

## Evaluation of Job Satisfaction & Social Identity of Rural Indian Pharmacist

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### ABSTRACT

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**Introduction:** The present study was design to investigate the level of job satisfaction and social identity among the pharmacist working in rural area of India.

**Method:** Prepared questionnaire for pharmacist job satisfaction (QPJS) was distributed in field survey on pharmacists working in different setting of rural province of India. All the data were analyze by SAS software version 16.0.

**Results:** With a 30.7% responding rate of QPJS, analysis shows that there were 85.4% pharmacist further wanted to suggest pharmacy as a carrier option to their friends and relatives. Whereas, only 37.8% respondents were desperate to work as a pharmacist until retirement. Additionally 67.7% wanted to change their profession in context to improved higher salaries in other profession. Further, ramble in work load per week (77.5% respondent working > 40 hours per week) and low salary (64.6% respondent earning up to only 15000 rupees per month) is likely lead to dissatisfaction among pharmacists. In addition, 66% of pharmacists thought that they do not get astonishing status according to their level of education which they deserve by the society.

**Conclusion:** Majority of the pharmacists having low job satisfaction with squat social identity. The most significant finding of our study is that qualification, type of pharmacy shop, employment type, marital status, average number of hours worked per week, counseling time, practice experience salary, patient behavior, profession image and working environment are closely linked with job satisfaction level. Nonetheless, job satisfaction might not be associated to certain demographic variables, such as age and gender.

**Key words:** Rural Pharmacists, practice setting, job satisfaction, field survey, Likert scale, QPJS

### INTRODUCTION

Job satisfaction is the major factor which contributes in increasing the motivation and productivity of a person. Two reasons in concerning with job satisfaction are firstly low level of job satisfaction which causes low level of life satisfaction, mental health and poor physical health and secondly action of individual is affected by less job satisfaction<sup>1</sup>.

Further, job satisfaction among pharmacists maintain the level of interest in individuals to work in their firms leading to better performance and increased healthy interaction with the patients<sup>2</sup>. As pharmacists are the third largest healthcare professionals group in the world<sup>3</sup>, they play a major role in providing the health care services mainly in primary health care levels<sup>4</sup>. In addition to that it is a profession which ensures the safe use of medications. Pharmaceutical service is a sub-system of healthcare which continuously helps to combat death, disease, disability, dissatisfaction and social disruption. A large section of the community interacts with the pharmacies/ drug stores and the pharmacists for healthcare

necessities, products and advice<sup>5</sup>. Worldwide, it is demanded that pharmacists should expand their profession to protect the patients from drug interactions and drug adverse effects and their management<sup>6</sup>. Therefore the demand & role of pharmacists is increasing day by day<sup>7</sup>. According to Pharmacy Council of India (PCI) in India there were 6, 57,230 registered pharmacists till January 2012. As per PCI, census of India 2011 (ministry of home affairs, Govt. of India) data collected trough RTI act 2005 & when calculated it was found that there were only 1 pharmacist subsist on a population of 1856 person till January 2012 which reveals chronic shortage of pharmacists in India<sup>8</sup>.

In some Asian countries, pharmacy profession is regarded as a most suitable carrier for females<sup>9</sup>. Moreover, the health care system of Asian and US differs with each other in the areas of insurance, politics, and pharmacy education.<sup>10</sup>

Many surveys had been done in other countries regarding the pharmacist's job satisfaction but as per our knowledge till now no study was seen in India especially in rural areas. Therefore the present study was design to evaluate the job satisfaction & career identity of pharmacist in rural India.

### METHODS

**Survey Purpose:** The main purpose of our survey is to find the level of job satisfaction among the pharmacist working in the different setting.

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**Type of Survey:** Our survey was a field type, in which we distributed QPJS to pharmacists of many pharmacies. It included questions regarding job satisfaction in relation to their income, working experience, professional image and their encounter with patient and customers.

**Study Design:** This was a random type of study which includes rural regions in the country. The study was divided in the following:

Participants, constitution of the survey team, Sampling and selection of health facilities.

**Participants:** The participants included in the survey were pharmacists who were practicing in the various rural areas of Bihar and Jharkhand including private, chain, government, independent, trusted pharmacies and hospitals.

**Constitution of Survey Team:** The survey team mainly consisted of 5 members out of which 4 were data collectors who were co operated by some other people and a supervisor who co-ordinated the overall project.

