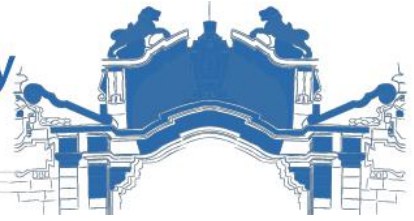




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ADDIS ABABA UNIVERSITY
SCHOOL OF COMMERCE
BUSINESS LEADERSHIP PROGRAM

**The Effect of Working Conditions on the Turnover Intention of
Pharmacists in Addis Ababa, Ethiopia: Work Stress as Mediator Variable**

By: Feven Berhanu (GSR/2346/15)

A Thesis Submitted to School of Commerce in Partial Fulfillment of the Requirements for
Master of Arts Degree in Business Leadership (MBL)

Adviser: Mahir Jibril(PhD)

June, 2024

Addis Ababa, Ethiopia

STATEMENT OF DECLARATION

I, Feven Berhanu, declare that the project work entitled “**The Effect of Working Conditions on the Turnover Intention of Pharmacists in Addis Ababa, Ethiopia: Work Stress as Mediator Variable**” is my original work and all sources of materials used for the work have been duly acknowledged.

FEVEN BERHANU

STATEMENT OF CERTIFICATION

In partial fulfillment of the requirements for the Master of Arts in Business Leadership at Addis Ababa University School of Commerce, **FEVEN BERHANU** undertook the project work titled "**The Effect of Working Conditions on the Turnover Intention of Pharmacists in Addis Ababa, Ethiopia: Work Stress as Mediator Variable**" This certifies that the work is original and hasn't been submitted previously for any degree at Addis Ababa University or any other universities.

Mahir Jibril (PhD)

Research project adviser

ADDIS ABABA UNIVERSITY SCHOOL OF COMMERCE

BUSSINESS LEADERSHIP(MBL) PROGRAM

*The Effect of Working Conditions on the Turnover Intention of Pharmacists
in Addis Ababa, Ethiopia: Work Stress as Mediator Variable*

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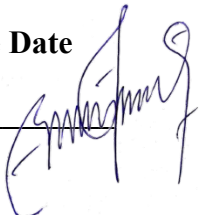
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Date 24 June 2024

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Mebrattu L. Teklehaimanot (Ph.D.)

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LIST Of ABBRIVATIONS

WHO: World Health Organization

TOI: Turn over intention

ABSTRACT

Pharmacists play a vital role in the healthcare system by ensuring that medications are used appropriately and that essential services are rendered. However, the best patient outcomes depend on a sustainable workforce of pharmacists. Pharmacists' intentions to leave the profession are influenced by their current working environment, especially in places with high demand like Addis Ababa. With an emphasis on work stress as a mediating variable, this study intends to investigate and assess the effects of working conditions on turnover intention among pharmacists in Addis Ababa, Ethiopia. The study used a quantitative approach and was cross-sectional. It was survey-based and managed to collect information from 302 participants who gave completed questionnaires which made a response rate of 78.4%. Licensed pharmacists who were working in Addis Ababa participated in the study. IBM SPSS 23 was used for both descriptive and inferential statistical analysis of the gathered data. According to the study's findings, most participants indicated dissatisfaction with their working conditions (mean/SD: 2.4454 /1.23303). The study also found that the working conditions of pharmacists had a strong impact on their turnover intention. It was determined that stress was a partially mediating variable between the variables. The study has provided insight into how pharmacists felt about their current working conditions, the connection between work conditions and intention to leave. To improve working conditions and advance lawmakers, healthcare organizations, and pharmacy professionals can benefit greatly from the study's insightful recommendations.

Keywords: *working conditions, turnover intention, pharmacists, work stress, Addis Ababa.*

CHAPTER ONE: INTRODUCTION

1.1 Background of the Study

Pharmacists are essential in the healthcare sector because they ensure that drugs are taken reasonably and safely. Their extensive understanding of drug schedules, interactions, and possible adverse effects aids in the understanding and management of medication-related issues. In addition to medication dispensing, pharmacists assist patients in managing their conditions by providing medication management services, education, and counseling. Pharmacists' clinical interventions and services improve patient outcomes while reducing potential risks of adverse medication-related events. Most published studies also demonstrate these pharmacist-provided services' cost-effectiveness or good cost-benefit ratio. Their value goes beyond their assigned responsibilities; they also support adherence, lower the rate of re-admissions to hospitals, and better overall health outcomes (1).

In line with Ethiopia's sustainable development goals for 2030, as outlined by the World Health Organization (53), one of the key objectives is to substantially increase the retention of the health workforce, ensuring that skilled healthcare professionals, including pharmacists, are motivated to remain in the healthcare sector. Additionally, Ethiopia seeks to provide all citizens with equitable and dependable access to high-quality basic healthcare services. This highlights the need of maintaining a skilled and dedicated health workforce, which includes pharmacists, in order to meet the nation's healthcare needs.

More than ever, attracting and keeping top talent is critical to business success. Globalization, worker knowledge growth, and the increasing rate of technology innovation are some of the developments that make it essential for businesses to acquire and hold onto human capital. Within the field of human resources, turnover refers to the frequency with which an employer

hires and fires workers, as well as the average length of time workers spend with a specific company (28).

Moreover, an increase in staff turnover intention is a serious consequence of the working condition that has implications for patient safety and treatment quality. Therefore responsible management should understand how these conditions impact pharmacist' intention to leave so that policies can be implemented that will ensure a healthy work setting. They help improve pharmacist retention rates while addressing working condition aspects; thereby ultimately improving patient outcomes.

This research aims to investigate the influence of working conditions on the intention to quit of pharmacists working in Addis Ababa, Ethiopia. A quantitative study design was used which made it possible to look into different aspects of working conditions such as; physical factors and psycho-social factors. Stress was also examined as a mediating variable that can interfere with the relationship between our dependent and independent variables. This study's results help in formulating strategies and policies supporting a proper workplace for pharmacists, in turn protecting their intention to leave thereby enhancing the quality of pharmaceutical services.

1.2 Statement of the problem

The study's objective is to understand how working conditions affect pharmacists' turnover intention with the mediating effect of work stress. Pharmacists are essential to healthcare systems because of the services they give, which guarantee the safe and efficient use of medications. Despite their potential impact on intentions to leave, the impact of the working conditions have not been studied well in Ethiopia. Pharmacists frequently deal with particular challenges at work, such as long hours working, a heavy burden, monotonous jobs, little breaks, and regular interruptions. These elements can lead to increased turn over intention

with the need for accurate dispensing, patient counseling, and handling medication-related concerns.

As healthcare costs in the community continue to rise it becomes increasingly important for healthcare workers to actively engage in disease prevention and health promotion initiatives and counseling at work, as these can lead to better health outcomes while reducing costs. Pharmacists' service locations make them the most accessible front-line essential healthcare workers in every community so the government must use this unused resource to focus on disease prevention for the better health of the community rather than following costly treatment-focused interventions. These have the capacity to improve health outcomes and at the same time alleviate financial burdens. Pharmacists play an important role as the primary healthcare professionals within the community, readily accessible to serve the needs of the people. Their capacity can be fully utilized to benefit the community.

According to estimates, Addis Ababa has 29.88 pharmacists per 100,000 people, although the WHO recommends a ratio of one pharmacist for every 2,000 people (3). This shortage of pharmacists may jeopardize the community's equal access to and availability of services linked to medicines. Pharmacists now manage more disease prevention and infection control services than ever before, in addition to continuing to oversee medical and drug supplies, offer coverage, and focus on patient-oriented safe use of medical and medication goods. This shortage and the added workload to shift into patient care can result in workplace stress and might cause intention to leave their jobs. This shortage could also be exacerbated by a low retention rate of pharmacists.

Stress impairs pharmacists' concentration, weakens their ability to make decisions, and raises the chance of mistakes. It endangers the health of the patients. Indirectly, there may be a significant turnover rate if government agencies and industries do not place a strong priority on the well-being of pharmacists. The current state of community pharmacy practitioners'

well-being is declining, which has a big influence on patient safety as well as their intention to quit their jobs. Ethiopia has been classified by the WHO as having a "critical" shortage of health workers, which is characterized by a complete lack of health workers and a "brain drain" of health workers to more developed countries that pay higher (16). Due to this, turnover intention (TOI) not only affects individuals but affects the health-care system as well. These issues could have long-lasting consequences, especially among younger pharmacy professionals, and could hurt the healthcare system and the pharmacy industry as a whole (9).

Finally, given the critical role that pharmacists play in healthcare systems, research on how working conditions affect pharmacists' turnover intention is very important. The working conditions that pharmacists experience have not received much attention, even though they provide crucial services in guaranteeing the safe and effective use of medications. Several factors, including long hours, high workloads, repetitive duties, little breaks, and frequent disruptions, might make pharmacists more stressed out and affect their turnover intention. The standard of patient care and pharmaceutical safety may be directly impacted by this. Neglecting the issue can have detrimental effects on focus, judgment, and effectiveness of patient safety and as pharmacists are primary health-care providers in the community, efforts aimed at promoting health and preventing disease depend heavily on their effectiveness at work. Thus, it is essential to comprehend and enhance the working conditions for pharmacists for the sake of patients, healthcare professionals, the pharmacy sector, and the system as a whole. Since there hasn't been much research on the topic in Addis Ababa, Ethiopia, this study attempts to look into the relationship between working circumstances and turnover intention. The objective is to help improve medication safety and patient care by identifying possible areas for work condition improvement.

1.3 Research questions

Question 1: What is the relationship between working conditions and the turnover intention of pharmacists in Addis Ababa, Ethiopia?

Question 2: what are factors within working conditions that have the strongest influence on pharmacists' intention to leave.

Question 3: How does work stress mediate the relationship between perceptions in working conditions with turnover intention among pharmacists in Addis Ababa, Ethiopia?

1.4 Research Objectives

1.4.1 General Objective

The general objective of the study was to investigate the impact of working conditions on turnover intention among pharmacists in Addis Ababa, Ethiopia, with a focus on work stress as a mediating variable.

1.4.2 Specific Objectives

- To determine the relationship between working conditions and turnover intention among pharmacists in Addis Ababa, Ethiopia.
- To identify the factors within working conditions that have the strongest influence on pharmacists' intention to leave.
- To examine the mediating effect of work stress on the relationship between working conditions with turnover intention among pharmacists in Addis Ababa, Ethiopia.

1.5 Significance of the study

Studying the impact of working conditions that affect pharmacists' turnover intention helps in determining possible improvements and interventions for pharmacists. Pharmacists' perception of their working conditions can be increased by understanding ways to improve working conditions, such as putting in place appropriate staffing levels, fixing work-flow procedures, and giving opportunities for professional growth. This study increases the understanding of retention by examining how the working environment affects the intention of pharmacists to leave their jobs. It can also bring understanding into the particular challenges experienced by healthcare workers. Policymakers, pharmacy managers, and the healthcare industry can use the study results to help establish evidence-based solutions that will increase the standard of pharmaceutical care as a whole.

It's crucial to understand that a decline in a pharmacist's effectiveness may cause injury or even fatalities. Compromised pharmacists' roles in the pharmaceutical sector can damage several companies' reputations as well as affect the health-care result. The findings of this study can be used to establish the relationship between working conditions with turnover intentions of pharmacists as well as to recommend any necessary remedial measures or advancement campaigns. As a result, this study :

- Help constructs a solid understanding of how intention of pharmacists to leave is impacted by working conditions in Addis Ababa, Ethiopia.
- Help to understand how stress can be affected by working conditions and how it can impact turnover intention of pharmacists.
- Contributes to the body of knowledge and serves as a valuable source of data for next studies on this topic.
- Give information so that organizational and individual interventions to manage their performance and retention can be planned.

1.6 Scope of the study

The study's scope was limited to looking at how working conditions affected the turn over intention of pharmacists in Addis Ababa, Ethiopia. The study's scope has been narrowed down to include the sample population's demographic data in addition to the impact of working circumstances. If pharmacists from other cities throughout the nation representing all pharmaceutical sectors were included, the results of this study would be of utmost significance. For this reason, the research has limitations in the sampling frame which only considered pharmacists in Addis Ababa.

1.7 Research Limitations

- Cross-sectional data with non-probability sampling was used due to the lack of time and information on the industry. Therefore, conclusions about causation will be hard to be made.
- The research was conducted in one specific context that is on pharmacists in Addis Ababa, Ethiopia. Therefore, the findings of the study may not be generalized to pharmacists in other areas or countries.
- Another limitation is that the study relied on self-reported data, which may cause a response bias. Future research could utilize a longitudinal design to find the causal relationships between working conditions, well-being, and turnover intention among pharmacists.
- Moreover, qualitative research methods could provide a deeper view regarding their working conditions and their impact on well-being and turnover intention.

CHAPTER 2: REVIEW OF LITERATURE

2.1 Introduction

Since pharmacists offer vital pharmaceutical care services in community pharmacies, hospital pharmacies, and clinical settings, pharmacists are essential members of the healthcare system; despite their under-utilized skills. Pharmacists can control risks and maximize therapy outcomes by identifying problems like non-adherence and wrong prescription use through medication reviews and evaluation. Along with monitoring medication schedules, and offering lifestyle recommendations, they also aid in managing disease by improving adherence, lowering hospital readmission rates, and boosting overall health outcomes (10).

The purpose of this chapter is ; firstly to offer the theoretical understanding and review of up-to-date related literature regarding the impact of working conditions on the turnover intention of pharmacists. Second, providing a foundation for the process of creating the study's conceptual framework.

2.2 Theoretical review

Turnover is the ratio of the average number of employees to the number of employees that a company needs to replace in a specific amount of time according to Rion (23) . The rotation of workers throughout labor markets, businesses, jobs and vocations, and employment states is another definition of turnover (35). The term "turnover" describes the permanent, voluntary, and involuntary departure from an organization (36). Furthermore, involuntary termination of participation in an organization is included in employee turnover in addition to voluntary termination of employment. The subject of this study was voluntary turnover. When a better job opportunity arises, an employee who leaves the company voluntarily (i.e poor working conditions)is known as voluntary employee turnover. Employee dissatisfaction may encourage them to look for work at another company where conditions are better. Employees

initiate voluntary turnover, whereas employers initiate involuntary turnover. Health issues and death are examples of uncontrollable factors that lead to involuntary turnover. Both functional voluntary and involuntary turnover can be advantageous to a company. Therefore, if there is a loss of human capital as a result of turnover, both voluntary and involuntary turnover may be dysfunctional (13).

The term "turnover intention" refers to an organization's workers' desire or plan to quit their existing jobs(27). Pharmacist turnover intentions have drawn attention because of the potential impact on patient care, organizational expenses, and workforce stability. Given the demanding nature of their profession, which is marked by heavy workloads, and constant pressure, work-related stress has frequently appeared as a key predictor of pharmacists' intentions to leave their jobs. Stress is a factor that impacts turnover intentions, along with other elements like unfavorable working conditions and the perception of pharmacists on their working conditions satisfaction.

