

Factor Influencing Pharmacist Engagement and Turnover Intention in Thai Community Pharmacist: A Structural Equation Modelling Approach

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Abstract : Turnover of community pharmacist can affect continuity of patient care and most importantly the quality of care and also the costs of a pharmacy. It was hypothesized that organizational resources, job characteristics, and social supports had direct effect on pharmacist turnover intention, and indirect effect on pharmacist turnover intention via pharmacist engagement. This research aimed to study influencing factors on pharmacist engagement and pharmacist turnover intention by testing the proposed structural hypothesized model to explain the relationship among organizational resources, job characteristics, and social supports that effect on pharmacist turnover intention and pharmacist engagement in Thai community pharmacists. A cross sectional study design with self-administered questionnaire was conducted in 209 Thai community pharmacists. Data were analyzed using Structural Equation Modeling technique with analysis of a moment structures AMOS program. The final model showed that only organizational resources had significant negative direct effect on pharmacist turnover intention ($\beta = -0.45$). Job characteristics and social supports had significant positive relationship with pharmacist engagement ($\beta = 0.44$, and 0.55 respectively). Pharmacist engagement had significant negative relationship with pharmacist turnover intention ($\beta = -0.24$). Thus, job characteristics and social supports had significant negative indirect effect on turnover intention via pharmacist engagement ($\beta = -0.11$ and -0.13 , respectively). The model fit the data well ($\chi^2/\text{degree of freedom (DF)} = 2.12$, the goodness of fit index (GFI)=0.89, comparative fit index (CFI) = 0.94 and root mean square error of approximation (RMSEA) = 0.07). This study can be concluded that organizational resources were the most important factor because it had direct effect on pharmacist turnover intention. Job characteristics and social supports were also help decrease pharmacist turnover intention via pharmacist engagement.

Keywords : community pharmacist, influencing factor, turnover intention, work engagement

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