**Selection of Region:** Mainly the rural regions included villages of Balia, Gorakhpur, Mau district of Uttar Pradesh and Dhanbad, Ranchi, Jamshedpur district of Jharkhand.

Approximately 188 pharmacies with 537 candidates were approached out of which only 109 health facilities with 165 candidates were determined as respondent.

**Survey Questionnaire:** A questionnaire which consisted of 44 questions related to various dependent & independent factors of job satisfaction & social identity. Among them, six questions related to encounter with patients, nineteen questions to assess their working environment, five questions linked to their salary, five questions associated to the professional image and social identity of pharmacists and ten questions regarding their demographic data. To measure the response a five-point likert scale was chosen which ranged from 1 to 5<sup>11</sup>.

**Data Collection and analysis:** The questionnaire was formatted. Before the implementation of survey the questionnaire was pilot-tested by the supervisor.

After the pilot testing questionnaire forms were distributed by the data collectors. Data collector personally went to different pharmacies for data collection. The survey was conducted for 5 months and the response of pharmacist was entered into the forms. The complete data was subsequently entered in the SPSS (statistical package for social service) software version 16.0 for statistical analysis. Descriptive statistics were calculated for all variables.

To analyze the data five point Likert scale was used ranging from 1 to 5. The practice setting (chain, independent, hospital inpatient, or other) was the primary independent variable, and

job satisfaction was the dependent variable. Age, sex, average hours worked per week, time spent in patients counseling, and experience were also considered as predictor of job satisfaction on the basis of the literature review.

The independent variables were included in separate two-sided *chi*-square analyses for the investigation of their relationship to satisfaction. For these analyses, following independent variables were converted into separate categories.

(i) Age, seven categories, seven categories: 20 years or less, 21 to 25 year, 26-30 year, 31 to 35 years, 36-40 year, 41-50 year and greater than 50 years

(ii) Experience, six categories: 1 to 5 months, 6-12 months, 12 to 18 months, 19-24 months, 2.1 to 5 year and more than five years.

(iii) Average hours worked per week, four categories: 25 to 30 hours, 31 to 40 hour, 41 to 50 hour and more than 50 hour.

(iv) Salary, five categories: less than 5000/-pm, 5001 to 15000/-pm, 15001 to 25 000/-pm, 25001 to 35000/-pm, greater than 35000/-pm.

A significant value of  $p < 0.05$  was used for all statistical tests.

#### **Scope and Limitation of Study:**

(i) Study revealed low job satisfaction and social identity of rural pharmacist of India, so that ministry of health and family welfare should take some necessary action to boost the quality of life (emotional wellness and mental fitness) of rural pharmacist in India.

(ii) An overall response rate of 30.7% was achieved, may be due to misunderstanding of them and taking our survey as sting operation. However, the response was acceptable yet acknowledged as a limitation of the study, perhaps affecting the generalisability of the findings.

(iii) The length of the questionnaire may have been a methodological limiting factor of the study.

(iv) In the government and chain pharmacies they don't have enough freedom to disclose many of the important information mainly regarding salary and working environment.

#### **RESULTS**

As shown in table 1, major respondents were men (95.1%) & 53.6% were belong to 31-40 year age group. Among respondents, 79.3 % worked in independent pharmacy; 10 %, in government pharmacy; and 9%, in chain pharmacy store. With regard to hours worked per week, 41.5 % worked more than 50 hrs. In addition to that 84.5 % participants spent 1 to 5 hrs in counseling of patients per day.

Table 1: Showing frequency of respondent demographic data

S. No.	Characteristic	% of Respondents
1	<b>Sex</b>	
	Male	95.1
	Female	4.9
2	<b>Age (years)</b>	
	<=20	0.0
	21-25	0.0
	26-30	21.3
	31-35	16.3
	36-40	27.4
	41-50	23.2
	>50	11.8
3	<b>Experience</b>	
	1-5 months	0.7
	6-12months	6.7
	12-18months	1.8
	19-24months	8.5
	2.1-5year	42.7
	>5years	39.6
4	<b>Practice setting</b>	
	Chain pharmacy	9.8
	Independent pharmacy	79.8
	Gov. control pharmacy	10.4
	Trustee	0.0
5	<b>Average hours worked per week</b>	
	25-30	1.8
	31-40	20.7
	41-50	36.0
	>50	41.5
6.	<b>Average time per day spent counseling patients in hours</b>	
	1-3	44.9
	3.1-5	30.5
	5.1-8	24.6
7	<b>SALARY in rupees per month</b>	
	<5000	20.1
	5001-15000	44.5
	15001-25000	21.3
	25000-35000	9.1
	>35001	4.3
8	<b>Type of employment</b>	
	Temporary	3.0
	Permanent	96.3
9	<b>Marital status</b>	
	Married	79.3
	Unmarried	20.7
	Divorced	0.0
10	<b>Qualification</b>	
	D. Pharm	40.2
	B. Pharm	4.9
	M. Pharm	0.0
	Other	54.9

