any difficulty. After the pilot study the questionnaire was analyzed and some variables were modified; the variable of working shift had an item “morning and afternoon shift” that appeared confusing to the respondents and subsequently was modified to evening shift, the variables of degree of satisfaction which were previously on Likert scale format having 5 degrees of freedom were reduced to 3 degrees i.e. 1. Satisfied 2. Neutral 3. Dissatisfied. The reliability analysis was conducted and reported a Cronbach value of 0.632 for 31 items.

2.5 Data Analysis

All the data was entered in SPSS v 22 and was analyzed through frequency distribution, cross tabulation and association. For this purpose Chi square test of association was also employed with statistical significant accepted at *P* value less than 0.05.

2.6 Participant Consent and Ethical Approval

Before handling the questionnaire the participants were explained about the aim of the study and their consent was sought. Those with no consent to participate were not handed the questionnaire. The participation was voluntary and without any remuneration. Moreover, this study was subjected to approval by ethical committee and approved with Ethical approval # 2130005660.

3. RESULTS

3.1 Response Rate

The target population as per calculation was 209 pharmacists. A total of 220 questionnaire were distributed through the region (Dammam, Qatif and Khobar). The number of returned questionnaire were 115 out of which 11 questionnaire were excluded due to incomplete filling and one questionnaire returned was filled by a pharmacist registered in Riyadh region. The survey was completed gathering a total response of 103 pharmacist giving a response rate of 52.3%

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3.2 Demographics of the Respondents

A total of 103 responses were collected where most of the respondent were Egyptians (N=82; 79.6%) followed by Pakistanis (N=10; 9.7%) working in different pharmacy set up. The majority of respondents (N=65; 63.1%) were at the age of 26 -30 years however some more experienced pharmacist (N=19; 18.4%) were also found during the study. The major qualification observed for these working pharmacist was bachelor of pharmacy (N=81; 78.6%) followed by doctor of pharmacy degree (N=13; 12.6%) with a work experience of between 3-5 years for most of the respondents (N=50; 48.5%). Regarding marital and family status; almost two third (N=66; 64.1%) of the population was married and living alongwith family (N=57; 55.3). The summary of demographics information is presented in Table 1.

Table 1. Respondents demographics characteristics

Variable	No (N)	%age
Age		
20 - 25 years	10	9.7
26 - 30 years	65	63.1
31 - 35 years	9	8.7
>36 years	19	18.4
Total	103	100.0
Nationality		
Egyptian	82	79.6
Indian	2	1.9
Pakistani	10	9.7
Jordanian	3	2.9
Sudanese	3	2.9
Yemeni	3	2.9
Total	103	100.0
Marital Status		
Married	66	64.1
Not Married	37	35.9
Total	103	100.0
Living with Family		
Yes	57	55.3
No	46	44.7
Total	103	100.0
Qualification		
B pharm	81	78.6
Master in pharmacy	3	2.9
B-Pharmacy +	6	5.8
Diploma	13	12.6
PharmD	103	100.0
Total		
Work Experience		
< 3 years	5	4.9
3 - 5 years	50	48.5
5 - 10 years	24	23.3
> 10 years	24	23.3
Total	103	100.0

3.3 Characteristics of Employment

Regarding characteristics of employment, majority (N=45; 43.7) of the pharmacists were working in different chain pharmacies (N=98; 95.1%) at Dammam. According to data, nearly all the pharmacist were working more than eight 08 hours per day (N=89; 86.4%) in evening shifts (N=76; 73.8%) with only one weekend holiday (N=66; 64.1%). In addition, half of the pharmacists (N=51; 49.5%) prefers to work during weekend break in order to get compensation as an overwhelming majority (N=87; 84.5%) highlighted that they receive an overtime compensation. Moreover, majority of pharmacists (N=71; 68.9%) revealed they received bonus based on total sales volume of the pharmacy. Nearly half (N=43; 41.7%) of the pharmacist were working on a remuneration less than SAR=5000 and highlighted no difference in salary scale for working in different shifts (N=98; 95.1%). With regards to allowances; all pharmacist received air tickets (N=103; 100%) and bronze health insurance as highlighted by a third proportion of pharmacists (N=35; 34%) whereas house allowance were received by half of the pharmacists in the form of three (03) salaries per year (N=51; 49.5%). The summary of employment characteristics is presented in Table 2. The breakdown of health insurance with respect to nationality and age is tabulated in Table 3 whereas the breakdown of salary with respect to qualification and nationality is presented in Table 5.

