

ANALYSIS OF FACTORS RELATED TO PROFESSIONAL COMMITMENT OF PHARMACISTS IN PHARMACY SERVICES

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Abstract

This research aims to find a description about factors related to the professional commitment of pharmacists and its attendance on pharmacy services for communities. This research was carried out in pharmacy services at Makassar city according to the types of pharmacy with a survey method using a questionnaire. The population were pharmacists and pharmacists assistance from three types of pharmacy services such as public service pharmacy, hospital pharmacy, and franchise or "BUMN" pharmacy. The sample was taken by proportionate stratified random sampling method from 279 pharmacists which was then found 72 samples proportionally. The data was then analyzed using multiple linear regression methods to find out the correlations between variables and then proceed to a t-test analysis to determine which variable is dominantly correlated to professional commitment of pharmacist in pharmacy services. The results show that motivation, competence, leadership, and attitude do simultaneously and significantly correlate to the professional commitment of pharmacists in pharmacy services. But in part, only motivation and competence were significantly correlated to the professional commitment of the pharmacist which was more dominant in motivation.

Keywords: *work commitment, motivation, competence, leadership, attitude*

A. INTRODUCTION

The factual condition that occurs in the community, which is often discussed is that the presence of pharmacists in pharmacies is very lacking and even never present. This is very concerning and can endanger pharmaceutical services to the community. The absence was allegedly the result of the low commitment to the work of the pharmacist profession in pharmacies.

Commitment to the work of the pharmaceutical profession is a factor that greatly influences the presence of pharmacists to carry out professional work and pharmaceutical services. Commitment is born from a sense of professional responsibility. The pharmacist is a professional leader who is responsible for all pharmaceutical service activities in a pharmacy. For this reason, the debate about professional work commitment and their absence at the pharmacy to provide pharmaceutical services continues to this day. From the description above, the performance and presence of pharmacists in pharmacies at any time is absolutely necessary, both in terms of management and pharmaceutical services so that the

achievement of the mission of professional services in pharmacies can run well. The emergence of new drugs, the amount of purchasing investment, setting profit margins, the amount of demand, are matters full of uncertainties that require careful analysis. Pharmacists always try to make a better estimate of what will happen under conditions of uncertainty.

The description of the conditions described above illustrates to us how important the professional work commitment of a pharmacist is to carry out good and correct professional duties in a pharmacy. High commitment will increase the awareness of pharmacists to always be present to provide pharmaceutical services at pharmacies. Several factors that influence professional work commitment have been extensively reviewed in various literatures that discuss the study of human resources (HR). For this reason, this research will examine the relationship of the several factors described above to the emergence of professional work commitment as expected.

The description above inspired researchers to conduct research related to the factors that influence the work commitment of the pharmacist profession in pharmacies that have an impact on pharmacist absence at pharmacies. Thus, in this study the researchers wanted to analyze the factors that influence the work commitment of the pharmacist profession and its relation to the motivation, competence, leadership and attitudes of pharmacists in pharmacies in providing pharmaceutical services, as stipulated in the legislation.

B. METHODS

Research design

This type of research is a descriptive-quantitative research, which describes and explains the factors that influence the work commitment of the pharmacist profession in pharmacies where the primary data is collected cross-sectionally by using a questionnaire.

Population and Sample

The population includes pharmacists and pharmacist assistants who work in pharmacies in Makassar City, totaling 279 pharmacies consisting of 232 pure private pharmacies, 34 hospital pharmacies, and 13 BUMN pharmacies. The sample size used in this study was 72 pharmacist respondents. and 72 pharmacist assistant respondents who were determined using the proportionate stratified random sampling formula.

Data analysis techniques

The statistical analysis used in this study was multiple regression analysis using the SPSS software, which aims to determine the influence of motivation, competence, leadership and attitude factors on the work commitment of the pharmacist profession in pharmacies. The conceptual framework in this study is:

C. ANALYSIS RESULTS

1.1 Simultaneous Influence of Motivation, Competence, Leadership and Attitudes on the Work Commitment of the Pharmacist Profession in the Makassar City Pharmacy

Table 4.12. Results of Multiple Linear Regression Analysis Effect of Variables X1, X2, X3, and X4 on Variable Y.

Free Variables	Var. Bound	Regression Coefficient (B)	Correlation Coefficient (r)	tcount	Sig.	Ket.
Constant		27,666		3,272	0.002	Significant
X1	Y1	0.668	0.432	3,924	0.000	Significant
X2		0.658	0.378	3,345	0.001	Significant
X3		0.14	0.008	0.64	0.949	No signif.
X4		0.419	0.199	1,664	0.101	No signif.

Source: Primary Data after Processing, 2023.

Based on calculations using multiple linear regression analysis, it is known that the variables of motivation, competence, leadership, and attitudes have a joint effect on the pharmacist's work commitment as indicated by Fcount of 42.399 > Ftable of 2.53 or a significant value of 0.000 < alpha 0.05. With a contribution of 71.7%, which is indicated by a coefficient of determination of 0.717, it means that the contribution of the variables X1, X2, X3, and X4 to Y is 71.7%, while the remaining 28.3% is influenced by other variables not included in this study. Which means that the hypothesis is accepted so that it can be concluded that the variables of motivation, competence, leadership, and attitude together have a real influence on the work commitment of pharmacists in pharmacies in Makassar City.

Hypothesis I: Motivation, competence, leadership and attitudes simultaneously have a significant effect on the work commitment of the pharmacist profession in pharmacies in Makassar City.

The Influence of Motivation, Competence, Leadership, and Individual Attitudes towards the Work Commitment of the Pharmacist Profession at the Makassar City Pharmacy

After testing the effect of the independent variables together, then testing the effect of the independent variables on the dependent variable individually (partially) is then carried out. In this test is done using the t test. that is, the test is carried out by comparing the tcount value of the independent variable with t ttable or significance value $\alpha = 0.05$.

Hypothesis II: Motivation, competence, leadership and attitude partially have a significant effect on the work commitment of the pharmacist profession in pharmacy.

To see the effect individually of each independent variable will be presented as follows:

3.2.1 Effect of the Variable Motivation (X1) on the Work Commitment Variable of the Pharmacist Profession (Y)

From the results of calculations with multiple linear regression analysis which shows that the value of the correlation coefficient (r) between the motivation variable

and the pharmacist's work commitment of 0.432 which means that there is a unidirectional relationship between the two variables, further evidenced by the significance value $(0.000) < (0.05)$ which can be concluded that the motivational variable (X1) has an influence significant (real) to the pharmacist's work commitment (Y) in other words that the contribution of the motivational variable to the pharmacist's work commitment is 3.924 (Tcount value). This means that the pharmacist's work commitment is strongly influenced by motivation.

3.2.2 Effect of Variables Competence (X2) on the Work Commitment Variable Pharmacist Profession (Y)

The results of the analysis using multiple linear regression that the value of the correlation coefficient (r) the competency variable (X2) is 0.378 with a significance value of $(0.001) < (0.05)$ and a Tcount value 3.345. This means that the contribution of the competency variable to the pharmacist's work commitment is 3.345, in other words that the pharmacist's work commitment is strongly influenced by competence.

3.2.3 The Effect of Leadership Variable (X3) on the Work Commitment Variable of Pharmacist Profession (Y)

The results of the study showed that leadership had no significant effect on pharmacist work commitment. The results of calculations using multiple linear regression analysis show that the value of the correlation coefficient (r) between the leadership variable and the pharmacist's work commitment is 0.008 with a significance value of $(0.949) > (0.05)$ and a Tcount value of 0.64. This means that the contribution of the leadership variable to the pharmacist's work commitment is only 0.64.

3.2.4 The Effect of Attitude Variable (X4) on the Work Commitment Variable of Pharmacist Profession (Y)

The results of the study showed that attitude had no significant effect on the pharmacist's work commitment. The results of the analysis using multiple linear regression that the coefficient value the correlation (r) of the attitude variable (X4) is 0.199 with a significance value of $(0.101) > (0.05)$, and a Tcount value of 1.664. So it can be concluded that attitude (X4) has no significant effect on pharmacist work commitment (Y) and attitude contribution to pharmacist work commitment is 1.664. This can be interpreted as a high attitude variable not followed by a high pharmacist work commitment.

D. DISCUSSION

From the results of the research hypothesis test, the analysis shows that the four variables, motivation, competence, leadership, and attitudes together have a strong influence on the work commitment of the pharmacist profession in pharmacy. However, there are other things outside of these factors (not examined) that can increase professional work commitment such as the influence of the internal and external environment of the organization, as well as the family environment of pharmacists for example.

So here it can be explained that the factors that greatly influence the work commitment of the pharmacist profession in pharmacy are the affective element

(moral responsibility), the normative factor in the form of agreed upon rules, and the continuance factor, namely the feeling of wanting to stay at the job because of an attitude of "compliance". and 'identification'. These factors are born and are strongly influenced by motivation and competency factors. Leadership and attitude factors certainly also influence work commitment. However, the results of this study indicate that leadership and attitude are not as strong in influence as motivation and competence as well as other elements, both internal and external, possessed by the pharmacist.

The results of the study also show that motivational and competency factors must be maintained with consistency, while leadership and attitude factors also need to be continuously triggered and improved so that the pharmacist's work commitment in the pharmacy is as expected. Of the four factors, it turns out that the motivational factor has the highest influence on the pharmacist's work commitment in the pharmacy, although it does not differ much in value from the competency factor. For this reason, it is proposed that this element of motivation be continued to be driven by paying attention to indicators that influence it such as motives, expectations and incentives. The results of this study also show that these three indicators are considered by the respondents to be moderate (mean indicator), meaning that currently there are not enough reasons to increase motivation.

Competency factor, also shows a significant effect on work commitment. As is the case with motivational factors, competence must also continue to receive attention and continue to be improved in accordance with the increase in science, technology and skills demands in community service. Competence in this study uses indicators of knowledge and skills. The results showed that the respondents rated these two indicators as moderate (mean indicator), which means they still felt that their professional knowledge and skills were still at a moderate level, and not sufficient to improve their competence.

E. CONCLUSION

Based on the results of the research and discussion, this research can be concluded as follows: Factors of motivation, competence, leadership, and attitude together have a very significant effect on the work commitment of the pharmacist in the pharmacy profession: Individually, motivational and competency factors have a very significant effect, while leadership and attitude factors have no significant effect on the work commitment of the pharmacist profession in pharmacies. The motivational factor is the factor that has the greatest influence on the work commitment of the pharmacist profession in the pharmacy

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