**Job Satisfaction:** Among all respondents, 37.8% were wanted to work as pharmacist until retirement and only 7.9% were not interested in continuing pharmacy as a carrier option. While 54.3% were in the favor of changing the profession if they are unsatisfied. Further, 39% of pharmacist replied in favor of the question asked "If they would had a chance to re-select their profession again, would they choose pharmacist as a carrier option", 42.4% were not in favor of the same and 18.6% were indifferent. Taking area of employment as a major significant factor, only 32.3% of the individuals in rural area still wanted to continue pharmacy as a profession until retirement even if they would be paid higher salary in other profession and 67.7% wanted to change their profession in context to improved higher salaries. However contrary to their own level of satisfaction, 85.4% of people wanted to suggest pharmacy as a carrier option to their friends and relatives, only 14.6% were not in favor.

**Patient Encounter:** According to the data related to patient encounter, pharmacists were asked whether patients take their advice 80.5% were agreed while 4.9% were disagreed and 14.6% were uncertain. In addition, 34.2% of pharmacists were admitted that patients were in hurry and wanted their medication as soon as possible, 34.7% were not in favor of same whereas 31.1% were uncertain. Concerning the behavior of patients 16.4% of pharmacists said that people are polite, 53.1% were accepted that patients are rude and lose their temper while 30.5% were doubtful. Further, question related to the cost of medication indicated that 44.5% of pharmacists believed that patients ask for cheap medication and 31.1% accepted that cost does not play any role whilst 24.4% were uncertain. When question was raised that whether pharmacists get sufficient time to advice the patients 65.8% were in favor of that, 21.9% do not get enough time and 12.2% were not certain.

**Salary:** when it was asked that whether their income is enough for their normal expense 82.3% were replied in favor while 5.5% were not satisfied with their salary and 12.2% were not sure. 22.1% were agreed that they can easily live on their earnings, 62% were shown negative response and 16% were not sure. Every person want luxurious life and this is directly proportional to the income one gets. In our study 33.7% pharmacists lead luxurious life from their income, 27% was not content with their income as their income does not provide them lavish life, whereas 39.3 were uncertain for the same. In addition to that 60.1% were feel that their income is not as much as they deserve, 31.1% were disagreed and 8.6% were unsure. Additionally, 71.2% of pharmacists admitted that they are paid a reasonable wages, 8% were in opposition to the same and 20.9% were not certain.

**Professional Image:** Good professional image lead to self satisfaction and motivate the individual to perform his work.

99.4% of pharmacists felt that they should be the major part in providing advice and care for the patients while 0.6% were uncertain. Moreover, 75.5% of pharmacists felt self-important to talk to other people about their work, 4.9% do not like to talk about their profession while 19.6% were not certain. Only 3.7% of pharmacists felt that skilled person can only do the job effectively whereas 94.2% thought any one can do this job and 3.1% were not sure for their answer. Beside this 42.4% of pharmacists accepted that their job is more respectful than any other healthcare system, 35.4% were denied and 22.2 were unsure. On the other hand 66% of pharmacists thought that they do not get astonishing status according to their level of education which they deserve by the society, 22% were not in favor of that and 11.3% were uncertain.