3.4 Employment Satisfaction

Almost all pharmacist rated the customer satisfaction in the category of satisfied (N=88; 85.4%). Contrastingly, the pharmacists expressed the displeasure regarding; duration of work (N=54; 52.4%), working shift (N=39; 37.9%) and weekend-break (N=52; 50.5%). However most of the pharmacists seemed satisfied regarding other allowances such as; salary (N=56; 54.4%), overtime (N=43; 41.7%), bonus (N=41; 39.8%), vacations (N=47; 45.6%), tickets (N=67; 65%), housing allowance (N=34; 33%) and health insurance (N=50; 48.5%). The summary of employment satisfaction is given in Table 4.

Table 2. Characteristics of job, workplace, salary and allowances provided

Variable	No (N)	%age
Location of pharmacy		
Dammam	45	43.7
Khobar	36	35.0
Qatif	22	21.4
Total	103	100.0
Does the pharmacy one of chain pharmacies?		
Yes	98	95.1
No	5	4.9
Total	103	100.0
Duration of working hours		
8 hours / day	14	13.6
> 8 hours / day	89	86.4
Total	103	100.0
Working shift		
Morning	7	6.8
After noon's	10	9.7
Morning and after noon's	76	73.8
Night duty	9	8.7
Different shift / week	1	1.0
Total	103	100.0
Salary		
< 5000 SAR	43	41.7
5000 - 7500 SAR	37	35.9
7500 - 10000 SAR	15	14.6
> 10000	8	7.8
Total	103	100.0
Bonus		
I receive bonus of total sale	71	68.9
I don't receive	32	31.1
Total	103	100.0
Over time compensation		
I receive an overtime compensation	87	84.5
There is no overtime compensation	16	15.5
Total	103	100.0
The salary differ according to the shift?		
Yes	5	4.9
No	98	95.1
Total	103	100.0
Week-ends brake		
one day / week	66	64.1
no week-ends brake	24	23.3
one day / 2 weeks	13	12.6
Total	103	100.0
Working in week-ends		
I enjoy my week-ends	52	50.5
I work to get compensation	51	49.5
Total	103	100.0
Vacations / year		
< One month	12	11.7
One month	91	88.3
Total	103	100.0
Tickets		
Air plane ticket (economy)	103	100.0

Variable	No (N)	%age
Housing allowance		
3 salaries / year	51	49.5
Accommodation provided by my company	46	44.7
No accommodation or housing allowance	6	5.8
Total	103	100.0
Provided health insurance		
Gold	19	18.4
Silver	16	15.5
Bronze	35	34.0
Blue	33	32.0
Total	103	100.0

Table 3. Cross tabulation among demographic variables

Qualification	Salary				Total
	< 5000 SAR	5000 - 7500	7500 - 10000	> 10000	
B. Pharmacy	27	31	15	8	81
Master in Pharmacy	3	0	0	0	3
B. Pharmacy + Diploma	6	0	0	0	6
Pharm-D	7	6	0	0	13
Total	43	37	15	8	103
Nationality					
Egyptian	36	27	11	8	82
Indian	1	0	1	0	2
Pakistani	4	6	0	0	10
Jordanian	0	1	2	0	3
Sudanese	2	1	0	0	3
Yemeni	0	2	1	0	3
Total	19	16	35	33	103
Nationality	Health insurance				
	Gold	**Silver**	**Bronze**	**Blue**	**Total**
Egyptian	19	16	26	21	82
Indian	0	0	0	2	2
Pakistani	0	0	3	7	10
Jordanian	0	0	1	2	3
Sudanese	0	0	3	0	3
Yemeni	0	0	2	1	3
Total	19	16	35	33	103
Age					
20 - 25 years	1	1	8	0	10
26 - 30 years	11	13	17	24	65
31 - 35 years	0	2	2	5	9
>36 years	7	0	8	4	19
Total	19	16	35	33	103

3.5 Cross Tabulation between Demographic Variables and Employment Satisfaction

Chi square was used to see the association between demographic against different allowances in order to observe the degree of satisfaction. Nearly two third of the population with B. Pharm degree were more satisfied (N=40 observed, N=44 expected) with current remuneration as compared to Pharm-D degree graduates where a slight dissatisfaction was observed (N=11 observed, N=7.1 expected). Almost all of the pharmacists with less than ten (10) years of experience were satisfied with current salary however those with experience greater than ten (10) years showed a high degree of dissatisfaction (N=18 observed, N=13 expected). In the same way, almost all of the pharmacist were dissatisfied with a duration of working greater than eight (08) hours (N=43 observed, N=48.4 expected) whereas they all

agree and seemed satisfied with a working hour duration of eight (08) hours i.e. (N=13 observed, N=7.6 expected). Regarding working shifts, all the pharmacist were happy and satisfied in evening shift (N=41 observed, N=41 expected) however none of them seemed satisfied in the morning or afternoon shift individually. In response to salary ranges, all the pharmacist with salary of SAR **>** 5000 showed a high degree of satisfaction however the pharmacist with a salary range i.e. SAR < 5000 were highly dissatisfied (N=11 observed, N=23.4 expected). Regarding bonus, Egyptians were the most highly satisfied nationality (N=34 observed, N=32.6 expected) followed by Pakistani pharmacist (N=6 observed, N=4 expected). The Egyptians pharmacist were again the more satisfied (N=34 observed, N=27.1 expected) among all nationalities for the house allowance. Contrastingly, Egyptians were seen to be the more dissatisfied nation from duration of work (N=10 observed, N=12.7 expected) as well as the shift of working (N=16 observed, N=26.3 expected). The only nationality with satisfaction and agreement with working hour and duration of work was Pakistani. Egyptians were seen to be in favor and more satisfied from weekend breaks (N=34 observed, N=27.1 expected) however surprisingly, Pakistani were observed as the most dissatisfied nationality in terms of weekend breaks. Finally, all the nationalities were satisfied regarding vacations they avail per year however the only nationality with less satisfaction observed was Sudanese.

Table 4. Degree of satisfaction regarding job facilities and allowances provided

Variable	No (N)	%age
How would you evaluate your customer satisfaction?		
Satisfied	88	85.4
Neutral	15	14.6
Total	103	100.0
Duration of work		
Satisfied	16	15.5
Neutral	33	32.0
Dissatisfied	54	52.4
Total	103	100.0
Working shift		
Satisfied	33	32.0
Neutral	31	30.1
Dissatisfied	39	37.9
Total	103	100.0
Over time		
Satisfied	43	41.7
Neutral	29	28.2
Dissatisfied	31	30.1
Total	103	100.0
Salary		
Satisfied	56	54.4
Neutral	33	32.0
Dissatisfied	14	13.6
Total	103	100.0
Bonus		
Satisfied	41	39.8
Neutral	25	24.3
Dissatisfied	37	35.9
Total	103	100.0
Week-ends break		
Satisfied	34	33.0
Neutral	17	16.5
Dissatisfied	52	50.5
Total	103	100.0
Vacations / year		
Satisfied	47	45.6

Neutral	38	36.9
Dissatisfied	18	17.5
Total	103	100.0
Tickets		
Satisfied	67	65.0
Neutral	31	30.1
Dissatisfied	5	4.9
Total	103	100.0
Housing allowance		
Satisfied	34	33.0
Neutral	52	50.5
Dissatisfied	17	16.5
Total	103	100.0
Provided health insurance		
Satisfied	50	48.5
Neutral	39	37.9
Dissatisfied	14	13.6
Total	103	100.0

4. DISCUSSION

Job dissatisfaction of pharmacists is one of the major contributing factor towards decreased performance and increased turn over. A study was conducted in the Eastern province of Saudi Arabia among pharmacists working in retail pharmacy. It was found in this study that majority of the pharmacist working in Eastern region were Egyptians with mostly falling in the age group of 26 to 30 years, having work experience of 3 – 5 years. All of the pharmacists were male having bachelor qualification in pharmacy. It is worth mentioning that the demographics scenario of retail pharmacy structure of Saudi Arabia is dominated by pharmacist of Egyptian origin with same age group and qualification as reported in literature [17,18] as well as per ministry of health Kingdom of Saudi Arabia (KSA) annual report of 1436H [16]. Moreover as reported earlier, females are barred from working in retail pharmacy structures [19,20] however this rule is amended recently for Saudi females and they are allowed to work now in any organization. Still none of the female were observe in any retail pharmacy. With regards to the location the survey incorporated pharmacist working in retail pharmacies in the cities of Dammam, Khobar and Qatif which are three main cities of eastern region [20]. Majority of the pharmacists appeared working for more than eighth (08) hours per day (overtime) mainly in the evening shift with no weekend break. The study also documented pharmacist responses regarding job satisfaction and we found that more than half of the target segment expressed their dissatisfaction regarding the same. Lea et al., in a literature review (1995-2011) studied various articles related to pharmacists job satisfaction and alongwith other factors, increase work load and different work shifts were identified as one of the important contributing factor towards pharmacists job satisfaction in retail and community pharmacies [21]. It is obvious that long working hours increase employee stress and decreases productivity as a result it may cause harm to pharmacy in the form of increasing employee dissatisfaction and job turn over intentions [19]. On the other hand, it may be clinically significant as a pharmacist under stress or tired will be less likely to respond to patient queries and may commit more medication error [6,7]. Apart from the salary they received i.e. SAR less than 5000 per month most of the pharmacist were receiving overtime compensation too. A study in the same population in the Riyadh region reported the same salary scale for retail pharmacists [22]. It is worth mentioning here that ministry of health (MOH), Kingdom of Saudi Arabia (KSA) formulated a salary structure of SAR 9180 and 10630 for B. Pharm and Pharm-D Saudi graduates respectively which is almost 2 to 3 times greater than salary wages for pharmacists working in private sectors [19]. Due to a comparative low salary [22], it has been observed that no pharmacist belonged to Saudi origin in this study as they join the public sector because of better salaries and opportunities for promotion [17]. The same dilemma has been reported by Arab news highlighting the fact that, most of the companies offers a salary which is too less as compared to salaries of Saudi pharmacists working in government hospitals [20].