From factors affecting the turnover intentions of employees, the influence of workplace conditions is detrimental. The conditions of work are crucial for ensuring the health, and well-being of workers (2). Implementing procedures and policies to enhance these circumstances can benefit employees as well as the entity. Working conditions can be viewed from both a physical and psycho-social perspective (47). A physical working condition for a pharmacist generally refers to the physical environment of their job. The physical conditions such as protecting against hazards, need to adapt to new upcoming technologies. "Interactions between and among work environment, job content, organizational conditions and workers' capacities, needs, and culture that influence health, work performance, and job satisfaction" (48) are examples of psycho-social workplace aspects. Psycho-social working conditions encompass different factors in the work environment that impact the psychological and social well-being of pharmacists. These conditions include high workloads and time pressure, such

as their work shift, type, and work hours. Interpersonal demands like interactions with patients, physicians, and other health care professionals also play a significant role. The autonomy and decision-making aspects which include the type of tasks they do daily like organizational policies and external factors can constrain the responsibility of making critical decisions about medication safety and efficacy. Maintaining a good balance between work and personal life can be challenging while working long or irregular hours. This brings up another important issue: work-life balance. Compensations also significantly influence pharmacists' working condition perception. These physical, psychological, and social elements all interact together to negatively impact pharmacists' perceptions of their working environments (49). The impact of psycho-social work conditions on mental health and turnover intention is evident in the following ways: low pay, inadequate benefits, limited opportunities for career advancement, high job insecurity, lack of control over work schedule or tasks, lack of input in major decisions, excessive demands and stress, lack of organizational support for family responsibilities, and lack of social support (20). Job design, including work hours and demands, affects well-being, while changes in job distribution and task automation can lead to skill mismatches and mental overload. It should be clear to see how prolonged exposure to these circumstances could endanger the health and well-being of pharmacists. Alternatively, workers' mental and general health will be improved by a job offering competitive pay, full benefits, maximum flexibility in work schedule and responsibilities, strong job security, involvement in all major decisions, excellent prospects for professional growth, organizational support for family demands and responsibilities, a team of coworkers who value and respect one another, and the most capable and compassionate supervisor possible (21).

Another major aspect that can magnify the impact of working conditions regarding the health and decision to leave of pharmacists is work stress. Work stress is the mind-body arousal brought on by the physical and/or psychological need of one's employment. When a trigger is viewed as threatening, the autonomic nervous system is activated, resulting in feelings of anxiety. If the resulting physical and psychological strain is big and long-lasting, it may cause

negative behavioral effects. An employee's need to respond and adapt to a situation or condition at work is known as a stressor (38). Furthermore, these experiences turn into areas outside of the workplace. For example, the added physical and mental strain that work-related stress places on the human body and mind on top of everyday stress can have negative physical and emotional effects (17). Stress at work can cause burnout and low interest at work, which can contribute to significant employee turnover (22).

2.3 Empirical Review

In a study conducted in Kefa on health care workers, the extent of turnover intention was found to be notable with 56.3% of the professionals intending to leave, compared to 52.5% at Gondar Referral Hospital and 59.4% in Jimma Zone health institutions (41–43). This suggested that a significant number of medical professionals plan to leave from their job, suggesting that it will probably be challenging to convince the health care sector to provide the public with high-quality services. These findings are in line with earlier Canadian research emphasizing the significance of work environments in shaping employees' intentions to leave a variety of industries (44)

Different studies have examined the connection between workplace burnout, job stress, organizational conditions, and pharmacist retention. Retention and these factors have been found to have a significant relationship (14). A study conducted on Saudi pharmacists found a strong correlation between the turn over intention and the quality of their work life. Specifically, a lower quality of work life was linked to a higher intention to leave (15). High turnover intention among health professionals was discovered in a study carried out in the Kafa Zone of Ethiopia, and variables like sex, educational level, marital status, autonomy, and living conditions were found to be predictive (6). According to a survey, one in four

Canadian pharmacists felt that their workplace did not support the provision of high-quality, safe healthcare (7). Furthermore, according to data collected following the COVID-19 pandemic, a research conducted in the United States revealed that 3 out of 4 community pharmacists were suffering from occupational burnout as a result of their working environment and job demands (25).

From psychosocial working condition, compensation has been shown to have a strong effect on intentions to leave. Studies have shown that salary remuneration plays a vital influence in the turnover intentions of employees, as it has been regularly established. Pay packages that appeal to workers are essential for keeping them on board since they satisfy their material and financial needs (8). Low pay levels are frequently blamed for employee turnover, as demonstrated by a strong correlation found among employees in an Ethiopian industrial park between compensation, supervision, job satisfaction, and intention to leave (40). Similarly, it has been noted that employee work satisfaction and wage level have an indirect negative impact on the intention to leave in Hawwan (50).

Studies have also found that job stress as a mediator variable concerning work satisfaction. These studies have demonstrated the mediating role that stress plays in the relationship between job satisfaction and work intensification, as well as the association between work intensification and individual worker health and wellness outcomes. A study conducted by Khalid Al-Mansour in Saudi Arabia investigated the association between stress and turnover intention among healthcare workers. The findings of the study revealed evidence to support the notion that stress is indeed associated with turnover intention among healthcare workers in Saudi Arabia(52).

Nevertheless, despite the fact that job stress has been identified as a mediating variable in earlier research, its function as a mediator between workplace conditions and turnover

intention has only been partially explored in a small number of studies. Thus, the goal of this research is to investigate how job stress mediates the relationship between working circumstances with pharmacists' intentions to leave. By examining this mediating role, the study aims to contribute to the know-how of how job stress influences the relationship between working conditions and important outcomes such as turnover intention (11,12). It is important to reduce the likelihood of pharmacist turnover by putting in place stress management programs specifically designed for the pharmacy industry, fostering a culture of support where employees' well-being is valued, and creating retention plans that include competitive pay, chances for professional development, and recognition initiatives. There is a lack of studies done on specifically pharmacists in Addis Ababa.

It's critical to understand the potential effects that working conditions may have on pharmacists' intention to leave in order to develop policies and actions that enhance a healthy work environment. We can increase retention rates, and ultimately improve patient outcomes directly by taking care and responsibility for these aspects. Although studies have shown that working conditions can affect the retention rate among pharmacists, there is a notable gap in research conducted specifically in Addis Ababa, Ethiopia. Consequently, there are still unanswered questions regarding the interrelationship between these factors in this particular context.

This study aimed at examining the relationship between the working conditions of pharmacists and their turnover intention. Another aim of the study was to assess the physical and psycho-social aspects of working conditions that influence the turnover intention of pharmacists. Furthermore, it seeks to explore how stress mediates the relationship between pharmacists' workplace conditions and the dependent variable. It gives health-care organizations, policymakers, and stakeholders' important insights into improving working conditions for pharmacists by examining the challenges faced by pharmacists in their daily work and looking into potential solutions to these difficulties. The ultimate objective is to produce evidence-based suggestions and recommendations that will improve the well-being

of pharmacists, guaranteeing the best possible patient care and results in the pharmacy industry.

2.4 Conceptual Framework

The conceptual framework is particularly concerned with the working condition and turnover intention of pharmacists. This study looked at whether working conditions have an impact on the turnover intention of pharmacists. The framework guides and highlights the major elements of working conditions and turnover intention in the workplace. This approach is based in part on the research of **Sorensen, G. (20)**, in part on the work of **Cooper, C. (17)**, and in part on our understanding of the relationship between employee working condition and turnover intention.

The dependent variable constructs of turnover intention and is on the right side of the framework. The independent variable consists of working conditions which include physical and psycho-social factors. A physical working condition includes a physical site and a designated work space. The psycho-social factor includes work shift, type, and work hours; Interpersonal demands like interactions with physicians, patients, and other medical personnel; The autonomy and decision-making aspects which include the type of tasks they do daily like organizational policies; Work-life balance such as long and irregular work hours and Compensations (49).

Work stress functions as a mediator in the association between the independent and dependent variables among pharmacists, and it is the mediating variable in this study. Work stress is positioned in the middle of the framework, indicating its role in influencing the strength or direction of the relationship between the independent and dependent variables.