**Working Environment:** Dedication towards the work is very important and it directly affects the outcome. 71.9% of pharmacists felt that their job is capitative, 8% were not interested in their profession whilst 20.1% were doubtful. Appreciation encourages the individual in performing better work, 16.7% were believed that they do not get recognition after performing a good job but 49.4% were disagreed and 29.8% were indecisive. Rules and regulations have great impact in achieving the work. 77.4% were significantly affected by rules and regulations, 17% were not exaggerated by any law and 5.5% were uncertain. Good relationship with supervisor and coworkers makes the pharmacists to perform his job effectively. 95.7% were satisfied with their relationship with coworkers, 6% not in favor and 3.7% were uncertain. Additionally, 93.3% were believed that their coworkers are responsible but 3.7% were not in favor and 3% were not sure. Further, 92.7% of pharmacists accepted that their relationship with supervisor is good, 1.2% were disappointed from the correlation with supervisor. When question was asked “when needed supervisor is with you or not”, 82.3% were in favor while 17.7% were uncertain. Likewise, 89.6% of pharmacists accepted that their supervisor appreciates their work, 2.4% were against this and 7.9% were uncertain.

## DISCUSSION

Aim of our study was to evaluate the job satisfaction level along with social image of pharmacist in rural area of India. Through QPJS, Various factors (like clinical encounter, working experience, working environment, present income professional image) were examined for their relationship with job satisfaction. For this we choose field survey because it offers a more flexible form of data collection & having a lower refusal with a responding rate of 30.7% in comparison to web based survey method (19% respondent rate).<sup>12</sup>

Further, our study outcome shows significant relationship of job satisfaction with respect of demographic data such as qualification, marital status, type of pharmacy shop, average time spent per day in counseling patients, average number of hours worked per week, salary, type of employment and practice experience ( $p < 0.05$ ). These findings are in line with the study done by Kidwell Matshotyana<sup>13</sup> in South Africa. Our finding suggested that married persons (79.3%) having high proportion of job satisfaction. Whereas hike in average time spent in counseling (3 to 8 hrs among 55.1% of total respondents) also increase satisfaction level due to more involvement in professional activities which is in line with previous study done on Japanese pharmacists<sup>14</sup>. However, ramble in work load per week (77.5% respondent working more than 40 hours per week) and low salary (64.6% respondent earning up to only fifteen thousand rupees per month) is likely to lead to dissatisfaction among pharmacists in present study. In addition to that age and gender are the factors which are found to be non-significant ( $p > 0.05$ ) with level of job satisfaction (Table 2). This may be due to that in our study 45% respondent were greater than 40 year of age. Nevertheless, study done by Duan *et al* in China showed that the satisfaction with working environment and promotion was decreased as the age increased which is similar to low job satisfaction in present study. Further, study done by Worrell TG in 2004 on school psychologists showed no significant relationship of gender to job satisfaction.<sup>23</sup>

Previous studies have repeatedly shown that patient pharmacist interaction is a key factor with their level of job satisfaction.<sup>13,15</sup> Our finding also suggested that factors such as pharmacist's advice and behavioral pattern of patients were associated with the job satisfaction level (table 3).

Additionally, Salary of pharmacist is one of the most important factors, which determines whether a person will continue with his job or seeks work elsewhere.<sup>16</sup> According to the study, the factors such as getting fair and adequate salary leading to a luxurious life are significantly affecting the satisfaction level of pharmacist (table 4). The current findings also support the study of Cox ER and Fitzpatrick V.<sup>17</sup> In additions to that most of the pharmacists are agreed that they not easily live on their earnings.

On the other hand, social identity of pharmacist's with context to their professional image, education level, social figure, outlook of people towards this profession, affecting job satisfaction level.<sup>18</sup> Earlier Duan *et al*<sup>19</sup> found that in china, pharmacists are less satisfied with their career identity (table 5). Our finding is in consistent with duan *et al* study. Converse to earlier findings, majority of pharmacist feels that there is as such no skill is required in this job as per Indian scenario.<sup>17</sup>

S. No	Demography	Job Satisfaction		
		Your career expectation is to work as pharmacist until retirement	Had you a chance to re-select now, will you still choose pharmacist	Will you support your relatives and friends to choose pharmacist as lifelong career
		(p-value)	p(value)	p(value)
1	What is your age	0.348	0.456	0.134
2	Gender	0.256	0.147	0.594
3	Qualification	0.026*	0.000*	0.000
4	Type of pharmacy shop	0.001*	0.000*	0.000*
5	Marital status	0.027*	0.005*	0.002*
6	Type of employment	0.797	0.264	0.784
7	Number of average hours worked per week	0.053	0.000*	0.000*
8	Avg. time per day spent counseling patients	0.000*	0.000*	0.002*
9	What is your salary	0.000*	0.036*	0.005*
10	Experience	0.000*	0.002*	0.039

