

# JOB SATISFACTION AMONG FOREIGN NURSES IN A PRIVATE NURSING HOME, SOUTHERN FINLAND

Nelius Wanjohi  
Peris Maringi

Thesis  
October 2013

Degree Programme in Nursing  
Social services, health and sport





Author(s) Wanjohi, Nelius Maringi, Peris	Type of publication Bachelor's Thesis	Date 28.10.2013
	Pages 53	Language English
	Confidential	Permission for web publication ( X )
Title JOB SATISFACTION AMONG FOREIGN NURSES IN A PRIVATE NURSING HOME, SOUTHERN FINLAND		
Degree Programme Degree Programme in Nursing		
Tutor(s) Garbrah, William Katainen, Irmeli		
Assigned by		
Abstract The purpose of this study was to find out the experience of the foreign nurses working in Southern Finland and the factors that influence their job satisfaction. The aim was to provide information that could help improve job satisfaction.  The research was carried out in a private nursing home in Southern Finland. The methodology used in this study was qualitative research method. Data was obtained by conducting interviews. A qualitative analysis of the data was applied to identify the factors that mainly influence the job satisfaction of foreign nurses and their work life experiences.  The study showed that the experiences were challenging and difficult at the beginning. Nevertheless it was a good experience. Language, cultural barrier, discrimination, workload, relationship with coworkers, clients and family members, working environment, salary, professional growth and advancement were named as the factors affecting job satisfaction.  From the results above various strategies can be applied to improve the highlighted factors that influence job satisfaction to prevent the turnover of nurses. For example ensuring favourable policies in recruitment, selection, training, and job design and salary payment of the foreign nurses, campaigns on cultural awareness and creating activities that will enable the workers to socialize and build trust.		
Keywords: Job satisfaction, Nursing, Foreign Nurses, Factors influencing satisfaction with work, Qualitative research method.		
Miscellaneous:		

# CONTENTS

1	INTRODUCTION .....	1
2	JOB SATISFACTION AMONG FOREIGN NURSES.....	3
2.1	Evolution of nursing profession.....	3
2.1.1	Legal aspects and future of nursing .....	4
2.1.2	The role of a nurse.....	5
2.2	Foreign nurses working in health care in Finland.....	6
2.3	Job satisfaction .....	7
2.3.1	Nursing commitment in relationship to satisfaction .....	8
2.4	Factors affecting job satisfaction.....	9
2.4.1	Intrinsic factors .....	10
2.4.2	Extrinsic factors .....	12
3	PURPOSE, AIMS AND RESEARCH QUESTIONS OF THE STUDY.....	16
4	IMPLEMENTATION OF THE RESEARCH.....	17
4.1	Research methodology.....	17
4.2	Study site.....	18
4.3	Participants and recruitment .....	19
4.4	Data collection.....	20
4.5	Data analysis .....	21
5	RESULTS .....	23
5.1	Experiences of foreign nurses in Finland.....	23
5.2	Factors affecting job satisfaction among foreign nurses .....	26
6	DISCUSSION .....	30
6.1	Experiences and expectations .....	30
6.2	Factors affecting job satisfaction.....	32
6.3	Credibility, dependability and transferability .....	38

6.4	Ethical considerations .....	39
7	CONCLUSION AND RECOMMENDATIONS.....	41
8	REFERENCES .....	43
9	APPENDIX 1 .....	52
10	APPENDIX 2.....	53

# 1 INTRODUCTION

The World Health organization report in 2006 shows that nursing can be characterized as a mobile profession. It shows that majority of the nurses especially women migrate in search of better working conditions and salary, career mobility, better quality of life, personal safety, sometimes for adventure or for professional development. An approximated amount of 30,000 African nurses are currently employed in seven OECD countries. However, there are barriers that limit the migration of nurses and these same factors may affect the foreign nurses that had already moved and acquired jobs in foreign countries. These factors include; adapting to new clinical skills, process of requalification, need to learn a new language, cultural differences and cost of physical transfer. (Kingman 2007, 1281-1294.)

The prevalence of global shortage of nurses and high turnover among nurses has become a major problem in the society today in both developed and developing countries. It affects the efficiency and the effectiveness of the health services being offered and also consumes a lot of time and resource trying to replace the workers who have left. In regard to this, the question of job satisfaction sets in. Nursing is a demanding profession, whereby the nurse is responsible of promoting health in the society, maintaining health, taking care of patients and the family and a duty to ensure a healthy environment. Nursing is a very important part of the health care system. Nurses are present in hospitals, rehabilitation centres, nursing homes, outpatient centres, clinics, schools and homes. (While and Barriball 2004, 211-227.)

In any Job setting, employee's work plays an important role for organizational achievements. Thus, it is very important for management to recognize employees' work and provide them with an opportunity to grow and to look after their well-being. It is true that work has predominantly occupied most of employees' time than any other single activities, and it also provides an economic well-being. Therefore, job satisfaction is one of the most important areas of research for many researchers. (Alam and Mohammad 2009.)

There is high migration of nurses from different countries in search for jobs and also many international students who are studying abroad. And therefore one has to adapt to the new culture, which is part of his or her new environment. Culture has a great influence on relationships with the people that surround us in all areas of our lives including work. At the place of work the foreign nurse interacts with the patient, the employer and co-worker and these relationships have an influence on the job satisfaction of the nurse. Every culture has its own way of delivering care and doing things and to some extent have a contribution to how an individual reacts and see things. ([Currentnursing.com/nursing\\_theory/transcultural\\_nursing](http://Currentnursing.com/nursing_theory/transcultural_nursing)).

The Finnish population is considered to be more homogenous than most of the other European countries. Most of the foreigners in Finland come from Russia, Sweden, Somalia, Iraq, Germany, Estonia, United Kingdom and Vietnam. (Heikkilä and Peltonen 2002, 3-10.) It is due to this that we decided to find out experiences of foreign nurses working in Finland and the factors influencing their job satisfaction.

## **2 JOB SATISFACTION AMONG FOREIGN NURSES**

### **2.1 Evolution of nursing profession**

From the beginning of time, nursing has existed in the basic form and with time it has grown and changed from the informal act of caring to a complex scientific based profession guided by legislations. Nursing has seen significant changes over time so as to keep up the frequently changing needs of the society. The factors affecting the changes in the nursing care involve; the change in population make up, economy, consumer demands, and change in technology. Due to these factors, the nursing education given over time has developed, the practice setting and also the roles and responsibilities have changed significantly. Nursing is a profession that is developing day in day out and it is important to note that it is nowhere near its maturity. (Introduction to nursing profession 2010.)

Florence Nightingale founded modern nursing and she developed the first formal training program that mainly dwelt on the role of the nurse as preventing and curing of diseases through sanitary techniques. Despite those early times, Florence Nightingale used evidence-based principles to guide the nursing practice and she initiated major reforms in hygiene and sanitary practice. In the United States, nursing evolved during the wartimes as in Nightingales era. Dorothy Dix was not a nurse but she was credited for coming up with the Nursing Corps in the states army. In addition, Clara Barton founded the American Red Cross. Its main responsibility was to take

care of the health needs of soldiers in the Civil War. (Introduction to nursing profession 2010.)

### **2.1.1 Legal aspects and future of nursing**

Currently the nursing profession is guided by rules and regulations. Each country possesses its own legislations that govern the nursing profession, its practice, scope, method, criteria and kind of education to be offered to the nurses. For one to practice nursing as a career, they need to possess a license that is given to them by the body in charge after they graduate. Each country has its own body in charge. In Finland, the National Authority for Medico legal Affairs is responsible and one has to submit an application to them. It is important to note that the requirements vary from one state to another. According to the European Union there are five directives that must be put into consideration on training, degree certificates and right to professional practice as a physician, midwife, nurse or dentist. A language skill certificate may also be required but not always. For those who are not members of the EU or the EEA states, they are required to show sufficient language skills in Finland. (Markkanen and Tammisto 2005.)

Nursing and health care has seen tremendous changes over the years. The health care personnel's and consumers are now more educated and informed and are currently taking part in making health decisions. In relation to this, the nursing roles and responsibilities have grown beyond the direct patient care. Nursing has become a respected and independent profession, which has improved greatly due to the development of technology. However, it is also experiences a lot of challenges and the health costs are raising. There is also

inequality in access to the health care facilities and shortage of the nursing staff that is leading to less quality care offered. Despite the challenges, the profession will evolve more and the nurses will always play a major and active role in society. (Introduction to nursing profession 2010.)