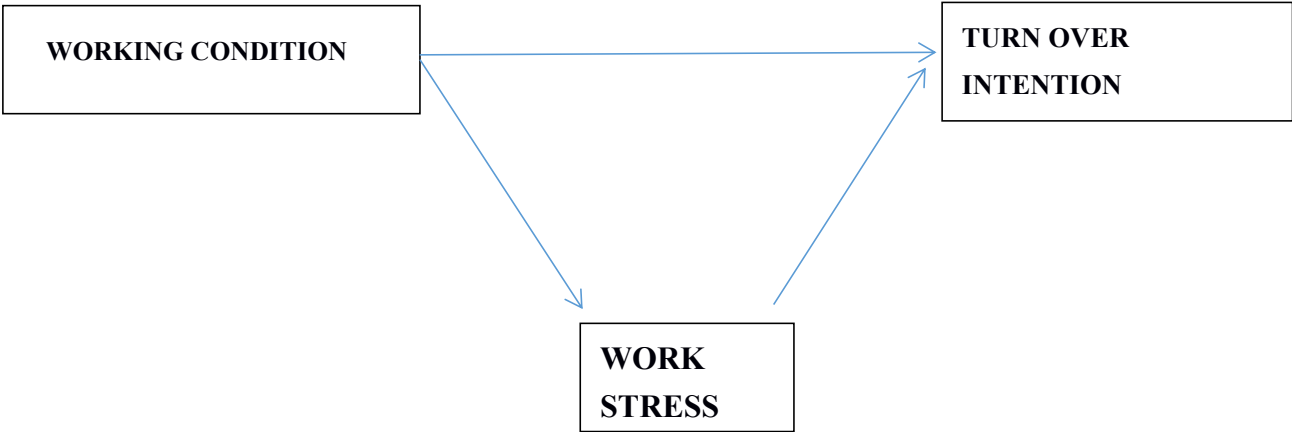


Figure 2.1: Conceptual Model of the Study

CHAPTER 3: RESEARCH METHODOLOGIES

This study's primary goal is to evaluate how working conditions affect pharmacists' intentions to leave. A conceptual framework for the relationship between working conditions and turnover intention has been constructed from the material in the previous section. The use of the research methodology in the study is covered in this chapter. It provides information on the the population, sample size, sampling strategy, data analysis methods, validity, and reliability of the study as well as the research design and instrument.

3.1 Study design and study area

A quantitative cross-sectional survey was used to conduct a critical analysis of the working conditions that exist in the workplace and their influence on the intention to leave of pharmacists in Addis Ababa. To determine the cause-and-effect link between variables, such as workplace conditions with turnover intention, an explanatory or causal research approach was adopted. This strategy was chosen since the primary goal of the research is to determine whether working conditions and turnover intention are related.

The study took place in Addis Ababa, Ethiopia, which is found at latitude 9.005401 and longitude 38.763611 (33). With a few million residents of many backgrounds and professions, it is the capital of Ethiopia and among the biggest cities in Africa. It has a population of about 5.2 million people in the urban area (24). Prior research revealed that the whole country had 1989 pharmacists, with a highly uneven distribution among regions, despite the lack of recent data (31). 308 pharmacies, 249 drug stores, 1 rural drug dealer, 759 clinics, 140 importers, and 93 distributors of human medication are located in Addis Abeba. Addis Ababa is home to six of Ethiopia's eleven pharmaceutical businesses (32).

3.2 Study population

Pharmacists licensed and working in Addis Ababa formed the study population. This comprised pharmacists employed at academic institutions, industry, sales and marketing, and community and hospital pharmacies.

3.2.1 Inclusion and exclusion criteria

One city administration (Addis Ababa) was selected, from the selected region; pharmacists who had license and were currently working were included. Those pharmacists who declined to take part in the study were excluded.

3.3 Sampling technique/procedure

Convenient sampling was used to pick study participants as there is insufficient data to create a sampling frame for the number of hospital, community, and industry pharmacists working in the city. Enrolling hospital pharmacists involved in going to the city's public hospitals. Community pharmacists were enrolled by visiting voluntary and spotted pharmacies in the city. The study included all pharmacy practitioners who granted their consent to participate. Consequently, 302 people from community and hospital pharmacies, pharmaceutical companies, and industries were enrolled in the study.

3.4 Sample size determination

There was insufficient recent comprehensive data on the number of pharmacists employed by pharmaceutical corporations and dispensaries to create a sampling frame. For such an unknown sample size, Cochran (19) derived the sample size of the equation to find out the sample size (n) of the large population as follows:

$$N_0 = Z^2 \cdot p \cdot q / e^2$$

Where: N: sample size (x)

Z: confidence level (95%, Z= 1.96)

P: standard deviation of the estimated proportion

e: margin of error (0.05)

$$N = (1.96)^2 \times (0.5) \times (0.5) / (0.05)^2; \quad N = 384.16 \approx 384$$

Based on the Cochran sample size formula, 385 was taken as a sample size. To avoid selection **bias**, the representativeness of the survey sample was assessed and diversification was achieved by distributing questionnaires at various settings.

3.5 Data Collection Tools and Procedure

A cross-sectional online survey was made, put up on Google Forms, and given to Addis Ababa's practicing registered pharmacists who are currently registered. Using a pre-tested, self-administered questionnaire that was tailored based on earlier research, quantitative data was gathered. To ensure that the questions are clear, consistent, have a consistent skip pattern, and are in the correct order, 5% of the sample was pretested in the same setting and with the same group as the target group. To ensure confidentiality, all data were anonymous, and no personal information about the participants was revealed.

3.6 Measures

Items about job stress, pharmacy experiences, practice site, perceptions of working conditions, and turnover intention measures were all included in the online survey for pharmacists. The respondents supplied feedback on their working conditions, which were adapted from Tsao et al. (7), to assess their perceptions of working conditions. Participants were asked to indicate how strongly they agreed with each of the statements using a 5-point Likert scale (1 being strongly disagreed and 5 being strongly agreed). The survey's design was modified from the Oregon Board of Pharmacy Survey, which Tsao et al. also used to look into Canadian

pharmacists' working conditions (7). Cronbach's alpha coefficient for the tool's reliability was 0.938.

The turnover intention questionnaire was first derived from a survey created by Mobley et al. and was practiced with some moderation. Three questions containing Likert scale items of Strongly Disagree, Disagree, Neutral, Agree, and Strongly Agree were set to determine the participants' intention to leave. After the number of replies was determined, the respondents were classified as having a turnover intention (Yes) if their score was larger than or equal to the overall score's mean, and as not having a turnover intention (No) if their score was lower. Cronbach's alpha coefficient for the tool's reliability was 0.949 (27). Nine questions to evaluate work stress was used. A seven-point Likert scale was used to set the items (0 stars = strongly disagree, 7 stars = strongly agree). The Oregon Board of Pharmacy study, which also included Canadian pharmacists, served as the model for this study (7). Cronbach's alpha coefficient for the tool's reliability was 0.873.

Table 3.1: Reliability of Instruments

<i>Variables(no of items</i>		<i>Cronbach's alpha coefficient</i>
Work stress-9	<i>Tsao, N., (2016)</i>	0.873
Turnover intention-3	<i>Fenta Kebede, B.,(2023)</i>	0.949
Working conditions-6	<i>Tsao, N., (2016)</i>	0.938

3.7 Statistical analysis

The data were summarized using descriptive statistics, such as the mean and standard deviations for continuous variables and frequencies and proportions for categorical variables. The relationship between the variables was understood through the application of inferential statistics. The sub-dimensions of working conditions, turnover intention, and stress were compared using Pearson correlations and linear regression.

CHAPTER 4: RESULT AND DISCUSSION

This section presents the results of the questionnaire survey. It contains descriptive and inferential analysis. It starts with the demographic and professional characteristics of participants. Then includes working condition information of participants followed by their perceptions of stress level and results from our dependent variable; turnover intention. After the results are presented, there is a discussion of the data collected from the respondents, with supporting evidence from the literature.

4.1 Result

4.1.1 Demographic and Professional Characteristics

302 of the 385 questionnaires that were distributed were filled out and returned, yielding a 78.4% response rate. Refusal, busyness, and time constraints were cited as the causes of the lack of response among non-respondents. Of the study participants, those between the ages of 19 and 30 made up the majority (54%). About half of the respondents (56%) were single, while 26% were married and with children. There were 159(52.6%) male and 143 (47.4%) female participants with 127(42.1%) working in a community pharmacy, followed by 103(34%) working in sales and marketing. Pharmacy dispensers accounted for the largest group (54.3%), followed by medical sales representatives (36.4%) with the majority (80.5%) having a working experience of less than 10 years. Table 4.1 below presents a detailed illustration of the respondents' demographic characteristics.

Table 4. 1: Demographics Characteristics of the Respondents

Characteristics	Categories	Frequency (n)	Percentage (%)
Age	19–30	161	53.3
	31–45	114	37.7
	46–62	27	8.9
Gender	Female	143	47.4
	Male	159	52.6
Marital Status	Single	169	56
	Married with kids	79	26.2
	Married with no kids	54	17.9
Primary Practice Site	Academic institution	15	5
	Community pharmacy	127	42.1
	In-patient hospital pharmacy	23	7.6
	Outpatient hospital pharmacy	34	11.3
	Sales & marketing companies	103	34.1
Practice Role (job position)	Medical Sales representative	110	36.4
	Pharmacy dispenser	164	54.3
	Staff pharmacist	15	5
	Store Manager	12	4
Years as Registered Pharmacist	≤5	166	55
	6-10	77	25.5
	11–15	14	4.6
	16–25	45	14.9
Qualifications	Bachelor of Pharmacy	260	86.1
	Diploma of Pharmacy	27	8.9
	Postgraduate qualifications	15	5.0

4.1.2 Working Condition (Physical and Psychosocial)

The results concerning job tasks showed that 37.7% pharmacists were involved in communicating with other health-care providers followed by 33.8% were processing, preparing, and checking prescriptions), and patient counseling (13.2%). Regarding work hours, 161(53.3%) participants worked within the range of 6-8 hours and 117 (38.7%) for 8-10 hours. The compensation range of the participants was categorized into several options. The majority of the respondents fell into the 5000-10000 birr range (24.5%) followed by the <5000 birr range (22.8%).

Table 4. 2: Respondents working condition

Working conditions	Characteristics	Number (n)	Percentage (%)
Task	>Process, preparing, and checking prescriptions	102	33.8
	>Providing patient services (patient counseling)	40	13.2
	>Communicating with other health care providers	114	37.7
	>Administrative tasks	46	15.2
Work hour	>4 hours	5	1.7
	>4-6 hours	18	6
	>6-8hours	161	53.3
	>8-10 hours	117	38.7
Work shift Type	Fixed	259	85.8
	Mixed	43	14.2

	Full-time	260	86.1
	Par-time	42	13.9
Compensation range	<5000	69	22.8
	5000-10000	74	24.5
	10000-15000	39	12.9
	15000-20000	60	19.9
	>20000	59	19.5
Consultation area	yes	47	15.6
	no	201	66.6

Physical conditions resulted in a total of 49.7% of the respondents reporting that they didn't have a designated comfortable work-space available in the workplace. 42.7% of pharmacists who worked in dispensing said that the typical wait time for a patient was no more than ten minutes. 28.5% of respondents said their practice area was somewhat confined and very cramped (2.3%), while 29.8% thought it was fairly spacious. The remaining 7.3% said their practice area was neither cramped nor spacious.

4.1.3 Satisfaction with Working Conditions (Perception)

Overall, 58% of the participants disagreed that there was enough time for breaks, and 56% expressed dissatisfaction with the amount of pay they were receiving. But the majority were satisfied with the amount of time they had to do their work (Table 4.3). The sample mean for the 5-point Likert scale scored is 2.4 standard deviation is 1.2

Table 4. 3: Pharmacists’ assessment of their working conditions

Items	DISAGREE %	AGREE %
I have enough time at my practice location for a break.	58	34.4
I am satisfied with the amount of time I have to complete my work	49.4	42.7
I am happy with the pay I am getting.	56.7	28.8
My employer offers a primary care setting that is conducive to safe and efficient primary care delivery.	70.8	24.9
There are enough technicians on my site to perform primary care that is both safe and efficient.	63.9	29.8
My location has enough assistants to deliver primary care securely and efficiently.	65.9	30.5

4.1.4 Levels of perceived work stress

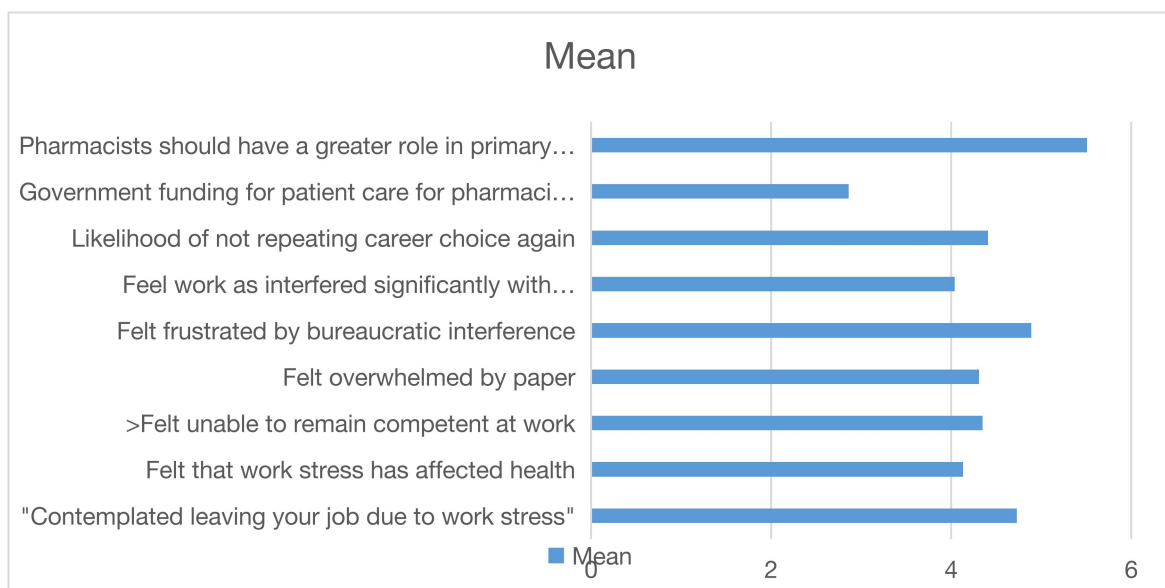


Figure 4.1: Levels of perceived work stress

The levels of perceived work stress among pharmacists in Addis Ababa were analyzed using the mean of each question to provide a measure of the central tendency. A seven-point Likert scale was used to assess the amount of stress. The item "Pharmacists should have a greater role in primary care" had the highest mean score of 5.51, while the item "Government funding for patient care for pharmacists has increased" had the lowest mean score of 2.86. The rest of the items all had mean values between the range of 4 and 5.

4.1.5 Turnover Intention

Three comprehensive items were used to determine the intention of pharmacist turnover. 56.6% of pharmacists say they have considered leaving their current positions. When it came to the likelihood of looking for a new job within the next year, the majority (54.6%) highly agreed. Forty (33.1%) respondents strongly agreed that they would most likely leave the company. The sample mean for the 5-point Likert scale scored is 3.96 with a standard deviation 1.17.