\* The correlation is statistically significant if P <0.05

S. No	Demography	Job Satisfaction		
		Your career expectation is to work as pharmacist until retirement	Had you a chance to re-select now, will you still choose pharmacist	Will you support your relatives and friends to choose pharmacist as lifelong career
		(p-value)	p(value)	p(value)
1	The patients ask my advice	0.896	0.003*	0.002*
2	Patients are only concerned about getting their medication as quickly as possible	0.223	0.000*	0.000*
3	The patients are impolite	0.229	0.024*	0.000*
4	Patients are only concerned about getting their medications as cheaply as possible	0.000*	0.000*	0.008*
5	Pharmacists do not have enough time to perform many consultation duties at their job	0.000*	0.164	0.000*
6	The patients are quick tempered	0.000*	0.000*	0.000*

\* The correlation is statistically significant if P <0.05

S. No	Demography	Job Satisfaction		
		Your career expectation is to work as pharmacist until retirement	Had you a chance to re-select now, will you still choose pharmacist	Will you support your relatives and friends to choose pharmacist as lifelong career
		(p-value)	p(value)	p(value)
1	My income is adequate for my normal expenses	0.048*	0.004*	0.002*
2	I can barely live on my income	0.000*	0.004*	0.003*
3	My income can provide luxuries	0.001*	0.035*	0.001*
4	My income is less than I deserve	0.006*	0.004*	0.000*
5	I feel I am paid a fair amount for the work I do	0.041*	0.004*	0.000*

\* The correlation is statistically significant if P <0.05

Previous studies<sup>20, 21</sup> have repeatedly shown that the working environment of any individual is a significant parameter which is affecting satisfaction level on the basis of interest in job, support of co-workers and supervisor support along with proper recognition and appreciation of the work on job. Our results also proposed that most of rural Indian pharmacists are satisfied with behavior of coworker & the appreciation they get from seniors (table 6). As already reported by other studies that a lack of interaction with colleague affects the job satisfaction level.<sup>22</sup>

Moreover, an interesting finding of our study was that most rural pharmacist of India feels rules and regulations in pharmacy sector imposes restriction on pharmacists and make their job more difficult.

### CONCLUSION

On the basis of above findings, most of the pharmacists having low degree of job satisfaction and low social image. The most significant finding from this study is that qualification, type of pharmacy shop, employment type, marital status (married persons), average number of hours worked per week, counseling time, practice experience salary, patient behavior, profession image and working environment affect job satisfaction. However, job satisfaction might not be correlated to certain demographic variables, such as age and gender. Future research should require for exploration of relationship in between age, gender and job satisfaction.

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## PHARMACIST EXPECTED JOB SATISFACTION: SURVEY

Pharmacist Name..... Registration No.....

Pharmacy Store Name.....

City..... State..... Date.....

### Table 1-Respondent demographics [Indicate with (Tick v)]

- Q.1. What is your age:** आपकी उम्र क्या है।  
 A. <20 yr    B. 21-25 yr    C. 26-30 yr    D. 31-35 yr    E. 36-40 yr    F. 41-50 yr  
 G. >51 yr
- Q.2 What is your gender:** आपका लिंग क्या है।  
 A. Male    B. Female
- Q.3 What is your qualification** आपकी योग्यता क्या है।  
 A. D. Pharm    B. B. Pharm    C. M. Pharm  
 D. Other (.....)
- Q-4 Type of pharmacy shop** आपकी दवा की दुकान का प्रकार  
 A. Independent    B. Chain    C. Gov. Controlled
- Q.5 Marital status** वैवाहिक स्थिति  
 A. Married वैवाहिक    B. Unmarried अवैवाहिक    C. Divorced तलाक हुआ
- Q.6 Area** क्षेत्र  
 A. Urban शहरी    B. Rural गाँव
- Q.7 Type of employment** नौकरी का प्रकार  
 A. Temporary अस्थायी    B. Permanent स्थायी
- Q.8 Number of average hours worked per week** प्रति सप्ताह का औसत कार्य घंटे  
 A. 25-30Hr    B. 31 - 40 Hr    C. 41-50 Hr    D. >50 Hr
- Q.9 Average time per day spent counseling patients** प्रतिदिन रोगी के साथ बिताया गया औसत परामर्श समय  
 A. 1 - 3Hr    B. 3.1 - 5 Hr    C. 5.1 - 8 Hr
- Q.10 What is your salary?** आपकी आय क्या है?  
 A. Less than Rs.5000/-pm    B. Rs. 5001-15000/-pm    C. Rs.15001-25000/-pm  
 D. Rs.25001-35000/-pm    E. Greater than Rs. 35001/-pm
- Q.11 Your pharmacy in practice experience** आपका वैपरीय कार्य का अनुभव  
 A. 1 - 5 months    B. 6 - 12 months    C. 12 - 18 months  
 D. 19 - 24 months    E. 2.1-5 year    F. >5 year