Table 5. Cross tabulation for demographic variables against employment satisfaction allowances

Cross tabulation for degree of satisfaction		**N=103 Observed (Expected count)**				
Salary		**Qualification**				***P***
		B-Pharmacy	**Master in Pharmacy**	**B -Pharmacy + Diploma**	**Pharm-D**	0.02
	Satisfied	40 (44)	0 (1.6)	5 (3.3)	11 (7.1)	
	Neutral	27 (26)	3 (1.0)	1 (1.9)	2 (4.2)	
	Dissatisfied	14 (11)	0 (0.4)	0 (0.8)	0 (1.8)	
Years of experience						
Salary		< 3 years	3 - 5 years	5 - 10 years	> 10 years	0.00
	Satisfied	1 (2.7)	27 (27.2)	10 (13)	18 (13)	
	Neutral	4 (1.6)	9 (16)	14 (7.7)	6 (7.7)	
	Dissatisfied	0 (0.7)	14 (6.8)	0 (3.3)	0 (3.3)	
Salary						
Salary		< 5000	5000 – 7500	7500 - 10000	> 10000	
	Satisfied	11 (23.4)	25 (20.1)	12 (8.2)	8 (4.3)	0.00
	Neutral	19 (13.8)	11 (11.9)	3 (4.8)	0 (2.6)	
	Dissatisfied	13 (5.8)	1 (5.0)	0 (2.0)	0 (1.1)	
Duration of working hours						
Salary		8 hours / day		> 8 hours / day		0.00
	Satisfied	13 (7.6)		43 (48.4)		
	Neutral	0 (4.5)		33 (28.5)		
	Dissatisfied	1 (1.9)		13 (12.1)		
Duration of working hours						
Duration of working hours		8 hours / day		> 8 hours / day		0.00
	Satisfied	11 (2.2)		5 (13.8)		
	Neutral	0 (4.5)		33 (28.5)		
	Dissatisfied	3 (3.7)		51 (46.7)		
Working shift						
Salary		**Morning**	**After noon**	**Evening**	**Night duty**	**Shift/week**	0.00
	Satisfied	0 (3.8)	7 (5.4)	41 (41.3)	7 (4.9)	1 (0.5)	
	Neutral	0 (2.2)	3 (3.2)	28 (24.3)	2 (2.9)	0 (0.3)	
	Dissatisfied	7 (1)	0 (1.4)	7 (10.3)	0 (1.2)	0 (0.3)	

