Job satisfaction is positively linked to motivation, job performance, productivity, organizational commitment, patient’s safety and satisfaction. Understanding the factors affecting job satisfaction and organizational commitment is important to decrease pharmacists’ turnover and to increase productivity 1,2. In this study, we aimed to 1) determine job satisfaction score and organizational commitment score and their correlation, 2) explore factors affecting job satisfaction, 3) compare job satisfaction score and organizational commitment score based on respondents’ demographic characteristics, 4) explore the proportion of fully registered pharmacists (FRP) who intend to stay in public workforce and 5) explore aspects that can be improved to ensure job satisfaction in Hospital Miri.

### RESULTS

#### Part 1: Demographic characteristics

<table>
<thead>
<tr>
<th>JS score, mean (SD)</th>
<th>OC score, mean (SD)</th>
<th>Pearson Correlation Coefficient, r</th>
</tr>
</thead>
<tbody>
<tr>
<td>60.81 (8.7)</td>
<td>56.48 (7.21)</td>
<td>0.550 (P&lt;0.001)</td>
</tr>
</tbody>
</table>

**JS score** and **OC score** were well correlated.

#### Part 2: Factors affecting job satisfaction

- **Workload**
- **Co-workers**
- **Treatment by management**
- **Work schedule**
- **Benefits (annual leaves, allowance)**

#### Part 3: Job satisfaction (JS) score and organizational commitment (OC) score (maximum possible score = 90)

<table>
<thead>
<tr>
<th>Gender</th>
<th>JS score (Median, IQR)</th>
<th>OC score (Median, IQR)</th>
<th>Z statistic</th>
<th>P-value</th>
<th>OC score (Median, IQR)</th>
<th>Z statistic</th>
<th>P-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male (n=34)</td>
<td>58.3 (13.5)</td>
<td>51.5 (9.8)</td>
<td>-0.46</td>
<td>0.64</td>
<td>58.0 (9.0)</td>
<td>-1.89</td>
<td>0.02*</td>
</tr>
<tr>
<td>Female (n=34)</td>
<td>60.0 (13.8)</td>
<td>58.5 (9.0)</td>
<td>-0.74</td>
<td>0.46</td>
<td>59.0 (9.0)</td>
<td>-1.89</td>
<td>0.02*</td>
</tr>
</tbody>
</table>

**JS score** and **OC score** were well correlated.

#### Marital Status

- **Single (n=23) 63.0 (16.0)**
- **Married (n=15) 59.0 (9.0)**

**JS score** and **OC score** were well correlated.

#### Ethnicity

- **Chinese (n=33) 59.0 (12.0)**
- **Non-Chinese (n=9) 61.0 (14.5)**

**JS score** and **OC score** were well correlated.

### DISCUSSION

**2014**

- **Penang, Perak, Perlis and Kedah (n=247)**
- **Job satisfaction score 64.5.**
- **Organizational commitment score 58.09.**
- **71.3% willing to stay with MOH.**

**2019**

- **Miri (n=42)**
- **Job satisfaction score 60.81.**
- **Organizational commitment score 56.48.**
- **95.2% willing to stay with MOH.**

- **Possible explanation for high proportion of respondents willing to stay in MOH – limited job opportunities in Sarawak (mainly restricted to hospital and community pharmacies).**
- **Female showed higher organizational commitment:**
  - Most female pharmacists see this profession as one holding good prospects for them.<br>
  - More flexibility in work arrangement, thereby allowing them to attend to family responsibilities.

**Aspect**

- **Workload**
- **Treatment by management**
- **Extra benefits**
- **Opportunity for personal development**

**Study limitation:** The small number of the sample size in this study makes generalization difficult.

### CONCLUSION

- **The mean JS score and organizational commitment score for FRP in Hospital Miri are 60.81 (SD 8.70) and 56.48 (SD 7.21) respectively.**
- **Significant correlation was found between job satisfaction and organizational commitment.**
- **Workload, co-workers, treatment by management, work schedule and benefits are important factors influencing job satisfaction.**
- **Female respondents tend to have a better organizational commitment compared to their male counterparts.**
- **Majority expressed their intention to stay with MOH.**

### REFERENCES