Table 4.4: Turnover Intentions

Items	D	N	A	SA	Mean	SD
I often think about quitting my present job	64(30)	30(9.9)	34(11.3)	171(56.6)	4.02	1.258
I will probably look for a new job in the next year	66(21.9)	22(7.3)	46(15.2)	165(54.6)	4.02	1.250

Items	D	N	A	SA	Mean	SD
As soon as possible, I will leave the organization	68(22.5)	30(9.9)	77(25.5)	125(41.4)	3.86	1.187
The overall mean and standard deviation					11.9	3.695

4.1.6 Relationship between working conditions, Work-stress and Turnover intention

Table 4.5: Correlation Table between variables

Pearson Correlation		Age	Experi ence	Task	Work Hour	compe nsation	Shift	spac e	Work space	Turn Over intenti on	stress	Work condi tion
Demograp hic	Age	1										
	Experience	.745**	1									
phycosoc ial	task	-.234**	-.130*	1								
	Work Hour	-.297**	-.175**	.233**	1							
	compensation	.554**	.632**	-.580**	-.378**	1						
	Shift	-.171**	-.077	.285**	.314**	-.057	1					
Physical	spacious	-.598**	-.584**	.307**	.412**	-.824**	.130*	1				
	work space	-.535**	-.538**	.116*	.554**	-.524**	.194**	.756*	1			
Turn over intention		-.542**	-.748**	.386**	.365**	-.754**	.330**	.664*	.595**	1		
Stress		-.557**	-.757**	.178**	.385**	-.603**	.354**	.690*	.789**	.848**	1	
Working condition		.557**	.665**	-.628**	-.394**	.836**	-.343**	-.669**	-.598*	-.882**	-.772*	1
**. Correlation is significant at the 0.01 level (2-tailed).												
*. Correlation is significant at the 0.05 level (2-tailed).												

In this study, we computed the Pearson correlation coefficient to examine the connection between turnover intention, work stress, working conditions, well-being, and demographic variables. The findings indicate a strong positive correlation between work-related stress and the intention to leave [$r(299) = 0.848, p = 0.01$]. On the other hand, there is a clear and negative correlation between the number of years of service and work stress [$r(300) = -0.757, p = 0.00$], work stress and compensation [$r(300) = -0.603, p = 0.00$], work stress and Age [$r(300) = -0.557, p = 0.00$]. Additionally, there was a strong inverse relationship between work stress and satisfaction in working conditions, [$r(300) = -0.772, p = 0.00$].

The turnover intention was seen to have a significant negative relationship with compensation [$r(299) = -0.754, p = .000$]. Further, Turnover intention was correlated with number of years of service [$r(299) = -0.748, p = .000$], as well as working condition [$r(299) = -0.882, p = .000$]. In conclusion, a rise in work stress is related to increased turnover intentions; In contrast, increased age along with years of service, compensation, and satisfaction in working conditions have a negative relationship.

Some psycho-social and physical work environment factors existed concerning the perception of working conditions. Psycho-social aspects such as job types, compensation, work shifts, and work hours are significantly related to the perception of working conditions. This study revealed a negative correlation between work shift and perception of working conditions ($r(299) = -0.307, p = .00$) as well as between work hours and perception of working conditions ($r(299) = -0.394, p = .00$). It appears that longer working hours tend to have a negative relationship to their perception about their working conditions and vice versa. Additionally, the findings showed a strong positive correlation between the tasks completed and the perception of the working environment ($r(299) = 0.628, p = .00$). For example, pharmacists

have better feelings about the working conditions if they are involved in such tasks as processing prescriptions; preparing drugs for patients; checking prescriptions; providing pharmaceutical care services compared with administrative duties like making reports, timetables or purchase orders.

In terms of pay, there was a strong correlation found between it and satisfaction with working circumstances ($r(300) = -0.838, p = .00$). On the other hand, physical working conditions like cramped work setups were negatively correlated with working condition perceptions ($r(299) = -0.669, p = .00$), while not having a designated workplace had a negative relationship with working conditions ($r(299) = -0.598, p = .00$).

4.1.7 Factors Associated with Turnover intention

The cause-and-effect relationship between the independent and dependent variables was examined in this study using a multiple regression model. Before analyzing the value of the regression coefficient; assumption tests such as multicollinearity, normality, significance, and linearity were confirmed. Both the presence of a significant association and the direction of the relationship between these variables were examined in the regression analysis.

4.1.7.1 Multicollinearity Test

Table 4.6: Multicollinearity test

Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Working condition	.404	2.474
Stress	.403	2.473

Field claims that if the tolerance threshold is less than 20% or if the greatest VIF is more than 10, multicollinearity issues should be taken seriously. The above table's collinearity data

demonstrate that all of the tolerance values are above 20% and all of the VIF values are less than 10. This indicates there is no multi-co-linearity influence between the variables (46).

4.1.7.2 Normality Test

To determine whether the error term is consistently distributed, a normality test is employed. Here, charts of normal probability and histograms are used to aid with visual assessment. The bars have a symmetrical bell or hill shape, as indicated by the histogram. The general pattern on the P-P Plot is roughly a straight line. The residual appears to have a normal distribution, as seen in Figure 3.

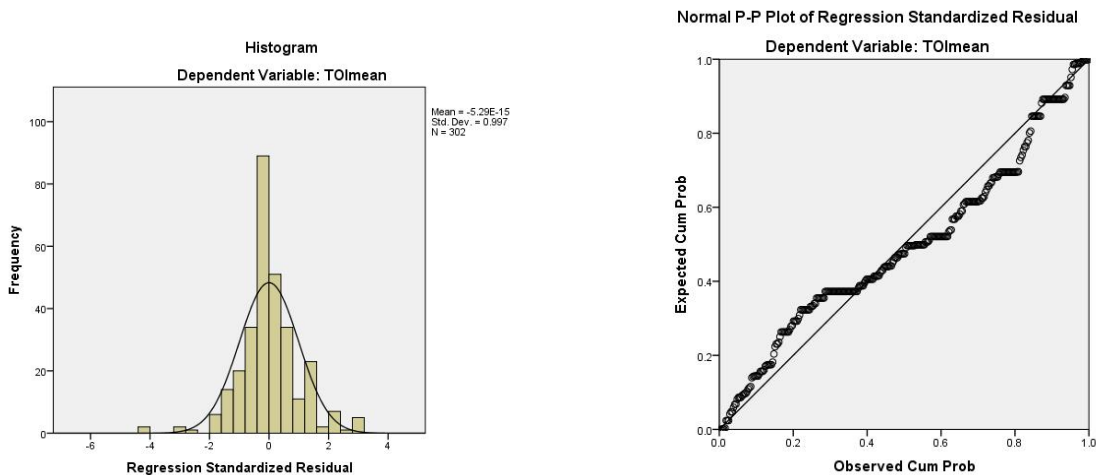


Figure 4.2: Histogram and P-P plot

4.1.7.3 Model Fit

Table 4. 7: Model Summary

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.921 ^a	.848	.847	.45854
a. Predictors: (Constant), stress , working condition				
b. Dependent Variable: TOI				

Multiple R indicates that the correlation between the observed value of "Turnover intention" and the best linear combination of the independent variables is .921 (Table 4.8). In addition to the corrected R2 value of 0.848, it can be observed that the independent variables account for 84.7% of the variation in "Turnover intention." Other factors not covered in this study account for the remaining 15.3% of the variance. Because there is a significant amount of variance in the dependent variable in the current study as a result of the independent variables, the adjusted R2 % is a good indicator of the model's quality.

4.1.7.4 Coefficients of the Multiple Regression Analysis

Table 4. 8: Coefficients of Turnover intention and Independent Variables

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	3.604	.226		15.951	.000
Stress	.371	.032	.434	11.780	.000
Working condition	-.433	.049	-.456	-8.848	.000
Compensation	-.093	.034	-.124	-2.936	.004

a. Dependent Variable: **Turnover Intention**

I. Turnover Intention and Independent Variables

The multiple linear regression analysis (Table 4.9) was used to predict the turnover intention of pharmacists based on their stress level, working conditions, and compensation. If the study does not include variables such as working conditions and stress, there is still a 36.04% increase in employee turnover intention shown by the constant of 3.604. The coefficient value for stress has a value of 0.371 which means that if more Stress is added to it, the rate of turnover intention will also go up by 37.1% assuming all other variables have the same values. The value of the coefficient for working is -0.433 which implies that if Satisfaction with working conditions is increased even further then it would decrease the level of turnover intention by 43.3% under the assumption that other independent variables remain constant at their initial values. The value of the compensation coefficient is -0.093 which means that if wages are raised then, the turnover intention will fall by 9.3 % while keeping all other independent variables have the same value.

