

Summary of Project

Researchers:

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Title:

The Price of Staying: Job Stress, Job Embeddedness, and Turnover Intentions among Pharmacists in Australia

Ethics approval number:

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Description:

In recent times, organisations in the healthcare sector are faced with an abundance of environmental challenges such as the rising cost of labour, reduction in government funding, increased workloads – resulting in an increase in turnover. In fact, the rising turnover rates among allied health professionals have been recognised as a high priority in Australia, suggesting a consequently pressing demand for effective workforce retention strategies for the health care industry. Based on an examination of the literature on the factors that influence turnover, it became apparent that while nursing is one of the most researched samples among allied health professionals in Australia, available literature on turnover among pharmacists seem to be lacking, despite overwhelming recognition from the pharmacists in Australia on the value of continued research into the profession. The aim of this study is to address this gap in research by exploring the role of **Job Embeddedness**, defined as a collection of on-the-job and off-the-job factors that influence the extent to which people stay in their jobs, on turnover intention among pharmacists in Australia. Job Embeddedness consists of three categories: Organisational Embeddedness, Occupational Embeddedness, and Community Embeddedness.

Method:

145 APHRA-registered pharmacists currently working in Australia were recruited to participate in the study by completing an online questionnaire. 79% were female, and 21% were male. 38% of the participants worked in hospital pharmacy, 46% worked in community pharmacy, 10% worked in retail pharmacy, 1% worked in consultant pharmacy, 1% worked in Industrial pharmacy, while 4% selected “Other”.

To meet the aims of this study, the online questionnaire was comprised of the following measures:

Turnover Intentions Measure - The turnover intention measure consists of three items. The items are questions about the participants’ intentions on leaving their organisation (e.g. “How often do you think about quitting your organisation?”).

Job Satisfaction Measure - Participants' job satisfaction regarding their current workplace were measured with the Abridged Job in General Scale, an eight-item measure.

Job Stress Measure - Participants' job stress were measured Stress in General Scale.

Organisational Embeddedness Measure - Participants' Organisational Embeddedness was measured with a 15-item questionnaire, which consists of 3 subscales: Fit, Sacrifice, and Links.

Occupational Embeddedness Measure - Similar to Organisational Embeddedness measure, the Occupational Measure is also a 14-item questionnaire, measuring the extent to which participants are embedded with their profession.

Community Embeddedness Measure. The Community Embeddedness Measure is a 5-item questionnaire measuring the degree to which the participants are embedded in their community.

Perceived Employability Measure. Participants' perceived employability were measured on a 7-point Likert Scale, based on questions like "I have contacts in other companies who might help me line up a new job".

Research Findings:

Results from this study indicated that regardless of perceived employability and job satisfaction, organisational embeddedness played a mediating role on the relationship between job stress and turnover intentions in a sample of Australian pharmacists. Meanwhile, results also suggested that occupational embeddedness was not found to be a significant mediator of the relationship between job stress and turnover intentions. Furthermore, results from this study also indicated that community embeddedness does not play a moderating factor in the relationships between organisational embeddedness and turnover intention, occupational embeddedness and turnover intention, as well as job stress and turnover intention.

Overall, these findings indicate that the degree to which Australian pharmacists perceive themselves to be embedded with the organisation they work for, influences whether or not they stay or quit their job more strongly than the degree to which they feel embedded with their profession. This finding also highlighted the utility of job embeddedness in the pharmacy profession in Australia.