Nationality								
Bonus		**Egyptian**	**Indian**	**Pakistani**	**Jordanian**	**Sudanese**	**Yemeni**	0.01
	Satisfied	34 (32.6)	1 (0.8)	6 (4)	0 (1.2)	0 (1.2)	0 (1.2)	
	Neutral	25 (20)	0 (0.5)	0 (2.4)	0 (0.7)	0 (0.7)	0 (0.7)	
	Dissatisfied	23 (29.5)	1 (0.7)	4 (3.6)	3 (1.1)	3 (1.1)	3 (1.1)	
Nationality								
Housing allowance		**Egyptian**	**Indian**	**Pakistani**	**Jordanian**	**Sudanese**	**Yemeni**	0.00
	Satisfied	34 (27.1)	0 (0.7)	0 (3.3)	0 (1)	0 (1)	0 (1)	
	Neutral	41 (41.4)	2 (1)	6 (5)	2 (1.5)	0 (1.5)	1 (1.5)	
	Dissatisfied	7 (13.5)	0 (0.3)	4 (1.7)	1 (0.5)	3 (0.5)	2 (0.5)	
Nationality								
Duration of work		Egyptian	Indian	Pakistani	Jordanian	Sudanese	Yemeni	0.00
	Satisfied	10 (12.7)	0 (0.3)	6 (1.6)	0 (0.5)	0 (0.5)	0 (0.5)	
	Neutral	31 (26.3)	0 (0.6)	0 (3.2)	1 (1)	0 (1)	1 (1)	
	Dissatisfied	41 (43)	2 (1)	4 (5.2)	2 (1.6)	3 (1.6)	2 (1.6)	
Nationality								
Working shift		**Egyptian**	**Indian**	**Pakistani**	**Jordanian**	**Sudanese**	**Yemeni**	0.00
	Satisfied	16 (26.3)	1 (0.6)	7 (3.2)	3 (1)	3 (1)	3 (1)	
	Neutral	29 (24.7)	0 (0.6)	2 (3)	0 (0.9)	0 (0.9)	0 (0.9)	
	Dissatisfied	37 (31)	1 (0.8)	1 (3.8)	0 (1.1)	0 (1.1)	0 (1.1)	
Nationality								
Weekends break		**Egyptian**	**Indian**	**Pakistani**	**Jordanian**	**Sudanese**	**Yemeni**	0.00
	Satisfied	34 (27.1)	0 (0.7)	0 (3.3)	0 (1)	0 (1)	0 (1)	
	Neutral	11 (13.5)	0 (0.3)	6 (1.7)	0 (0.5)	0 (0.5)	0 (0.5)	
	Dissatisfied	37 (41.4)	2 (1)	4 (5)	3 (1.5)	3 (1.5)	3 (1.5)	

The cross tabulation of salary satisfaction with qualification revealed that pharmacists with bachelor in pharmacy qualification and having experience of 3 – 5 years as well as salary less then SAR 5000 were observed more in number as compare to expected count for dissatisfaction. One of the contributing reason may be due to signing the contract before arrival to Saudi Arabia and at times the salary difference seems quite high as compared to their own country [19].

With regards to duration of work, pharmacist who worked for eight hours a day appeared more satisfied as compared to expected count however those working longer than eight hours and evening shifts appeared indecisive about their satisfaction. It is pertinent to mention here that for the latter group the provision of overtime compensation exists that neutralize the dissatisfaction rate of pharmacists. This study is coherent with the report that, pharmacies who did not compensate their employees for overtime results in low level of job satisfaction [19].

Finally, with regard to nationality, Pakistani origin pharmacist appeared satisfied with working duration and shifts however Egyptians which comprised the majority appeared indecisive and dissatisfied respectively. The Egyptian origin pharmacist seemed satisfied with the weekend breaks.

According to MOH, KSA report 1436, the total number of registered pharmacists is 23,624 out of which Saudi pharmacists makes 21.0%. However none of the study reported any Saudi pharmacist working in retail pharmacy. Pharmacist job satisfaction survey are very important to sort out the drawbacks as well as weaknesses associated with a particular job and hence improve the highlighted area for further growth and strength of the profession. As per goals of the "Vision 2030 Kingdom of Saudi Arabia" [23], to increase the ratio of individuals exercising in public as well as private sectors jobs, this study is of prime importance. The study highlighted the areas and structures which needs to be improved i.e. salary differences, establishing a proper infrastructure, duration of work as well as work shifts etc., in order to increase the ratio of local pharmacists in retail pharmacy. Fulfilling the aforementioned major gaps will lead to a start of career for local pharmacist in chain pharmacies as well as stability and enhancement of this field.

5. CONCLUSION

The overall scenario of retail pharmacy structure in Saudi Arabia is dominated by non-native pharmacists, mainly Egyptians. The gross salary per month of non-native pharmacists in combination with compensation for overtime and work during weekends alongwith bonus received on the basis of annual sales, is still less than the salary for a pharmacist of Saudi origin, as defined by government. This is one of the most important contributing factor for job dissatisfaction among non-Saudi pharmacists. The reason for lack of Saudi pharmacists working in retail pharmacy may also be attributed to this fact however further studies are needed to investigate the priorities of Saudis pharmacist towards selecting their career in retail pharmacy.

6. LIMITATION

The low response rate was observed due to busy schedule of pharmacist which is reflective of our results as majority of the pharmacist had more work load.

CONSENT

As per international standard or University standard, Pharmacist's written consent has been collected and preserved by the author(s).

ETHICAL APPROVAL

As per international standard or university standard, written approval of Ethics committee has been collected and preserved by the author(s).

COMPETING INTERESTS

Authors have declared that no competing interests exist.

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