### **2.1.2 The role of a nurse**

Nurses are the most underrated people in the society despite them playing a major role of providing health services, which are very essential, and taking care of people when they are hospitalized. In the nursing job, job satisfaction is very important so as to ensure the health services provided are sufficient, efficient and of high quality. (Alam and Mohammad 2009.)

It is important to note that the nurses have a lot of duties and responsibilities to take care of and their roles are constantly changing. Recently they are accountable for even larger and wider health care responsibilities. In our current society, diseases such as diabetes, obesity and other illnesses are on the rise. This requires for the development of more complex health care systems and the nurses all over the world are rising to the occasion and are getting empowered through advanced nursing education. In our fast growing world the nurses, other than caring for the sick, they have taken other responsibilities such as giving TED talks, coming up with mobile medical applications, taking part in creating and addressing health policies, doing and publishing scientific research, working with other health professionals such as social workers, oncologists and others to ensure provision of quality nursing care. Despite the continuous evolvement of the hospital structures, technological gadgets and the political challenges, the profession does not

change much. The nurse is still the major caregiver and act as an advocate for the sick and the vulnerable members of the society. (Tiffin 2012.)

However, for a nurse to be able to take full accountability for her duties and responsibilities, she must possess and practice certain skills. A nurse should have very good communication skills, be a good listener and should possess both mental and physical endurance. Above that the nurse should be kind and compassionate, be ready and willing to provide a healing touch, should be flexible and open to new changes, should always be alert and observant, and motivated. Finally and most important the nurse should be culturally sensitive so as to be able to deal with people from different cultures. It is essential to remember that some of these qualities such as motivation are greatly influenced by job satisfaction. (Jirage 2013.)

## **2.2 Foreign nurses working in health care in Finland**

There are a high number of foreign nurses in the various European countries: Finland being one of them (OECD/WHO 2010). In the Finnish health care sector there is an increasing demand for nurses day in day out. The Union for Health and Social Care Professional have put in guidelines to aid in recruitment of nurses from abroad to try and curb the acute shortage of nurses. So in future there will definitely be a higher number of foreign nurses working in Finland. To curb the labour shortage, the public health care in Finland has projects established to recruits nurses mostly from Hungary, China, Poland and the Philippines (Jokivuori 2009).

In the 2006, Tehy conducted a survey on multiculturalism whose major aims was to find out the number of foreigners or immigrants working in social and health care system in Finland, working conditions and working related issues. In Finland, the aging population is increasing rapidly and it has been estimated that by 2030, the population of those above 65 years will be more than 600000 and at the same time the working age population will be less than 300000. Between the year 1989 and 2001, 0.9% of the foreign nationals got employed in health care and 1.4% in the social care. (Ailasmaa 2004.)

By the year 2001, there were only 2.3% of the foreigners working in the health care setting. According to Terveydenhuollon oikeusturvakeskus (TEO), in May 2005, the foreign nationals working in Finland and had qualified from abroad stood at the following numbers; 1029 doctors, 128 dentists, 138 nurses, 4 midwives, 3 public health nurses, 2 laboratory technicians, 19 physiotherapist, 3 radiographers, 20 practical nurses, 4 dental assistants and 7 practical mental nurses. (Markkanen and Tammisto 2006.)

Since then the number of foreign nurses has been increasing. In the year 2010, there were 950 foreign nurses in Finland. Moreover, each year there are over 100 foreign nursing students admitted to the universities of applied sciences to study nursing in English. In the last 10years the number of nurses with a foreign background has increased to approximately 60% (Health Professional Mobility and Health Systems 2011).

### **2.3 Job satisfaction**

According to Locke and Lathan (1976), job satisfaction can be defined as positive feelings, which arise from opinion and evaluation of one's job or job

experience. On the other hand, Hirschfeld (2000) defines job satisfaction as the level that a person would like his or her job. Thus job satisfaction is the emotional reaction, which is brought about by the outcomes in comparison to the expected outcomes from the employers or service receivers. This reaction is influenced by the individual's peculiar needs, expectations and values. (Bare 2004.)

Luthan states three dimensions that can be used to address job satisfaction. First is the emotion response, which cannot be seen but just inferred. Secondly it can be determined from how well the results or the outcome meet or go beyond the expectations. Thirdly it is said to represent various attitudes related with the job. Urden (1999) found that overall job satisfaction was the most important reason that nurses chose to stay or leave in a particular job. Little has been done to promote job satisfaction in most healthcare facilities. Meanwhile, nurses work in improper conditions with few staff and a shortage of basic requirements (Friedrich, 2001). These things can lead to job dissatisfaction and encourage nurses to find employment elsewhere (Bare 2004). Job satisfaction is characterized as a multidimensional with six major facets. These facets include satisfaction with supervisor, satisfaction with variety, satisfaction with closure, satisfaction with compensation, satisfaction with co-workers and satisfaction with the management and the human resource services. (Alam and Mohammad 2009.)

### **2.3.1 Nursing commitment in relationship to satisfaction**

In a situation where a nurse is not satisfied with their work, this means that the nurse is not committed to her job. These two terms are closely related and

go hand in hand since the factors influencing job satisfaction are similar to those affecting nursing commitment. In that case nursing commitment to a registered nurse according to Zwol (2009) involves establishing, maintaining and improving the quality of health care in nursing either individually or collectively. It is an act of committing to a charge or trust act of referring a matter to a legislative committee, it is an agreement or a pledge to do something in the future or the state of being obligated or being emotional. For many of the Christians nursing commitment is all about love of God and love for one another. (Zwol 2009.)

Commitment puts into to consideration the past and the present and is directed towards the future. Nursing commitment goes hand in hand with the quality of nursing care provided. For commitment to move from nursing care to caring nursing it requires accountability creativity and attitude. Accountability involves telling the patient your name, the role you play and your expectations from the patient. Creativity involves taking care of patient's needs. Ensuring that they are met at the right time and the patient is satisfied despite limited resources. Attitude comes about in that despite being tired, overwhelmed and burned out the nurse have to do their duties well. (Henderson 2010.)

## **2.4 Factors affecting job satisfaction**

The migration of nurses from different countries in search for jobs and also many international students who are studying abroad comes along with change in environment and surrounding. Once in a foreign country, they have to adapt to many changes that are part of their new environment. The Finnish

population is considered to be more homogenous than most of the other European countries. Most of the foreigners in Finland come from Russia, Sweden, Somalia, Iraq, Germany, Estonia, United Kingdom and Vietnam. (Heikkilä and Peltonen 2002, 3-10.) In this case, working in a different setting and having a lot of new things might make it more challenging to the foreigners and thus we looked at the factors that affect job satisfaction.

#### **2.4.1 Intrinsic factors**

Intrinsic factors are motivating factors that bring about satisfaction through fulfilling the individual needs for personal growth and meaning and relate directly to the individual's job and facilitate the level of job satisfaction. (Syptak et al 1999.)

**Work, work Schedule and workload:** a job should be meaningful to every individual by knowing every effort they make is helpful to the organization. A balance between work and leisure time should be kept. Work schedules should allow the workers to have enough free time for attending other personal activities and family. Workload comes about due to lack of planning the schedules properly. An organization or a hospital should make sure that they employ more workers to reduce the work load of the workers at the moment and find replacement for those who have left. (Maniram 2007.)

**Achievement:** The health care organizations and employers should set clear achievable goals and easy to understand standards. Feedback should regularly be given about the work done and the achievements; this makes the employees feel that they have been doing something all along by knowing that they have achieved something. Poor feedback may lead to dissatisfaction

among nurses because they may feel that they do much and achieving less or nothing. Nurses should continuously be educated and provided with enough up to date information because the less the knowledge leads to lack of motivation to continue working due to the changes that continuously occur in the health care field through the development of technology and new strategies of working. (Irum, Ahmed and Sultana 2012.)

**Recognition:** Workers always like it when their achievements on the job are recognized. Employers should sincerely recognize every achievement from the smallest to the greatest from their workers. For example you can give them something as a sign of appreciation and showing that their input is not in vain and the organization is happy with the work done. Lack of recognition may contribute to dissatisfaction.

**Responsibility:** Proper and equal distribution of responsibility is very important. This motivates the workers to do their job well by feeling that they own their work and no one is imposing anything on them. It is important to recognize the talent of every worker and giving responsibility according to what an individual can do best. (Lephalala 2006.)

**Advancement:** Reward employees by promoting them to another level if their achievements and dedication to the work are deserving and support them if they want to pursue further education to make them more valuable to the work and have a more professional fulfilment (Maniram 2007). Communication in every organization communication is a very vital aspect in collaboration working in order to deliver the targeted outcomes. The means and sources of communication should be very good. Poor communication create a lot of confusion at the work place and by the end of the day the

achievement is not as expected, thus in the long run it leads to dissatisfaction among the workers. (Sammons 2009.)

**Language barrier:** The mastery of occupation's professional language as well as the community's national language in the event of performing your duties is key to one's overall satisfaction and efficiency. Challenges in language or communication play an important role especially for foreigners when it comes to their overall satisfaction. Innate desire of the job: When a person enjoys the job he does, chances are they will still be satisfied of the job should there be unexpected adversities in carrying out the job. For instance, when one loves a job you may do it for less pay, long hours or in non-conducive environments without being unsatisfied. (Lephalala 2006.)

**Culture:** The differences in cultural background may affect certain job performance aspects like punctuality, level of involvement in terms of speech, distance and time taken to perform certain tasks in relation to the host's culture. For job satisfaction, one has to adapt themselves to the community's culture so as to perform as expected and if the stress on this factor is excessive then job satisfaction levels may drop. (Sammons 2009.)

#### **2.4.2 Extrinsic factors**

Extrinsic factors are external factors that affect job satisfaction. These includes relationship with co-workers, physician and the boss, salary, working environment, organization and administration policies, supervision, discrimination and harassment, stress and work related tension

**Relationship with Colleagues/Co-Workers:** When working with others, their personal characteristics may influence one's job satisfaction level. If one has a dedicated colleague workforce, he/she may also perform better and enjoy the job as compared to working with colleagues who have biased attitudes and personality issues. Overall contribution from colleagues may determine the level of satisfaction one has on their job. (Kabir 2011.)

**Relationship with physicians:** Collaboration between the nurses and the physicians is very important in patient outcomes and therefore a good relationship should be enhanced through good communication skills and appreciating each other's contribution to the care. Unbearable behaviour and language from the physicians can contribute to the nurse's job dissatisfaction and resigning from the job. (Rosentein 2002.)

**Salary:** Employees are satisfied when their salary is in accordance with the amount of input they put. If the workers perception of their salary is not good then it would lead to lack of motivation and dissatisfaction comes in. Through increasing the employee's salary annually even if it is with small percentage is one strategy to motivate the workers. Organizations should try to reduce the gap between the salaries for the workers with other highly paying organizations. (Shief 2008.)

**Working environment:** The environment is very important aspect that contributes to turnover among workers and thus it should be conducive and well kept. The environment should be safe to work in, clean, good sanitation and should have break room. Also enough instruments required should be available round the clock. Communication should be with respect and

appreciating and giving each other room to equally contribute to the work.  
(Lephalala June 2006.)

**Organization and administration policies:** Reasonable policies should be made and should be easy to understand. The main principles should be understood and clear to all. These principles keep the workers focused. Lack of focus may lead to lack of achievement thus causing dissatisfaction.  
(Lephalala 2006)

**Supervision:** Those in charge should respect the workers and should treat all workers equally, distribute responsibilities equally and solve problems that may arise within the work place. Poor leadership contributes greatly to the high turnover of nurses. (Kabir 2011.)

**Discrimination and harassment:** According to Shields and Wheatley Price (2002), after the introduction of National Health Service (NHS) 50 years ago, racial discrimination allegations are one of their major features. A research showed that black nurses have over a long period persisted systematic racism at the work places. This impacts negatively on job satisfaction and makes one want to leave their career for another. The research showed that most of the nurses faced discrimination in terms of job promotions and the access and availability to further training opportunities. The nurses said they experienced the discrimination and harassment from their colleagues, patients and their families. (Likupe 2006.)

**Stress and work related tension:** According to a study that was done by Bratt, Broome, Kelber and Lostocco (2002), stress and work place tension are the major causes of lack of job satisfaction. It is important for the nursing

managers to be able to manage these two things at the work place. The relationship between co-workers should be established. The person in charge should be able to identify how her employees work as a team. It is also crucial to note if there is good collaboration and cooperation among nurses and the other members of the team. If not, ways and means to facilitate togetherness should be established and implemented. (Gullatte and Jirasakhiran 2005.)

In relation to this, Sengin (2003) came up with ten factors that attributed and promoted job satisfaction at the work place. One is good collaboration within nurses, supervisors and other professionals in health care and good inter communication skills, second is practice of autonomy where one is given the independence to practice their profession, thirdly is the organisational structure and culture which mostly deals with the administration and management and then there is the opportunity for specialization in the nurses profession. On the other hand, there is the act of fairness where equality should be practiced, nurses should be provided with further opportunities for learning and developing their skills, the working conditions and physical environment should be conducive in terms of schedules, resources, salaries, benefits and workload. Above that, there should be variety of work and task responsibilities should be allocated according to ones skills and finally recognition, respect and status should be allocated to the nurses by the society at large. (Gullatte and Jirasakhiran 2005.)

### **3 PURPOSE, AIMS AND RESEARCH QUESTIONS OF THE STUDY**

The purpose of this study was to find out the experiences of the foreign nurses working in Southern Finland and the factors that influence job satisfaction. The main aim of the study was to be able to provide information that is beneficial to the foreign nurses' and relevant organizations on how to improve job satisfaction among foreign nurses.

In order to achieve the set purpose and aim, the following research questions are addressed;

1. What are the experiences of foreign nurses working in Finland?
2. What are the factors influencing job satisfaction among foreign nurses?

## 4 IMPLEMENTATION OF THE RESEARCH

### 4.1 Research methodology

There can be various methods used to conduct research. However, qualitative research method will be used as our mode of research. According to Madrigal and McClain (2012), qualitative research focuses on the experiences of people in the world and peoples understanding of the experiences. On the other hand it also explores feelings and behaviours in their lives. It is based on interpretation of information and trying to explain certain phenomena in life.

There are various features that describe qualitative research. One is that information has priority and some tend to be more important and relevant than the other. Secondly is that it is context bound and the researcher must be very keen not to go out of context. Thirdly the researcher immerses herself in the natural setting of the participants to as to learn their behaviour and explore their thoughts. (Summer 2001.) It is also important to note that the main aim of qualitative research to answer the question “why” “how” and “what” (Patton and Cochran 2002).

Qualitative research perspective focuses on the views of participants, meanings, interpretations and their perceptions (Woods 2006). It involves data description, analysis and interpretation. Above that, the relationship of researcher and participant is based on equality and is a closed one. Finally it

allows one to be very reflective. (Holloway and Wheeler 2009, 1-4.) From the above information, it was obvious that qualitative research method was the best methodology to use for the research study.

## **4.2 Study site**

The study was conducted in one of elderly home located in Southern, Finland. For the purpose of confidentiality, privacy and anonymity of the participants, the name of the elderly home will not be disclosed. We chose the old people's home for our research because after doing our home nursing practice we realized that there are lots of foreign nurses working in this department. More than quarter of the nurses working here are foreign nurses, having a number of more than ten. Another reason for this is that most of the foreign international nursing students, when they complete school, the higher percentage start their careers as a nurses in nursing homes and elderly people homes. More than quarter of the nurses working there are foreigners coming from Kenya, Nigeria, Ghana, Portugal, Philippines, Italy and Estonia.

The nursing home is divided into various units. There more than 50 rooms and therefore it is a home to more than 50 elderly persons. The home host elderly people suffering from various diseases such as dementia, high blood pressure, osteoporosis, diabetes, cancer, dementia, and other diseases which vary from one resident to the other. Other than the housing service the home provides food, laundry, housekeeping, nursing and rehabilitation services.

### **4.3 Participants and recruitment**

In this research project it was very essential to choose a good sampling method so that to be able to acquire adequate, efficient and relevant results. The appropriate sample size should also be put into consideration since it is very unrealistic to examine the whole population in question. In this case, purposive sampling was used to choose the right participants. (Marshall 1996, 522-525.)

The number of working years and the foreign nurse were the determinant factors to picking our participants. The participants included both registered nurses and practical nurses. Therefore the participants of this research were foreign nurses who have worked in Finland for more than one year and in this case; those working in the chosen nursing home. Contact to the nursing home requesting formal permission was made and when the nursing home gave the go ahead, recruitment of the participants was done. The total number of participants who were recruited was five, 3 registered nurses and 2 practical nurses. The recruitment was made through the use of consent forms (appendix 2), which were sent to the head nurse of the nursing home, and all the participants agreed to the terms of the consent form. The consent forms contained brief information on the research, the roles in terms of what was expected from the participants and rights of the participants in terms of confidentiality.

#### **4.4 Data collection**

There are three types of interviews; structured, semi-structured and unstructured. Unstructured interviews are considered more as a guided conversation and are conducted together with observational data. On the other hand, semi-structured interviews are the most referred for qualitative research. A certain date, time and location are arranged for the interviews. They are organized in open ended questions and can be conducted individually or as a group. The questions should be focused on the information the researcher intends to get. (Bloom and Crabtree 2006, 314-321.)

The method of data collection was face to face, semi-structured, theme based interview. Open-ended question focusing on their experiences, attitudes and job satisfaction of the participants were used. Approximately 30-45 minutes were allocated for each interview. Individual interviews were used because they allow creation of a more personal contact, sensitive issues can be easily addressed and one can easily get more detailed information. Interviews are in most cases are intended to get to the interviewee much better and are therefore the best choice of data collection in our case (Opdenakker 2006).

During the interview, interviewer was very observant so as to catch any facial expressions and reaction of the interviewee. Interviewer tried to create a good relationship and create trust with the interviewee by ensuring confidentiality and treating the participants with respect. It was also ensured that the participants were well aware of the research being conducted before hand. Participants were provided with consent forms

that had a brief description of the research. Interviews greatly capture the depth of a situation. This is essential since it helps the interviewer not to impose their own opinion and create empathy with the interviewees. (Woods 2006.)

#### **4.5 Data analysis**

For one to conduct an efficient qualitative study they need to use their findings as the raw data and pass it through active and demanding analytic process so as to achieve relevant and credible results. The data is used so as to create ideas or generate a hypothesis. (Thorne 2000, 68-70.)

It is important to identify the unit of analysis in our case the interviews. A meaningful unit refers to words, sentences, and phrases or paragraphs that their contents are related to each other. The different meaningful units are referred to as codes. The codes allow one to think about data in new and different ways. Therefore the basic step is setting up different categories with commonalities and from the categories various themes are formed. Themes are those issues, which come up over and over in the various categories. After reflection and discussion of the contents of the interviews, information will be grouped according to their meaning and in relevant categories from which a conclusion will be made. (Graneheim and Lundman 2004, 105-112.)

The tape recordings of the interviews were keenly listened to and transcribed on paper. The transcribed data was 45 pages, the font style was Palatino type and the font size was 12. The transcripts were read over to get a general idea of what the participants said. In analysing the

interviews, focus was mainly based on our research questions. It was based on the experiences of and factors affecting job satisfaction among foreign nurses. Data was there grouped into the two major themes answering to the research questions. Different colours were used to mark the data into two categories. Afterwards, each major theme was dwelt with to find out if there were any common expression, words and phrases that came up. Coding of recurring minor words, expressing and phrases was done with similar colours. Once through the transcripts, data was organised into minor categories that were felt appropriate under the two main themes. The results were therefore achieved according to the guidelines of Powell and Renner (2003).

## 5 RESULTS

The purpose of the research was to find out the experiences of the participants and the factors affecting their job satisfaction. The aim was to come up with information beneficial to the foreign nurses and other relevant organisations on how to improve job satisfaction. The findings the study were grouped into two major themes; Experiences of foreign nurses in Finland and factors affecting job satisfaction among foreign nurses.

### 5.1 Experiences of foreign nurses in Finland

There were a lot of different responses when it came to the experience of working as a foreign nurse in Finland from each individual. Nevertheless, the majority point of view stated that it has been challenging. They said at the beginning of their career it was very difficult. Others thought that it was not easy as compared to their home countries. This was from those who had some working experience in their home country. Most of them gave factors such as language barrier and discrimination as the major contribution to their difficult experiences. However, a great number of the foreign nurses interviewed said that with time it got better. They had adapted to the new settings and so far they have had a positive experience despite the ups and downs they have undergone. On the other hand a few thought that the experience has been good since the beginning of their career.

*"In the beginning it was quite difficult and challenging because of the language barrier and the cultural differences but now it is ok."*

*"Working as a nurse here in Finland is not that easy because sometimes there is some discrimination and especially the language is not that easy to study at all, however working as a nurse through my own experience in my home country, was not that difficult."*

Some of the nurses expected nursing in Finland to be a very easy job as compared to their home country. However on starting the job here, they found that the administration and organisation structure was very different and also the way of doing some of the things differed. For those nurses who studied their nursing degree in Finland; they said it came easy for them to work since they had already learnt much of the way the Finnish health care system during their practical placements. It also came to our attention that some of the nurses told that they didn't really have any expectations when they started working in Finland. The reason being that they had already worked as nurses in their home country or other European countries and they already knew much about the nursing job.

*"I got introduced slowly to the system because of the practices, working practices from the studies, thus it was kind of smooth and I knew what I was getting into after a few practices. However as compared to my home country, I think here it is a bit easier for example here there are not so many working hours."*

Majority of the nurses love their job and are enjoying every moment they spend working as nurses. They are happy caring and being there for people in need of their help. They said it is a learning experience every other day and this makes them very happy. Other nurses said it has been a positive experience and is a very interesting career triggered by the different challenges that arise every now and then. On the other hand, the nurses were very open and said

despite the positive experience at times there is arguments and cruelty at the work place and sometimes they tend to get out of hand and dwelt with unprofessionally by some of the other nurses. In spite of this, one of the nurses said that professionalism is very important and essential and they always try to maintain it and solve any problems that may arise.

Some of the nurses said that nursing is a fruitful future and as much as it gets them money to sustain themselves, it also gives them other form of satisfaction. One of the nurses stated that it is not always about the money. When asked about their future in this career, majority of the nurses said they want to further their studies in the nursing department. Others said that they want to change the department they are working in since it is not what they specialized in when they were studying. Some of the nurse also wanted to further their studies so as to change their careers from nursing to other professions. There were also some nurses who had nothing to say about the future and said that they were settled and satisfied where they were at the moment unless something happens later then they will change their minds.

*"Personally I feel that in the future because there is also the technology that is growing and is changing all the time; I feel that in the future I will learn more and do more courses or go to seminars and learn new things. In a few years to come I see myself in a different position in the health care or in a totally different unit."*

## 5.2 Factors affecting job satisfaction among foreign nurses

There are various factors that affect the job satisfaction of nurses in general. However, our results are based on those factors that affect the foreign nurses working in Finland. There are a few major factors that were mentioned by the majority of the nurses interviewed. These factors included language barriers, cultural barrier or discrimination, workload, professional growth and advancement, working environment and resources, relationship with co-workers, salaries and communication styles. Below were the results achieved;

**Language barrier:** Majority of the nurses said Finnish is a very difficult language and it took them time to learn. Some mentioned that this was the hardest language they ever learnt and at the beginning it was very hard to communicate with the clients, fellow nurses, doctors and even the family members to the patients. A few of the nurses even mentioned that at one point they had thought of moving to an English speaking country. Most of the nurses mentioned that this is one of the most crucial requirements of working as a foreign nurse in Finland. All the nurses said that at the beginning this was an essential element that influenced how they felt about their job but with time it has improved since they have gotten more skilled in the language thus easy communication.

*" It is challenging to learn a new language here in Finland, it's a very complicated language, hard language but as they say; when you come to a new place you have to bind with the language.....and whether the language is hard or not, you have to go to school and try to participate and talk that language at the work place to make that language much more easier."*

**Cultural barrier or discrimination:** Coming from a foreign country, majority of the nurses said that the Finnish culture as compared to their own was very different. Majority of the nurses said it was a challenge to adapt to the culture and these differences in the way of life brought some conflicts especially in the work places. Some mentioned that at the work place not everyone was ready to accept and have an understanding of the different cultures and thus made working a bit more difficult. Some mentioned that due to this, some acts of discrimination took place at the work place that made them sometimes want to quit their job or move to other work places. In relation to this some of the nurses thought that they have no choice but to fit in and accept the Finnish way of life since they are the foreigners and the Finnish people are a bit rigid on changing and accepting other cultures. However one of the nurses who has been working in Finland for a longer time said that compared to a few years back, The Finnish population is now more open and willing to take in and welcome other cultures.

**Workload:** Different opinions were brought up when the issue of workload came up. Some of the nurses thought the ratio of nurse patient allocation were good and the work load was less as compared to their home countries. On the other hand others thought the workload was huge and it left them very exhausted and tired at the end of the day. Some of the nurses said they felt they were being overworked due to the shortage of nurses at their work place and thus they had to take care of both the basic care of the patient, medication and even documentation which left them both physically and mentally exhausted. One of the nurses who have worked in different units said that the workload varies with the different departments and days.

*"The workload depends: I have been into different wards and it depends with the different wards but also with the different days because during some of the days the*

*workload is quite high and some of the days there is not so much workload depending on the number of patients you have in the ward"*

**Professional growth and advancements:** A mutual opinion came from the nurses in terms of growth. They were all in the opinion that at their work place they are growing and gaining more skills each day. They said every day is a new challenge and there is always something new to learn despite how small it is. One of the nurses mentioned that he is always dedicated to gain something new each day. The different patients and their different illnesses makes every day a new challenge and also with the growing technology in relation to nursing, every day for the nurses is a beginning to something new to add to their skills and knowledge.

*"Every day is a learning day"*

**Working environment and resources:** The nurses said that as compared to some other countries, the health care in Finland is very good and there are adequate resources required to provide high level of health care to its patients. Other than that they also mentioned that the working environment also takes care of the workers and is always working to ensure that the workers are protected and taken care of.

**Relationship with co-workers, clients, and family members:** Some of the nurses said that this is also a crucial factor that affects their satisfaction. They said working as a nurse to take care of the patient is a teamwork that involves working together with other nurses, the patients, doctors and family members of the patients. Majority said that despite being a foreigner, the Finns are very understanding as long as the foreign nurses are aware of their responsibilities

and are executing their duties properly. However some of the nurses said that being a foreigner, they are looked down at and their actions are always questioned even when it is not necessary. They mentioned that this makes it sometimes difficult to work as a team though it is a very essential aspect of nursing.

*"...And for example I know something is right but since am a foreigner maybe they will be like this is not how we do it, but anyway not all of them are like that some of them respect me and my ways of doing things."*

Other than the factors above, there were some minor factors that the nurses mentioned. Some of the nurses said that there are poor salaries and they wish they got paid a little bit more than what they are earning now. Other nurses thought that the administration and organisations policies are good but some of them need to be improved so as to ensure a better working environment for them. Asked about the communications styles, majority of the nurses said they are always more comfortable while working and communicating in Finnish with fellow foreigner than the Finnish nurses. The reason they gave was that the foreign nurses are more understanding. They all have been under the same circumstances as foreigners and are more willing to help each. Some termed the Finnish nurses as being judgemental while working with them. The work schedules were said to be reasonable and very flexible most of the times.

## **6 DISCUSSION**

The goal of this study was to find out the experiences and expectations of foreign nurses in Finland and find out the major factors that have influenced their job satisfaction in their working field.

### **6.1 Experiences and expectations**

From the findings of the research, most of the foreign nurses felt that at the beginning of their work life here in Finland it was very difficult and challenging. This agrees with previous studies by Likupe (2006) that difficulties and challenging experiences are common among foreign nurses regardless of what country they have moved to. This is because of the adjustments that have to be made in regard to environment, new culture, a new society and the fact that they are now starting a new system of life away from their homes, friends and away from their loved ones. Regardless of having had a working experience in the field of nursing in their home countries, it becomes a major problem when they find a totally different working system that they have no choice but to fit in. The majority of the participant's reasons for a challenging start were the language barrier, culture and discrimination. Others felt that it was difficult because the Finnish health care system was totally different compared to the health care system of their home countries. Nevertheless, those nurses who have studied nursing here in Finland, they indicated that it was easy to work in the Finnish health care system from the beginning, since they had learnt how the system works during their practical trainings.

It is therefore critical for the host country's organizations to implement and provide adequate work orientation for the foreign nurses in order for them to be able to easily adapt to the health care system. Vartiainen-Ora (2007), defines work orientation as all available and considerable measures taken to enable a new employee to enter into new working roles or responsibilities and the work environment until the new employee feels confident enough to take accountability and full responsibility on their own.

Viitala (2004) states that work orientation includes the environment, resources, systems, objectives and policies of the organization, job safety and procedures that are mainly undertaken at the work place. This makes them feel more welcomed and part of the team. Moreover, it improves on their first experiences as nurses in a new country.

The research agrees that the first experience of a foreign nurse upon joining a new organization has a great influence on the attitude they form towards the work. This is therefore important to have proper work orientation in order to reduce and prevent the difficulties and challenges experienced by the foreign nurses. According to Lepisto (2000), work orientation is a crucial at work places because it affect the newcomers' motivation towards their work, the output that is the work results, job safety and all other areas related to the work wellbeing. In addition, Viitala (2004) says that it contributes in creating a positive attitude and supports the commitment of the new employee to the organization.

## **6.2 Factors affecting job satisfaction**

In this study research, the following factors emerged as the major factors affecting the job satisfaction of the foreign nurses: Language and communication, workload, relationship with coworkers, relationship with client and family, professional growth and advancement, working environment and resources, culture, salaries, and discrimination.

### **Language and communication**

Findings of the study indicate that language is a major factor that has influence on the job satisfaction of foreign nurses here in Finland. Maude (2011) states that the capability to communicate through a country's main language helps newcomers to develop relations with the people of the community and enhance cross-cultural adjustment. The results go hand in hand with his saying that poor language skills among the foreigners have made it very difficult for the nurse to fit in. However, with time, as the foreign nurses language skills improved, they could easily fit in. Thus effective communication is very important for every nurse in order to have the best patient outcomes and also have a smooth relation at work with other health care professionals. Language is the most important thing that enables newcomers to fit into a new culture and their way of doing things. The participants claimed that it was difficult at the beginning to communicate with the clients, staff, client families and other professionals involved in the care for the patients. They said it is a very difficult language and it took time for them to learn it.

Language also facilitates cross-cultural adjustment. In the present world the nurses have great duties and roles to play in the society. For example, to

provide care, teach, counsel and client advocate. Thus communication skills are a vital requirement. According to Välipakka (2013), knowing the language gives confidence to the foreign nurse to work. He explains that it enables the foreign fit into the group and improves the socialization skills.

The respondents were fully aware that Finnish language is the most crucial requirement in the Finnish health care system. Besides learning the Finnish language as a whole, it is also important to learn the professional language. Välipakka (2013) defines professional language as the language that is used in the workplace. Especially in the health care field, there are so many terms that are used to refer to so many things and it is very important for the foreign nurses to learn them.

Professional language is also important to learn because it makes the work easier in the working environment. Applying standardized nursing terminologies is important also because it facilitates better communication among nurses and other healthcare providers thus increasing the manifestations of nursing interventions and fruitful patient outcomes and improving patient care. (Schwirian 2012) According to our own opinion, we agree that language is the key to any effective communication in any environment. It is very important for all foreign nurses to learn the Finnish language.

### **Communication at work place**

Another way of looking at the communication aspect is how the information is passed on at the hospital. In this case the foreign nurse may know the language but still communication is poor. Appropriate documentation and

report giving is very important in order to be able to have a good work follow up and avoid any confusion or complications in the patient care. According to the writer, foreign nurses, should be bold enough to ask where they don't understand what they have been told or what has been written. Clarification is very important; in order to ensure that the actions taken are what is expected from them by the doctors, other nurses and other professionals in the team. The methods of passing on information should be clear and reliable.

### **Workload**

There should be an equal distribution of work in every workplace. Workload is a result of lack of planning the schedules appropriately. An organization should ensure that it has employed enough workers and find replacements for those who have left or those who are on sick leave. (Lephala 2006). Contrary to what Irum, Ahmed and Sultana (2012) have stated, it was fascinating to find out the respondents opinion on this issue of workload. Some participants felt that the work load was less compared to their home countries because the distribution of work was good, while on the other hand some felt that they are being overworked due to the shortage of nurses at the workplace thus by the end of the day they are physically and mentally exhausted. Only one of the respondents felt that the workload varies with different departments and days, reason being that she had has worked in different units.

In addition, the organization or department systematic way of doing things is very important because it influences how heavy or easy the work feels to the workers. However, the high workload can be associated with the growing shortage of nurses in the world and job turnover.

### **Relationship with coworkers, client and family**

It was interesting to find out that the participants felt that this is a major factor that affects their job satisfaction. Reasons given were the fact that the nursing work involves interactions with others. Teamwork is very important at work place and therefore a good and a respectable relationship should be established. The key to good relationship is honesty and this builds trust among the people in the teamwork. Respect for one another and each other's opinions despite the difference in culture and beliefs should be established.

In the findings 80% of the nurses felt that there was respect for one another and despite the few arguments that may come along, work ethics were highly maintained. To improve the relationship between the workers, it is therefore essential to provide education in relation to different cultures thus promoting understanding and cultural awareness.

### **Professional growth and advancement**

In this case all the respondents felt that, their work place was providing them with an opportunity to grow, gain more skills and develop their competence in the field of specialization. They felt that every day they get to learn something new and this makes them happy and have something to look forward to the next day. With the growing technology in nursing, it provides the nurses with more opportunities to learn and explore their field more. This creates a picture indicating that the health care system in Finland not only takes care on the wellbeing of the patients but also the growth of its nurses and this is a very important issue.

## **Working environment and resources**

According to Kabir (2011), the working environment is very important and therefore should be conducive and well kept. From the findings of the study, all the respondents generally felt that the working environment was quite good. In terms of cleanliness, proper sanitation, safety and space. The working equipment was there at their disposal. They said that there was respect for one another. Nevertheless, some participants felt that the ability to equally contribute was not very visible. Mostly the decision makers are the natives in most occasions.

The environment is supposed to be clean, proper sanitation, spacious, safe, and a break room for the staff. It should have adequate working instruments. Communication should be with respect, appreciative and equal contribution. (Lephalala 2006.)

## **Culture**

According to Sammon 2009, for job satisfaction, one has to familiarize them to the community culture so as to perform as expected. The respondents claimed that the huge difference between the Finnish culture and their own culture brought some conflicts in their work places at the beginning. It was thought - provoking to find out that some respondents felt that not everyone was ready to accept and have an understanding of different cultures and this was what contributed to some working difficulties.

Cultural awareness is defined as being able to recognize, observe and being conscious of the existing similarities and differences between cultural groups (Goode 2001, revised 2006). Therefore to achieve intercultural effectiveness in a multicultural working community/ environment, the Finnish health care system should find ways to identify the level of cultural awareness among the

employees. In our opinion, the foreign nurses should strive hard to learn the new culture so as to fit in. However the natives should also be able to accept and embrace the foreign cultures and find a way to work together so as to build a mutual point in the similarities and differences, thus avoiding cultural clashes.

In addition, despite the individual cultures, the organization culture should not be forgotten. Organization culture takes into consideration particular organization values and behaviors that lead to uniqueness of the organization socially and in its environment. It further entails the organization expectations and experiences.

### **Salaries.**

One of the respondents mentioned the issue of salary. Her argument was that the salary was not that good. According to previous studies and research, we learn that employees are satisfied when their salaries are in accordance with the amount of work input. It is therefore important to increase the salary of the employees annually even if it is with small percentages as a way of motivating the workers. Shief (2008) says that organizations should try to reduce the gap between salaries for the workers with other highly paying organizations. This is to avoid any comparison between salaries earned by other workers in the same profession. According to Nel, Van Dyk, Haasbroek, Schultz, Sono, & Werner (2004:552-553), staff members compare with other employees from different organizations to what their work input is and what they earn and get from an organisation.

## **Discrimination**

As seen from the results some of the nurses said that discrimination existed at the work place. The reasons given were due to the different cultures and originality. This is one of the factors that comes out very strong and can also raise lots of different feeling from different individual. It is a factor that has been repeated in researches regarding to foreign nurses and it tends to be a very sensitive topic. According to Likupe (2006), systematic discrimination has been a persistent factor affecting foreign nurses, especially the black nurses. This research showed that the nurses were discriminated in terms of job promotions and access to opportunities for further training.

### **6.3 Credibility, dependability and transferability**

Shenton (2004) explains why the trustworthiness of a research is very essential. To ensure that the qualitative study was credible, it was made sure that the data was clear and faithful to the descriptions given. The data clearly explained the conclusion from the interpretive themes and from the grounded data. Credibility was also maintained by making sure the data used was relevant to the research questions and was consistent. In agreement with Sinkovics, Penz and Ghurai (2008), credibility is created by building on established theories and using pre-established dimensions (Potter 1996).

Transferability, also termed as fittingness of the data was put into consideration. It is promoted through ensuring that data possesses functional and conceptual equivalence: is equivalent to the research topic

(Sinkovics, Penz and Ghurai 2008). The findings from the data were ensured to be meaningful and applicable to the reader. Various contexts were identified and only data relevant to the individual contexts was used. Making sure that the reader could be able to follow the decision trail used enhanced dependability. We also ensured that the reader come up with similar conclusions as the ones we made after reading the research findings. (T. Koch 2006, 91-100.) In capturing the changing condition taking place in the setting and the study design in relation to reality promotes dependability (Marshall & Rossman, 1995).

Also, in the research a pilot study was conducted and the researchers made sure that the aims and purpose and also the research questions were easily understandable and clear. A common language for all was used to avoid misunderstandings and the participants took part in the research freely. In addition, time and place for the interviews was discussed and agreed upon the convenience of the participants. The research findings were also grouped into different themes for easier and clear understanding.

#### **6.4 Ethical considerations**

In any qualitative research, ethical issues must be well covered and respected. In health research there is a set of ethics that the researcher must follow. Moral choices have to always be made and the code of behaviour clearly established. There is a great connection between professional ethics and research ethics and no matter the circumstances ethical dilemmas will always be there. According to Beauchamp and Childress (2001) there are four major elements that the researcher must

apply in his actions and while conducting his research. These include justice, non-maleficence, beneficence and autonomy. Other important issues to consider are confidentiality, fidelity, privacy and veracity. (Holloway 2005, 17-23.)

Justice is defined as fairness and practicing equality. Autonomy in health care is termed as mandatory human rights protection (Dresser, 1998; Kvale, 1996; Munhall, 1988; Raudonis, 1992). Beneficence is described as the act of doing good and preventing harm. (Orb, Eisenhauer, Wynaden 2000.)

During this study, ethical guidelines defined by Jyväskylä University of Applied Sciences (JAMK) were followed to ensure that the rights of the nurses are not ignored or bridged. Permission and approval was attained from the study site so that the research could be done in the nursing home. Confidentiality and privacy was maintained since no names or identification numbers were given or taken. Also the participants were informed of the aims and purpose of this study. This was done through mail and face to face before they signed the consent forms. The consent forms had information regarding confidentiality, voluntary nature of the participant, rights of discontinuation and right of acquiring or asking information of results by the participants. Confidentiality, privacy and autonomy were greatly put into practice. Ensuring that the names and social security numbers of participants were kept secret and their rights are practiced did this. (<https://optima.jamk.fi/learning/id2/bin/user?rand=3265>)

## 7 CONCLUSION AND RECOMMENDATIONS

Worldwide, there has been a high shortage of nurses due to the numerous turns over among nurses in the society. There has been a high rate of immigration of nurses in search for better opportunities and work fulfilment. This study sought to find out the factors affecting job satisfaction among foreign nurses in Finland and to have a picture of the kind of work experiences they have had.

From the study, the majority of the foreign nurses have indicated a high level of satisfaction with their work regardless of the challenges and difficulties they have faced as foreign nurses. In relation to their job satisfaction, they named the following factors as being the major elements affecting their satisfaction; language barrier, cultural barriers, organisational culture, discrimination, salaries, workload, professional growth and advancement, relationship with co-workers, families and patient and communication styles.

On the other hand, in terms of experiences and expectations, the majority claim that at the beginning it was hard and difficult. However, with time it got better and easier. Generally the majority of the nurses claimed to have had great experiences in their work despite the challenges they have faced and some of which they still go through each day.

There are a few strategies that can be put into effect to improve the factors affecting job satisfaction and thus reducing the high turnover in the nursing

profession. The employers should ensure favourable policies in recruitment, selection, training, and job design and salary payment of the foreign nurses. In relation to this, adequate work force should be ensured to reduce the workload. On the other hand, programmes to educate the employees on the ways of dealing with people of different cultures should be implemented. Campaigns on cultural awareness are very essential.

Counselling sessions and also open discussions should be introduced at the work place. This will give an opportunity for the nurses to express their feeling freely. Above this proper job orientation should be given to the foreign nurses. The nursing managers should motivate the nurse to take part in various educational programmes. Professional development of the nurses should also be made a major role of the employers and the hospital administration. We would also recommend a larger research to be done since we only dwelt with one institution.

## 8 REFERENCES

Alison E. While and K. Louise Barriball 2005. Job satisfaction among nurses: literature review. *International journal of nursing studies*, Volume 42, Issue 2, February 2005, Pages 211–227, Accessed 12<sup>th</sup> November 2012.

<http://www.sciencedirect.com/science/article/pii/S0020748904001592>

Although many critics are reluctant to accept the trustworthiness of

Barbara DiCicco-Bloom, Benjamin F Crabtree 2006. The qualitative research interview, *Medical education* Volume 40, Issue 4, 314-321, Accessed 6<sup>th</sup> November 2012. <http://onlinelibrary.wiley.com/doi/10.1111/j.1365-2929.2006.02418.x/full>

Andrew K. Shenton 2004. Strategies for ensuring trustworthiness in qualitative research projects, *Education for Information* 22 (2004) 63–75 63, Northumbria University, Newcastle upon Tyne, NE1 8ST, UK Received 14 November 2003, Accepted 6 January 2004. Accessed 25<sup>th</sup> October 2013.

[http://www.angelfire.com/theforce/shu\\_cohort\\_viii/images/Trustworthypaper.pdf](http://www.angelfire.com/theforce/shu_cohort_viii/images/Trustworthypaper.pdf)

Angelica Orb, Laurel Eisenhauer, Dianne Wynaden 2001. Ethics in Qualitative Research, *Journal of nursing scholarship*, 2000; 33:1, 93-96. ©2001 sigma theta tau international. Accessed 25<sup>th</sup> October 2013.

<http://www.columbia.edu/~mvp19/RMC/M5/QualEthics.pdf>

Charles Tiffin 2012. Beyond the bedside: The changing role of Today's nurses. Accessed 12<sup>th</sup> March 2013.

[http://www.huffingtonpost.com/charles-tiffin-phd/nursing-school\\_b\\_1384285.html](http://www.huffingtonpost.com/charles-tiffin-phd/nursing-school_b_1384285.html)

Demetrius Madrigal and Bryan McClain 2012. Strengths and weaknesses of quantitative and qualitative research. Accessed 16<sup>th</sup> October 2013.

<http://www.uxmatters.com/mt/archives/2012/09/strengths-and-weaknesses-of-quantitative-and-qualitative-research.php>

Dr. Kielborn Summer 2001. Powerpoint: Characteristics of qualitative research. EDRS 6301-05. Accessed 25<sup>th</sup> October 2013.

[www.westga.edu/~kielborn/QualitativeResearch.ppt](http://www.westga.edu/~kielborn/QualitativeResearch.ppt)

Ellen Taylor Powell and Marcus Renner 2003. Analyzing qualitative data, University of Wisconsin. Accessed 17<sup>th</sup> October 2013.

<http://learningstore.uwex.edu/assets/pdfs/g3658-12.pdf>

Elli Heikkilä and Selene Peltonen 2002. Immigration and integration in Finland, PG 3-10, Institute of migration, Turku. Accessed 12<sup>th</sup> November 2012.

[http://www.migrationinstitute.fi/articles/069\\_Heikkila-Peltonen.pdf](http://www.migrationinstitute.fi/articles/069_Heikkila-Peltonen.pdf)

Gay I. Sammons May 2009. A comparison of factors affecting job satisfaction of nurses in Oklahoma public hospitals with hospitals' recruitment and retention priorities Accessed 16<sup>th</sup> March 2013

<http://dc.library.okstate.edu/utills/getfile/collection/dissert/id/73597/filename/74288.pdf>

Hannele Välipakka January 2013. International nurses experiences and perceptions of their work orientation in Finnish health care, Masters thesis. Accessed 19th September 2013.

<https://jyx.jyu.fi/dspace/bitstream/handle/123456789/40989/URN:NBN:fi:jyu-201302261269.pdf?sequence=1>

[http://books.google.fi/books?hl=en&lr=&id=qXAwqGCl9rMC&oi=fnd&pg=PR1&dq=ethical+considerations+qualitative+research+method+in+health+care&ots=8ciZl1vQjx&sig=AEe23yZL43wo62H3R6f4Ln-sBsY&redir\\_esc=y#v=onepage&q=ethical%20considerations%20qualitative%20research%20method%20in%20health%20care&f=false](http://books.google.fi/books?hl=en&lr=&id=qXAwqGCl9rMC&oi=fnd&pg=PR1&dq=ethical+considerations+qualitative+research+method+in+health+care&ots=8ciZl1vQjx&sig=AEe23yZL43wo62H3R6f4Ln-sBsY&redir_esc=y#v=onepage&q=ethical%20considerations%20qualitative%20research%20method%20in%20health%20care&f=false)

[http://books.google.fi/books?hl=en&lr=&id=8AP3sCg1kdYC&oi=fnd&pg=PR1&dq=qualitative+research+method+in+health+care&ots=4vt8t3eTzz&sig=O1QpWf00GstpE99ArHcl5x-qCZY&redir\\_esc=y#v=onepage&q=qualitative%20research%20method%20in%20health%20care&f=false](http://books.google.fi/books?hl=en&lr=&id=8AP3sCg1kdYC&oi=fnd&pg=PR1&dq=qualitative+research+method+in+health+care&ots=4vt8t3eTzz&sig=O1QpWf00GstpE99ArHcl5x-qCZY&redir_esc=y#v=onepage&q=qualitative%20research%20method%20in%20health%20care&f=false)

Immy Holloway 2005. Qualitative research in health care. Ethical issues in qualitative health research. Pg 17-23. Accessed 30th October 2012

[http://books.google.fi/books/about/Qualitative\\_Research\\_in\\_Health\\_Care.html?id=G7OhOS2XrVYC&redir\\_esc=y](http://books.google.fi/books/about/Qualitative_Research_in_Health_Care.html?id=G7OhOS2XrVYC&redir_esc=y)

Immy Holloway, Stephanie Wheeler 2009. Qualitative research in nursing and health care. 3rd Edition, Chapter 1, page 1-4. Accessed 30th October 2012.

[http://books.google.fi/books/about/Qualitative\\_Research\\_in\\_Nursing.html?id=FtsDuNu8RuYC&redir\\_esc=y](http://books.google.fi/books/about/Qualitative_Research_in_Nursing.html?id=FtsDuNu8RuYC&redir_esc=y)

Introduction to the Nursing Profession May 2010. Nursing an evolving profession. Accessed 25th March 2013.

[http://www.mhprofessional.com/downloads/products/0071495703/01-vaughans\\_ch01.pdf](http://www.mhprofessional.com/downloads/products/0071495703/01-vaughans_ch01.pdf)

Kalisch BJ, Lee H and Rochman M 2010. Nursing staff teamwork and job satisfaction. *Journal of nursing management* 18, 938–947. Accessed 16th October 2013.

[http://deepblue.lib.umich.edu/bitstream/handle/2027.42/84371/Nursing\\_?sequence=1](http://deepblue.lib.umich.edu/bitstream/handle/2027.42/84371/Nursing_?sequence=1)

Kari Zizzo 2009. Job satisfaction comparison between foreign educated nurses and US educated nurses, Master thesis. Accessed 14th September 2013.

<http://digitalscholarship.unlv.edu/cgi/viewcontent.cgi?article=1100&context=thesesdissertations>

Hwang J.-I., Lou F., Han S.S., CAO F., KIM W.O. & LI P 2009. Professionalism: The major factor influencing job satisfaction among Korean and Chinese nurses. *International nursing review* 56, 313–318. Accessed 16th October 2013.

<http://people.stfx.ca/x2009/x2009gxm/research%20methods/professionalism%20korea.pdf>

Kirsi Markkanen and Soile Tammisto, February 2006, Tehy survey on multiculturalism, Immigrants at the workplace in healthcare sector. Accessed 28<sup>th</sup> March 2013.

<http://www.tehy.fi/@Bin/45364/MaahanmuuttoselvitysB5.pdf>

Likupe G 2006. A journal of clinical nursing, Experiences of African nurses in the UK National Health Service: a literature review. Accessed 18<sup>th</sup> March 2013.

<http://web.ebscohost.com.ezproxy.jamk.fi:2048/ehost/pdfviewer/pdfviewer?sid=289bfd5-77c4-4b8c-bcef-bf4bec36e191%40sessionmgr11&vid=3&hid=14>

Marilyn Shief Ipt 564 motivation in ipt Boise state university fall, 2008. Motivation and job satisfaction. Accessed 16<sup>th</sup> March 2013

[http://edtech2.boisestate.edu/shiefm/portfolio/learner%20motivation\\_ip564\\_.pdf](http://edtech2.boisestate.edu/shiefm/portfolio/learner%20motivation_ip564_.pdf)

Martin N. Marshall, 1996. Sampling for qualitative research. Family practice, Volume 13, 6, 522-525. Accessed 30<sup>th</sup> October 2012.

<http://blsciblogs.baruch.cuny.edu/com9640/files/2010/08/qualsampling.pdf>

Masroor A. M., Fakir M. J. 2009. Level of job satisfaction and intent to leave among Malaysian nurses. Volume 3, No. 1, Article 10, Accessed 12<sup>th</sup> November 2012.

[http://www.saycocorporativo.com/saycoUK/BIJ/journal/Vol3No1/Article\\_10.pdf](http://www.saycocorporativo.com/saycoUK/BIJ/journal/Vol3No1/Article_10.pdf)

Mateja Lorber, Brigita Skela Savic 2012. Job satisfaction of nurses and identifying factors of job satisfaction in Slovenian Hospitals. Croat. Medical journal, volume 53(3) issue 263:270. Accessed 10th September, 2013.