Table 4.9: Partial mediation effect of stress for working condition on turnover intention (Barron and Kenny Model of Mediation)

	B	Beta (Without stress)	T-Stats (without stress)
Working condition on Turnover Intention	-0.535(-0.838)	-0.563(-0.882)	-15.864(-32.78)
Stress on Turnover intention	0.737	0.848	27.750
Working condition on stress	-0.844	-0.772	-21.027
Sig <0.005			

II. Mediating effect of stress

The mediator role of stress in the relationship between working conditions and turnover intention was tested based on Baron and Kenny model of mediation (34) (Table 4.11). In the first regression equation, the working condition was negatively associated with turnover intention ($P < 0.005$). In the second equation, stress was also positively associated with turnover intention ($P < 0.005$). In the third equation, the working condition was positively associated with stress ($P < 0.005$). Finally, the first equation, when working conditions and stress were simultaneously included in the model, suggests that the effect of working conditions on turnover intention was increased so we can say it is partially mediated by stress. Partial mediation, according to Baron and Kenny, happens when, after the mediating variable is under control, the influence of the independent factors on the dependent variable is decreased (34). In this case, the working condition's influence on the turnover intention was reduced after the stress was controlled.

4.1.8 Answers to the Research Questions

Based on the results we found above our research questions were answered as follows:

Question 1. What is the relationship between working conditions and the turnover intention of pharmacists in Addis Ababa, Ethiopia?

The relationship between turnover intention and working condition showed a significant strong negative relationship [$r(299) = -0.882, p = 0.00$] (Table 4.6) . Working condition satisfaction implies that higher perception with working conditions is linked to a decrease in turnover intention with value of the coefficient for working condition -0.433 . So, as working condition satisfaction increases the turnover over intention of pharmacists decrease.

Question 2. what are factors within working conditions that have the strongest influence on pharmacists' intention to leave.

Factors within working conditions that showed strong relationships with turn over intention includes compensation and number of years of experience. In addition demographic factors such as age also showed a strong correlation . The turnover intention was seen to have a significant negative relationship with compensation [$r (299) = -.754, p = .000$]. When the value of the compensation wages are raised then, the turnover intention will fall by 9.3 % while keeping all other independent variables have the same value. Further, Turnover intention was correlated with number of years of service [$r (299) = -.748, p= .000$]. In conclusion, increased years of service and compensation, have a negative relationship with the turn over intention of pharmacists.

Question 3. How does work stress mediate the relationship between perceptions in working conditions with turnover intention among pharmacists in Addis Ababa, Ethiopia?

The observed increase in standardized coefficients between working conditions and the dependent variables, when stress is taken into account, indicates that stress plays a role as a partial mediating variable. It strengthens the relationship between working conditions and turnover intentions. In other words, when stress is included as a factor in the analysis, it enhances the impact of working conditions on turnover intention. Thus, stress acts as a partial mediator, intensifying the relationship between working conditions and turnover intention. Mediation between stress on working condition and mental well-being could not be concluded because the Linear regression analysis couldn't be run due to the assumption test not being fulfilled for mental well-being.

4.2 Discussion

This study illustrated the relationship between working conditions (independent variable), stress (mediating variable), and turnover intention (dependent variables) among Addis Ababa pharmacists. Perceptions of workplace conditions by pharmacists were found to have significant relationships with factors of working conditions (psychosocial and physical) and demographic factors. Long work hours result in a negative view of the working environment among pharmacists. These findings underscore the significance of contemplating physical and psycho-social working conditions in understanding how pharmacists perceive their work conditions. Also, there was a positive relationship between age and satisfaction with working conditions, indicating that Job satisfaction is typically higher among older pharmacists. These results suggest that several physical, psychological, and demographic factors are related to how pharmacists view their work environments hence these need to be considered in policy making and management to increase work condition satisfaction.

Perceived working conditions have also been seen to have a strong negative relationship with stress. The negative connection between work stress and satisfaction with working conditions

further indicates that addressing the issue of working conditions can help manage employee stress. This result is consistent with research on South African hospital pharmacists that found stress levels are influenced by the standard of their work environment (39).

The work stress value also showed that pharmacists are more likely to wish to quit their jobs when they are under more stress. It emphasizes how crucial it is to deal with and control workplace stress to lower the likelihood of turnover and keep competent pharmacists on staff. It suggests that as work stress increases, pharmacists are more likely to have the intention to leave their jobs. This finding aligns with studies done in the past highlighting the detrimental effects of work stress on employee retention (44). Based on the study's results, there are immediate and long-term concerns about the system rather than specific pharmacists due to the rising stress levels among pharmacy professionals that are leading to high intentions to leave. Thus, stress being a mediator, it is important to understand and control the level of stress based on the relationship we learned from this finding.

With a mean value of 3.96, a standard deviation of 1.23, and a proportion of 56.6% strongly agreeing to the statement "I often think about quitting my present job", the study's findings regarding the size of turnover intention were substantial. This result was nearly identical to a study done in Kefa on medical professionals who intended to leave at a rate of 56.3%, Gonder Referral Hospital (52.5%), and Jimma Zone health facilities (59.4%) (41–43). This showed that it is challenging for the healthcare industry to provide the community with high-quality services due to the large number of health professionals who plan to leave their jobs.

Our research findings concerning our **research question** have resulted in the understanding of the effect that perception of working conditions have on turnover intentions among pharmacists in Addis Ababa, Ethiopia. Furthermore, it revealed that work stress mediates the relationships between working conditions and turnover intention.

It was shown that there was a considerable and strong negative correlation between working conditions and the intention to leave. The results from the multiple linear regression analysis shed light on the variables that affect the perception of working conditions for pharmacists and are linked to turnover intention, these includes the physical and psychosocial aspects of the workplace. These results are in line with earlier research that highlighted the importance of work environments in encouraging individuals from a variety of industries to plan to leave (44). This suggests that pharmacists are less likely to quit their professions if they are happier with their working conditions. This shows the need for organizations to foster a positive and supportive atmosphere where pharmacy professionals can thrive best. Psychosocial working condition factors such as Compensation was also another identifying factor of turnover intention and an increase in compensation is associated with a 0.099% decrease in turnover intention. Turnover intentions therefore can be reduced by promoting fair compensation practice. These results are consistent with a previous study done in Gonder but were found to be different from the result found on Canadian pharmacists in which hourly pay was a factor that related to higher turnover intention when considering compensation; one possible explanation for this phenomenon is the comparatively low pay range in developing countries (42, 44).

The study's conclusions showed that there were some aspects of working conditions that were strongly correlated with pharmacists' intentions to leave their jobs. Particularly, the amount of salary and the number of years of experience were found to be significant variables. Additionally, demographic factors, such as age, also exhibited a significant correlation. The study demonstrated that turnover intention had a substantial negative relationship with

compensation, indicating that an increase in compensation wages resulted in a 9.3% decrease in turnover intention. Additionally, the findings showed a negative correlation between the number of years of service and the intention to leave. The results indicate that a lower inclination to leave among pharmacists is correlated with more years of service and greater salary.

Additionally, our research verified that the association between working conditions and the dependent variable is partially mediated by job stress. The relationship between the independent and dependent variables can be partially explained by stress. It indicates that stress has a direct and indirect impact on the dependent variable as a result of the independent variable. The effect of the working conditions of pharmacists was increased when stress was added to the analysis. A prior comprehensive study found that hospital pharmacists' intentions to leave the profession were influenced both directly and indirectly by work-related stress and working circumstances (45). This implies that working in stress control and having future studies focus on mediating factor of stress can improve the overall turnover intention of pharmacists.

CHAPTER 5: RECOMMENDATION AND CONCLUSION

5.1 Recommendation

To ensure that the turnover intention is reduced and well being improved, it is highly recommended that steps should be taken to enhance working conditions for pharmacists. That said, herein are some of the recommendations from the discussion points.

Compensation Consideration: Prioritizing appropriate and equitable compensation methods is essential because of the substantial influence that pay has on employee satisfaction with working conditions and intentions to leave. Employers should take into account non-financial incentives including opportunity for professional advancement and encouraging work conditions in addition to monetary compensation.

