

Pharmacists Job Satisfaction and Performance Annual Report

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A: Supervisors

Criteria	SA (5)	PA (4)	U (3)	PD (2)	SD (1)
The frequency of visits made by SUPERVISOR meet the needs of your pharmacy					
SUPERVISOR communicate the messages from pharmacies to the top management efficiently					
SUPERVISOR communicate the messages from top management to the pharmacies efficiently					
SUPERVISOR teach the pharmacist professional pharmaceutical related skills					
SUPERVISOR teach the pharmacist professional management skills needed in the pharmacy					
SUPERVISOR helps the pharmacists in solving his work related problems					
SUPERVISOR helps the pharmacists in solving pharmacies related problems.					
SUPERVISOR teaching the pharmacists about new or unknown pharmacy related products					
SUPERVISOR helping the pharmacist in identifying potential unavailable products in pharmacy but available in warehouse or other pharmacies					
SUPERVISOR helps the pharmacist for proper merchandizing in the pharmacy					
SUPERVISOR teaching the pharmacists the proper dealing with various types of customers or patients.					
SUPERVISOR handles significant customer related problems that could arise					
SUPERVISOR is easy to be contacted and communicated with.					
You are satisfied with overall services provided by SUPERVISOR to you					

B: Store related issues

Criteria	SA (5)	PA (4)	U (3)	PD (2)	SD (1)
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The availability of items overall (percentage of items received compared to ordered) was 90% or more most of the times					
The availability of pharmaceutical items (percentage of items received compared to ordered) was 90% or more most of the times					
The availability of cosmetics items (percentage of items received compared to ordered) was 90% or more most of the times					
The item shortages that you have is similar in other pharmacies					
Most of the time, you receive your order from warehouse in the time scheduled					
In most cases, the variation between received items from store and invoices are minor					
When you have urgent order, you receive the goods from store within 24 hours in most cases					
You have regular update from store about new products in the market					
You have regular update from store about the shortages in the market					
You have regular updates from warehouse about featured products					
Our warehouse contains product range wider than other pharmacies in the region					
Our warehouse does not have some potential products that's already available in other pharmacies in the region					
Do you feel that warehouse take your undelivered items seriously					
Do you think that our items are priced lower than other pharmacies in the region					
Do you think that our items are priced similar to other pharmacies in the region					
Do you think that new items reached to our pharmacies before other competitor in the region					
Do you think that new items reached to our pharmacies just like other competitor in the region					
The average of one delivery per week for each pharmacy needs to be increased to twice weekly					
Usually you received the goods from the store in suitable time as per the pharmacy workload					
You are satisfied with overall services provided by warehouse to you					

C: Accounts, administrative, maintenance, and IT:

Criteria	SA (5)	PA (4)	U (3)	PD (2)	SD (1)
Most of the time you received your salary in the time scheduled by management					
Most of the time you received your incentives and commission in the time scheduled by management					
Usually you don't encounter problem in the amount of money you suppose to receive					
Whenever you have problem, accounts department take your concern seriously					
You are satisfied with overall services provided by account department to you					
Your government related documents are handled efficiently by administrative department					
You are satisfied with overall services provided by administrative department to you					
Do you believe that the maintenance department respond to your pharmacy needs in urgent manner					
You are satisfied with overall services provided by maintenance department to you					
In most cases, does the IT department respond to your urgent requirement promptly					
You are satisfied with overall services provided by IT department to you					

D: Scientific office:

Criteria	SA (5)	PA (4)	U (3)	PD (2)	SD (1)
There was at least one training session per month in your area					
When attend a training session, there was a benefit that is reflected in your day to day pharmacy practice					
You attended 5 or more training session during 200X					
You attended between 2 and 4 training session during 200X					
You attended only one or no training at all during 200X					
Does the training sessions meet the requirement of pharmacy practice					
Do you think that the number of different training session held till now enough to enhance the pharmacy related skills of the pharmacist					
When you attended a training session, do you					

feel that you need to attend more training session held by the same department					
Do you feel motivated and energetic when you attended a training session					
Do you receive regular pharmacy practice related updates in regular basis					
Do you think that the “professional pharmacist” magazine beneficial to you in your work					
Do you feel that you need to send scientific questions and you need a reply from scientific office					
You are satisfied with overall services provided by scientific office department to you					
Do you think that the scientific office performance (e.g., lectures, training, marketing) affects the sales of our pharmacies positively					

E: Personal and other issues:

Criteria	SA (5)	PA (4)	U (3)	PD (2)	SD (1)
Do you feel that you receive package (salary plus incentives and any other related benefits) more than other pharmacists in chain of pharmacies					
Do you feel that you receive package (salary plus incentives and any other related benefits) more than other pharmacists in independent pharmacies					
Do you feel that you receive package (salary plus incentives and any other related benefits) more than other pharmacists in hospital pharmacies					
Do you feel that your basic salary is satisfactory to you					
Do you feel that incentives and commissions you receive is satisfactory to you					
Do you think that working extra hours (over time) is beneficial to the pharmacy					
Do you like to work extra hours (over time) and get paid for that					
Are you motivated to work as pharmacist in your Group of Pharmacies					
If you have the chance to work for another pharmacy or another chain of pharmacy, you will prefer to change					
Do you feel that you are treated professionally by your colleagues					
Do you feel that you are treated professionally					

by your quality controller					
Do you feel that you are treated professionally by warehouse staff or management					
Do you feel that you are treated professionally by the top management					
Are you satisfied with housing provided by the company (applicable only for those who have housing from the company)					
Are you satisfied with transportation provided by the company (applicable only for those who have transportation from the company)					
Do you think that your chain of Pharmacies is more prestigious than any other pharmacy in the region					
Do you think that our customer view your chain of Pharmacies as the most prestigious pharmacies in the region					
Do you receive some prescriptions related to our company products					

Comments: