

Occupational stress in community pharmacy professionals: a cross-sectional study.

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BACKGROUND

The study of mental issues in health professionals, including community pharmacy professionals, is relevant due to their continuous exposure to emotionally stressful situations [1].

Work-related stress, burnout and intense routine significantly affect the quality of life [2,3].

OBJECTIVE

To assess the occupational stress levels of pharmacy professionals in two different regions from Portugal, Bragança and Lisbon, analysing the influence of sociodemographic and professional variables.

METHODS

Cross-sectional, descriptive and correlational study.

Data were collected on april and may 2025, through a questionnaire handed to pharmacy community professionals, with two parts: one for sociodemographic variables (gender, age, marital status, number of children, professional role, chronic illness, physical activity, and salary), and the second for assessing stress using the QSO-VG scale [4].

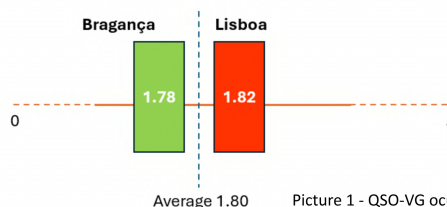
Final sample with 127 community pharmacy professionals' participants (90 from Lisbon and 37 from Bragança). Estimated population (PORDATA) of 2495 community pharmacy professional's. Confidence level 95%, margin error 8,5%.

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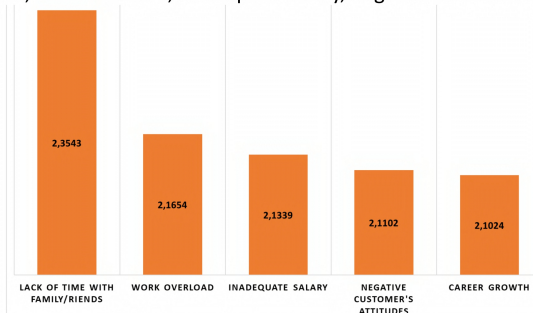
RESULTS AND DISCUSSION

According QSO-VG scale, scored from 0 to 4 points, in both district's a moderate level was found, average 1.80. More occupational stress was expected among community pharmacy professionals in Lisbon [4], but the results show a very similar level between districts, Bragança 1.78 and Lisbon 1.82.



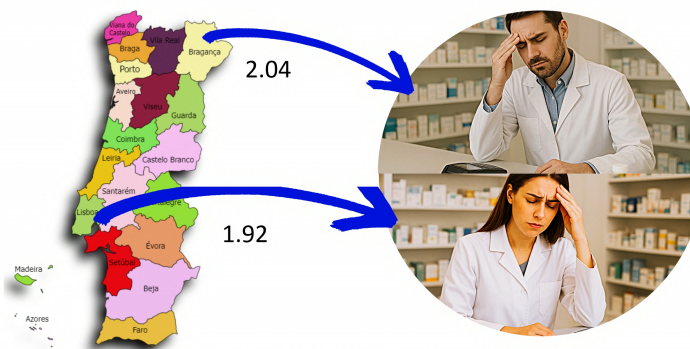
Picture 1 - QSO-VG occupational stress scale average scores

The picture 2 show the main factors of occupational stress, according with other studies [5]: lack of time with family/friends, work overload, inadequate salary, negative customer attitudes and career growth.



Picture 2 - QSO-VG occupational stress scale top factor's average scores

About sociodemographic variables studied, only gender, picture 3, showed a statistically significant association with occupational stress ($p \leq 0.05$), like other's studies [2,3,5,6]: men reported higher stress levels in Bragança, average 2.04, while women reported higher levels in Lisbon, average 1.92.



Picture 3 - QSO-VG occupational stress average by gender

CONCLUSION

There was no significant stress level's difference between different regions from Portugal. However, stress levels are significant in these regions, and it is necessary to improve working conditions and reduce the workload of the community pharmacy professionals.