

## ABSTRACT

**Background:** The roles of pharmacists have changed over the years. From dispensing medications, pharmacists have become more clinically involved in patient care in different ways in the healthcare system. These changes might have affected pharmacists' job satisfaction. This is important because performance, motivation, and productivity are factors that are positively linked to job satisfaction, while lack of job satisfaction might affect patient care and safety negatively and increase job turnover.

**Objective:** To analyze the factors affecting job satisfaction among community pharmacists in South Sulawesi.

**Method:** This research used quantitative methods and analytical observational research with a cross-sectional study design. This research was conducted from mid-January to mid-March of 2024 with the research subject being community pharmacists who worked at pharmacies, primary healthcare, and clinics in the South Sulawesi region. Research instruments are distributed via Google form to each IAI Branch Management in South Sulawesi. The instruments used in this research were the sociodemography and pharmacist service characteristics and, the job satisfaction questionnaire (VIJS Instrument). The analysis used is univariate analysis (descriptive), bivariate analysis (independent t-test), and multivariate analysis (multiple regression linear analysis).

**Result:** The general result of this research is satisfied based on the mean score ( $3.8 \pm 0.8$ ). The lowest mean score from both factors is monthly income ( $3.1 \pm 1.1$ ) and learning and advancement opportunity ( $3.3 \pm 1.1$ ). The regression analysis indicated that factors affecting job satisfaction among community pharmacists in South Sulawesi were monthly income ( $p=0.025$ ), long working period ( $p=0.019$ ), number of patients per day ( $p=0.008$ ), and number of prescriptions per day ( $p=0.005$ ).

**Conclusion:** Community pharmacists in South Sulawesi were satisfied with their work and their satisfaction level was affected by monthly income, working period, number of patients per day, and number of prescriptions per day.

**Keywords:** community pharmacy; job satisfaction; South Sulawesi