**Table 2-Responses to survey questions—the clinical encounter (patients/customers)** [नैदानिक सटपेट (रोगियों / ग्राहकों)]

<b>Please place Tick ✓ in the appropriate column which describes your opinion</b> आपकी राय का वर्णन कृपया उचित स्तंभ में टिक✓ लगाकर करें।	<b>Strongly Agree</b> बहुत से सहमत है।	<b>Agree</b> सहमत है।	<b>Uncertain</b> अनिश्चित	<b>Disagree</b> असहमत	<b>Strongly disagree</b> बहुत से असहमत
<b>The patients ask my advice</b> रोगी आपकी सलाह लेते हैं।					
<b>Patients are only concerned about getting their medication as quickly as possible</b> मरीज संभवतः अपनी दवा जल्दी से जल्दी लेने के बारे में चिंतित रहते हैं।					
<b>The patients are impolite</b> रोगी अशुभ हैं।					
<b>Patients are only concerned about getting their medications as cheaply as possible.</b> मरीज संभवतः अपनी दवाओं को सस्ते दाम में खरीदना चाहते हैं।					
<b>Pharmacists do not have enough time to perform many consultation duties at their job.</b> फार्मासिस्टों को अपने काम के समय में रोगियों को सलाह परामर्श का पर्याप्त समय नहीं है।					
<b>The patients are quick tempered</b> रोगी झपकी हैं।					



**Table-3: working experience & working environment [काम करने का अनुभव और काम के माहौल]**

<p>Please place ✓ in the appropriate column which describes your opinion                      आपकी राय का वर्णन कृपया उचित स्तंभ में टिक ✓ लगाकर करें।</p>	<p><b>Strongly Agree</b>                      दृढ़ता से सहमत हूँ।</p>	<p><b>Agree</b>                      सहमत हूँ।</p>	<p><b>Uncertain</b>                      अनिश्चित</p>	<p><b>Disagree</b>                      असहमत</p>	<p><b>Strongly disagree</b>                      दृढ़ता से असहमत</p>
<p>I find my job very fascinating                      मुझे मेरी नौकरी बहुत आकर्षक लगती है।</p>					
<p>Sometimes I feel my job is meaningless                      कभी कभी मुझे लगता है कि मेरा काम व्यर्थ है।</p>					
<p>When I do a good job, I do not receive the recognition that I should receive                      जब मैं अच्छा काम करता हूँ। उसके अनुसार प्रशिक्षण नहीं मिलता जो मैं चाहता हूँ।</p>					
<p>The rules and regulations make doing the job difficult                      नियम और कानून काम मुश्किल बनाते हैं।</p>					
<p>I find my job satisfying                      मैं अपनी नौकरी से संतुष्ट हूँ।</p>					
<p>I find my job boring                      मुझे मेरा काम उदास लगता है।</p>					
<p>I find my job frustrating                      मैं अपनी नौकरी से निरास हूँ।</p>					
<p>I would be satisfied with the "on-the-job" relationships I would have with my coworkers                      मैं 'नौकरी पर' अपने सहकर्मी के साथ रिश्तों से संतुष्ट हूँ।</p>					
<p>I would be satisfied with the "on-the-job" relationships I would have Supervisor                      मैं 'नौकरी पर' पर्यवेक्षक के साथ रिश्तों से संतुष्ट हूँ।</p>					
<p>My co-workers are responsible                      मेरे सह कार्यकर्ता जिम्मेदार हैं।</p>					
<p>My supervisor shows little interest in the feelings of the subordinates                      मेरा पर्यवेक्षक मातहत की भावनाओं में कम रुचि दर्शाता है।</p>					
<p>My supervisor is around when needed                      मैं अपने पर्यवेक्षक को ज़रूरत के समय अपने पास पाता हूँ।</p>					
<p>My supervisor praises good work                      मेरा पर्यवेक्षक अच्छे काम की तारीफ़ करता है।</p>					