<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3368291/>

Michael Quinn Patton and Michael Cochran 2002. A guide to using qualitative research methodology. Accessed 16<sup>th</sup> October 2013.

<http://fieldresearch.msf.org/msf/bitstream/10144/84230/1/Qualitative%20research%20methodology.pdf>

Mireilla Kingma 2007. Nurses on the move; a global overview. Health services research, volume 42, series 3p2, published March 2007, accessed 12<sup>th</sup> November 2012.

<http://onlinelibrary.wiley.com/doi/10.1111/j.1475-6773.2007.00711.x/pdf>

M Nurul Kabir and Mosammod Mahamuda Parvin: Corresponding Author, December 2011. Factors affecting employee job satisfaction of pharmaceutical sector, Australian Journal of Business and Management Research Vol.1 No.9 [113-123]. Accessed 25<sup>th</sup> October 2013.

[http://www.ajbmr.com/articlepdf/AJBMR\\_19\\_23i1n9a13a.pdf](http://www.ajbmr.com/articlepdf/AJBMR_19_23i1n9a13a.pdf)

Nursing crib, April 2008. Roles and Responsibilities of a nurse. Accessed 4<sup>th</sup> March 2013.

<http://nursingcrib.com/nursing-notes-reviewer/roles-responsibilities-of-a-nurse/>

Nursing theories; Transcultural Nursing, Updated January 26 2012. Accessed 12<sup>th</sup> November 2012.

[http://currentnursing.com/nursing\\_theory/transcultural\\_nursing.html](http://currentnursing.com/nursing_theory/transcultural_nursing.html)

N. Van Saane, J. K. Sluiter, J. H. A. M Verbeek and M. H. W Frings-Dresen 2003. Reliability and validity of instruments measuring job satisfaction- a systematic review, Occupational medicine; 53: 191-200, Downloaded from <http://occmmed.oxfordjournals.org/> at Jyvaskylan yliopisto / Kirjasto - kausijulkaisut on November 8, 2012

<http://occmmed.oxfordjournals.org/content/53/3/191.full.pdf>

Patricia M. Schiwirian June/July 2013. Informatics and the Future of nursing: Harnessing the power of standardized nursing terminology. Accessed 14<sup>th</sup> September 2013.

[http://www.asis.org/Bulletin/Jun-13/JunJul13\\_Schwirian.html](http://www.asis.org/Bulletin/Jun-13/JunJul13_Schwirian.html)

Pertti Jokivuori, December 2009. Healthcare union advises caution when recruiting nurses from abroad: Nurse shortage in public healthcare. Accessed 5<sup>th</sup> March 2013.

<http://www.eurofound.europa.eu/eiro/2009/10/articles/fi0910039i.htm>

Peter Woods 2006. Qualitative research, Faculty of education, University of Plymouth. Accessed 16<sup>th</sup> October 2013.

<http://www.edu.plymouth.ac.uk/resined/qualitative%20methods%202/qualrsh.htm#Interviews>

Rasekhuta phillistus lephalala June 2006. Factors influencing nursing turnovers in selected private hospitals in England miss. Accessed 16th March 2013

<http://uir.unisa.ac.za/bitstream/handle/10500/2232/dissertation.pdf?sequence=1>

Raymond Opdenakker, September 2006. Advantages and disadvantages of four interview techniques in qualitative research. Journal on Qualitative social research 7, 4, Art. 11. Accessed 16<sup>th</sup> October 2013.

<http://www.qualitative-research.net/index.php/fqs/article/view/175/391%26sa%3DU%26ei%3DFdsJTdDCGYOnrAer0YjVDg%26ved%3D0CP4BEBYwXg%26usg%3DAFQjCNEsC2J0wILvNuH7LEhQaA2znBkKvw>

Reshma Jirage 2013. Qualities of a good nurse. Accessed 15<sup>th</sup> March 2013.

<http://www.buzzle.com/articles/qualities-of-a-good-nurse.html>

R Maniram 2007. An investigation into the factors affecting job satisfaction at the KwaZulu Natal Further Education and Training College – SWINTON Campus. Division of Management Science, UNISA. Accessed 25<sup>th</sup> October 2013.

<http://uir.unisa.ac.za/bitstream/handle/10500/2311/dissertation.pdf;jsessionid=3C393218189E9329D72EE3BAEFBD25E8?sequence=1>

Rudolf R. Sinkovics, Elfriede Penz, Pervez N. Ghauri 2008. Enhancing the Trustworthiness of Qualitative Research in International Business, MIR 48 (2008) 6:689-714. Accessed 25<sup>th</sup> October 2013.

Sally Thorne 2000. Data analysis in qualitative research. Evidence based nursing 3,3,68-70. Accessed 6th November 2012.

<http://bmj-ebn.highwire.org/content/3/3/68.full>

Sobia Irum, Kamran Ahmed, Afshan Sultana and Nasir Mehmood (Corresponding author) 2012. A study of factors affecting job satisfaction (Evidence from pakistan) Interdisciplinary journal of contemporary research in business Copyright © 2012 institute of interdisciplinary business research 673, Vol 4, No 6. Accessed 25<sup>th</sup> October 2013.

<http://journal-archieves24.webs.com/673-684.pdf>

Tina Koch 2006. Establishing rigour in qualitative research: the decision trail. Journal of Advanced nursing, volume 53, issue 1, 91-100. Accessed 6<sup>th</sup> November 2012.

<http://onlinelibrary.wiley.com/doi/10.1111/j.1365-2648.2006.03681.x/full>

U.H. Graneheim, B. Lundman 2004. Qualitative content analysis in nursing research: concepts, procedures and measures to achieve trustworthiness. Nursing education today 24, 105-112. Accessed 6th November 2012.

[http://intraserver.nurse.cmu.ac.th/mis/download/course/lec\\_566823\\_Graneheim%20-%20Jan%2025.pdf](http://intraserver.nurse.cmu.ac.th/mis/download/course/lec_566823_Graneheim%20-%20Jan%2025.pdf)

## 9 APPENDIX 1

### GUIDING QUESTION FOR THE INTERVIEW

#### JOB EXPERIENCE

1. Briefly describe your experience as a foreign nurse in Finland?
2. What kind of expectations did you have when you started working in Finland?
3. What are your feelings towards your job?
4. What are your attitudes towards your job?
5. What is your opinion on the future of your job?
6. Where do you see yourself in a few years?

#### FACTORS INFLUENCING SATISFACTION

7. What factors have influenced your satisfaction at work?

What about?

- ❖ Cultural barriers?
- ❖ Language?
- ❖ Work schedule?
- ❖ Workload?
- ❖ Your professional growth and advancement?
- ❖ Working environment (social, physical and environmental)?
- ❖ Relationships with co-workers, doctors, clients and clients family?
- ❖ Organization and administration policies?
- ❖ Your achievements?
- ❖ Communication style (Foreign-Finnish and Foreign-Foreign nurses)?
- ❖ Personal factors

## 10 APPENDIX 2

### JOB SATISFACTION AMONG FOREIGN NURSES IN FINLAND STUDY CONSENT FORM

Hey,

We are conducting a research to be able to understand the experiences of the foreign nurses working in Finland and also to find out the factors that affect job satisfaction among the foreign nurses. We are therefore kindly requesting you to take part in this research. However, please read the contents of this form before you sign and agree to take part and feel free to ask any questions.

#### PURPOSE AND AIMS OF STUDY

The purpose of this study is to find out the factors that influence job satisfaction and also to be able to understand the experiences of the nurses in a foreign country. Participants in this study must have work experience of more than one year.

#### RESEARCH

We are going to conduct individual interviews for the participants. The interview contains open ended, themed questions. There are two major themes: job experience and factors influencing job satisfaction. The questions will be based on these two themes. Each interview will take approximately 30 minutes.

#### ROLES AND RIGHTS

Ethical considerations of confidentiality, privacy and autonomy will be practiced. No names or social security numbers will be given up. The records and tape recorder will be safely stores and destroyed after the research analysis is complete and only researcher will have access to it. The participation is also voluntary and one can decide not to participate or pull out of the research at any time.

#### STATEMENT OF CONSENT

I have read the above information, and have received answers to any questions I asked. I consent to take part in the study.

Your Signature \_\_\_\_\_

Date \_\_\_\_\_

Your Name

\_\_\_\_\_

In addition to agreeing to participate, I also consent to having the interview tape-recorded.

Your Signature \_\_\_\_\_

Date \_\_\_\_\_

Signature of person obtaining consent \_\_\_\_\_

Date \_\_\_\_\_

Name of person obtaining consent \_\_\_\_\_

Date \_\_\_\_\_

The researcher will keep this consent form for at least 3 months beyond the end of the study.