

# **THE MOTIVATIONAL FACTORS IMPACTING EMPLOYEE SATISFACTION DURING COVID-19 IN PHARMACIES IN JORDAN**

## **ABSTRACT**

This study aimed to measure the impact of motivational factors (smart work environment, job security, emotional intelligence) on employee satisfaction during COVID-19 in pharmacies in Jordan. In order to achieve the research aim, this study adapted a quantitative approach using questionnaires to collect data. Questionnaires were distributed to pharmacists in Amman pharmacies. The sample of this study is a convenience sample for 400 pharmacists of Amman pharmacies. 300 questionnaires were collected in total. Data were coded, analyzed, and systematically presented using Statistical Package for Social Sciences (SPSS). The study tool's validity, and reliability were checked, and then a descriptive analysis was performed. An analysis was conducted, and the correlation between variables was then determined. Finally, the impact of motivational factors was investigated using multiple regressions.

The study results show that motivational factors positively influenced pharmacists' job satisfaction in pharmacies in Amman. Additionally, the study indicates that there is an impact of motivational factors dimensions on employee job satisfaction. Job security has the highest impact on employee job satisfaction then comes emotional intelligence and at the end comes a smart work environment. The study recommended to use the motivational factors more for employees in pharmacies and the search for other factors that would increase job satisfaction during COVID-19.

**Keywords: Motivational factors, smart work environment, job security, emotional intelligence Employee Satisfaction, Pharmacies, Jordan, COVID-19.**