

UNIVERSITI TEKNOLOGI MARA

**JOB STRESS AMONG COMMUNITY PHARMACIST IN
KLANG VALLEY**

AHMAD NAJIB AHMAD AFANDI

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ABSTRACT

The total number of pharmacist in 2006 was 4292 pharmacists, and the ratio of pharmacists to the population in 2006 was 1:6207. Despite the increasing number of pharmacists in Malaysia and the ratio of pharmacist to population is becoming narrower, the ratio in 2006 still suggest that Malaysia is still in the scenario of the shortage of pharmacists. This may cause a heavy workload for a single pharmacist, and thus leading to job stress. So, this research intends to identify the prevalence of job stress among pharmacists in Klang Valley, and what are the causes of the stress. The study will be conducted using the modified Hospital Consultants' Job Stress & Satisfaction Questionnaire 2002 developed by Cancer Research UK London Psychosocial Group. Respondents will be asked to rate each source of stress according to how much of a source of stress it was in their work on a 4-point scale of 0 (not at all), 1 (a little), 2 (quite a bit), 3 (a lot). The number of completed questionnaire returned was 105 (29.25% response rate). Total overall score for each job stress inventory is calculated and ranked from the highest score to the lowest. It was found that the top three sources of job stress among community pharmacists in Klang Valley were "having too great an overall volume of work", "having inadequate staff to do your job properly", and "dealing with patients or relatives having expectations of care that cannot be met". An additional of three job stressors were identified, they were "keeping up to date with current clinical and research practices", "having to comply with increasing bureaucratic and regulatory procedures", and "disruption of your home life through spending long hours at work". Further research is necessary to investigate deeper into the causes of job stress and impact of stress on pharmacists' life. Methods of solutions to reduce or control job stress are also necessary to make this area of research significant in the future. In addition, it is also important to see whether job stress among pharmacist is well managed or not.

CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Job stress according to the National Institute for Occupational Safety and Health (NIOSH) is referred to the adverse physical and emotional reactions that develop when there is a mismatch between job demands and the requirements or limitations of the worker. Job stress has been related to several of organizational problems. They impact the organization with negative effects to the employees, the employers, the organization itself, and not to miss the public society as a whole. Workers who are stressed may lead to problems such as not attending to work, high job turnover, below average work performance, mistakes and accidents, and also alcohol and drug abuse. (Williams et. al., 2001). Individuals, organizations, and the public will incur extremely high costs due to job stress through its harmful effects on the productivity of the employees, employees not attending to work, and their health and well-being being compromised (Charles et. al., 1994).