**Table-4: Present income [वर्तमान आम]**

<p>Please place <math>\surd</math> in the appropriate column which describes your opinion                      आमकी आम का वर्णन कृपया उचित कॉलम में टिक <math>\surd</math> लगाकर करें।</p>	<p><b>Strongly Agree</b>                      हड़ता से सहमत है।</p>	<p><b>Agree</b>                      सहमत है।</p>	<p><b>Uncertain</b>                      अनिश्चित</p>	<p><b>Disagree</b>                      असहमत</p>	<p><b>Strongly disagree</b>                      हड़ता से असहमत</p>
<p>My income is adequate for my normal expenses                      मेरी आम मेरे सामान्य खर्चों के लिए पर्याप्त है।</p>					
<p>I can barely live on my income                      मैं मुश्किल से मेरी आम पर जीवन यापन कर सकता हूँ।</p>					
<p>My income can provide luxuries                      मेरी आम मुझे विलासिता की सामग्री प्रदान कर सकती है।</p>					
<p>My income is less than I deserve                      मेरी आम योग्यता के अनुसार नहीं है।</p>					
<p>I feel I am paid a fair amount for the work I do                      मुझे लगता है कि मुझे अपने काम का सही मुआवजा मिल रहा है।</p>					

**Table-5: Professional Image [व्यावसायिक छवि]**

<p>Please place <math>\surd</math> in the appropriate column which describes your opinion                      आपकी राय का वर्णन कृपया उचित स्तंभ में टिक <math>\surd</math> लगाकर करें।</p>	<p><b>Strongly Agree</b>                      दृढ़ता से सहमत है।</p>	<p><b>Agree</b>                      सहमत है।</p>	<p><b>Uncertain</b>                      अनिश्चित</p>	<p><b>Disagree</b>                      असहमत</p>	<p><b>Strongly disagree</b>                      दृढ़ता से असहमत</p>
<p>Pharmacists should be recognized as the important component in providing care to their patients                      फार्मासिस्टों को अपने रोगियों को देखभाल प्रदान करने में महत्वपूर्ण घटक के रूप में मान्यता प्राप्त होना चाहिए।</p>					
<p>It makes the pharmacist proud to talk to other people about what he/she does on their job.                      फार्मासिस्ट को अपने काम के बारे में अन्य लोगों से बात करने में गर्व महसूस होता है।</p>					
<p>The pharmacist's job really doesn't require much skill or "know-how."                      फार्मासिस्ट के काम में वास्तव में बहुत कौशल की आवश्यकता नहीं है।</p>					
<p>Compared to the respect shown to other healthcare professionals, patients and customers show pharmacists an appropriate amount of respect.                      अन्य स्वास्थ्य पेशेवरों की तुलना में मरीज फार्मासिस्ट को उचित सम्मान देते हैं।</p>					
<p>Considering the amount of education which the pharmacist's have, society does not accord them the status they deserve.                      शिक्षा की मात्रता के अनुसार समाज फार्मासिस्ट को उचित सम्मान (दरजों) नहीं देता है।</p>					

**Some Question related with career recognition and career satisfaction**

**Q.1 Your career expectation is**

आपका कैरियर उम्मीद है

A. Work as pharmacist until retirement      B. Change profession if unsatisfied

C. Change profession

**Q.2 Had you a chance to re-select now, will you still choose pharmacist?**

आपके पास मौका है, अब फिर से चयन करें, आप अभी भी फार्मासिस्ट का चयन करेंगे?

A. Yes

B. No

C. Indifferent

**Q.3 Had you got more salary from other jobs, will you change profession?**

जगर आप को अन्य नौकरियों से अधिक वेतन मिला, तो क्या आप अपना पेशा बदल लेंगे?

A. No, I like the job.

B. Possibly.

C. Yes, I like to try different experience.

**Q.4 Will you support your relatives and friends to choose pharmacist as lifelong career?**

क्या आप अपने रिश्तेदारों और दोस्तों को फार्मासिस्ट का कैरियर चयन करने की सलाह देना पसंद करेंगे ?

A. Yes, strongly support

B. Yes

C. No, strongly oppose