Regulatory Oversight: Legislative responsibilities should cover workload, work schedules, and the overall work environment. By emphasizing pharmacy-level regulations, organizations can guarantee that employees and patients have safe and comfortable working environments. Regulatory bodies and authorities should move their focus from only overseeing individual licensed pharmacists to also ensuring appropriate working conditions in pharmacies.

Enhancing Working Condition Satisfaction: A positive work culture, work-life balance, and professional development opportunities are just a few ways that organizations can actively improve working condition satisfaction and lower stress levels among pharmacists. By addressing these factors, organizations can create an environment that fosters job satisfaction, reduces stress, and ultimately lowers the risk of mental health issues among pharmacists and turnover intentions.

Stress Management Programs and Supportive Work Conditions: Organizations should prioritize putting stress management programs into place and offering options for reducing stress. This entails giving access to mental health support services, delivering employee assistance programs, and encouraging a positive work atmosphere. Organizations may promote staff well-being, lessen the detrimental impacts of stress on plans to leave, and make the workplace healthier and more enduring for pharmacists by proactively addressing work-related stressors.

5.2 Suggestions for Future Studies

Longitudinal Study: This study employs a longitudinal design, allowing for the examination of long-term effects and changes over time. By following participants over an extended period, researchers can gain valuable insights into the lasting impact of working conditions on turnover intention among pharmacists.

Qualitative Approach: In addition to the quantitative approach, a qualitative approach is used to supplement the study. It provides a deeper and more comprehensive analysis of the phenomenon under investigation.

Expanded Sample: The study utilizes an expanded sample, ensuring that the participants are representative of the target population. By including a diverse range of pharmacists from different practice settings and demographics, the findings can be generalized to the larger population of pharmacists in Addis Ababa, Ethiopia.

Further Study: In order to address any contradictory results or discrepancies, further studies are recommended. These additional investigations can help clarify and validate the findings of the current research, ensuring a more robust understanding of the relationship between working conditions, work stress, and turnover intention among pharmacists.

5.3 Conclusion

In conclusion, this study focused on investigating the effect of working conditions on turnover intention among pharmacists in Addis Ababa, Ethiopia, with work stress as a moderator variable. The findings highlight the significance of considering physical and psychosocial aspects of the workplace in understanding how pharmacists perceive their working conditions. It was observed that compensation and long work hours negatively affected pharmacists' views of the working environment. Moreover, these working conditions have a strong influence on pharmacists' turnover intention, which can have long-lasting results for both the health-care system and the pharmacy industry as a whole. The study explains the importance of addressing and improving working conditions to ensure the retention, and effectiveness of pharmacists in providing quality care. By implementing policies and interventions that create a positive working condition, organizations can enhance patient safety, professional satisfaction, and the overall quality of health-care services in Ethiopia.

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ANNEX I-DATA COLLECTION INSTRUMENTS

ADDIS ABABA UNIVERSITY

SCHOOL OF COMMERCE

DEPARTMENT OF BUSSINESS LEADERSHIP

MASTERS THESIS QUESTIONNAIRE

In partial fulfillment of the requirements for a Master of Arts degree in Business Leadership, this questionnaire is meant to gather primary data for a thesis titled "**The Effect of Working Conditions on the Turnover Intention of Pharmacists in Addis Ababa, Ethiopia: Work Stress as Mediator Variable**". Therefore, I respectfully request for your cooperation in providing as clear an answer as you can to the questions.

I want to reassure you that all responses will be handled with the greatest confidentiality and that the information you submit will only be used for academic purposes. Please choose the point that best expresses your idea; there is no need to sign your name. Your unbiased, truthful response will be very helpful in ensuring that the research's goal is met.

Thank you!

Section One: Demographic and Other Information

What is your gender?	O Male O Female
What is your age ?	<ul style="list-style-type: none"> ➤ 19—30 ➤ 31—45 ➤ 46—62
Marital status	<ul style="list-style-type: none"> ➤ Married, with kids ➤ Married, no kids ➤ single ➤ Divorced
Please indicate your primary practice site: (working setup)	<ul style="list-style-type: none"> ➤ Academic institution/research organisation ➤ Community pharmacy ➤ Industry (eg. pharmaceutical company, consulting company) ➤ In-patient hospital pharmacy ➤ Out patient hospital pharmacy ➤ working in sales and marketing ➤ Other, please specify
Please select your practice role:(job position)	<ul style="list-style-type: none"> >pharmacy dispenser >store manager >medical sales representative >Clinical/specialist Pharmacist >Pharmacy Director/Owner >Staff Pharmacist >Other, please specify

Please select the number of years of service as a registered pharmacist:	<ul style="list-style-type: none"> > < 5 yrs > 6-10 yrs > 11-15 yrs > 16- 25 yrs > 25 yrs > Other, please specify
Please select your qualifications: (professional level)	<ul style="list-style-type: none"> >Bachelor of Pharmacy (BPharm) >Diploma of Pharmacy >Postgraduate Master in Clinical Pharmacy (MClin Pharm) >Others, please specify

Section two : Working Conditions

I Psychosocial

Personal Pharmacy Experience (task, work hour,work shify)	
<p>Approximately what percentage of your day do you spend doing the following tasks? (The total should add up to 100)</p> <ul style="list-style-type: none"> >Administrative tasks (eg. reports, schedules, ordering etc.) >Communicating with other healthcare providers >Process, preparing, and checking prescriptions >Providing patient services (ind, immunisation, med reviews, patient counselling) > other 	
For a typical SHIFT at your practice site, how many hours do you work?	<ul style="list-style-type: none"> >4 hrs >4-6 hrs >6-8hrs >8-10 hrs >10-12 hrs >12hrs
What is your work shift type (either mixed work shifts or fixed work shifts—that is, always mornings, always	<ul style="list-style-type: none"> Fixed Mixed

afternoons, or always evenings.)	
Do you work	Part time or full time
With what range are you compensated	

II. physical

Pharmacy practice site

How long is the average patient wait time at your practice site?	1.0-10 min 11-20 min 21-30 min >30 min Not applicable
Does your practice site offer a private patient consultation area?	Yes No Not applicable
Would you characterise your practice site as	Very spacious Somewhat spacious Neither spacious nor cramped Somewhat cramped Very cramped Not applicable
For any average daytime shift, the number of pharmacy staff on duty include: (please select all that applies and provide the number in the	Pharmacist Pharmacy Technician Pharmacy Retail Assistant

text box)	Others
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III. perception

Statements on pharmacists' working conditions

Please rate your level of agreement with the following statements: (Strongly disagree, Disagree, Neither agree nor disagree, Agree, Strongly agree)	
<ol style="list-style-type: none"> 1. I feel that my practice site provides enough time for breaks and lunches. 2. I am content with the quantity of time I have to do my work. 3. I am satisfied with the compensation i have 4. My company offers a work atmosphere that is favorable to providing safe and effective primary care. 5. My site has enough technician staff to provide safe and effective primary care. 6. My site has enough retail assistant staff to give safe and effective primary care. 	

Section three : Statements regarding work stress

<p>Please rate the following descriptive statements according to your job</p> <p>:>Considered quitting your job because of the stress at work</p> <p>>felt their health has been impacted by work stress</p> <p>>thought one could no longer be competent at work</p> <p>>Feeled burdened by paperwork</p> <p>>Frustrated by bureaucratic meddling</p> <p>>Feel that work has greatly disrupted social and family life</p> <p>>Probability of not choosing the same job path again</p> <p>>Government support for pharmacists' patient care has increased.</p> <p>>Primary care should involve pharmacists more.</p>	<p>(0 stars = strongly disagree, 7 stars = strongly agree)</p>
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Section five : Statements regarding Turnover intention

Items	Turn over intention				
I consider leaving my current position frequently.	SD	D	N	A	SA
It's likely that I'll hunt for a new employment within the following year.	SD	D	N	A	SA
I'm going to be leaving the organization as soon as possible.	SD	D	N	A	SA