

**EXPERIENCES OF IMMIGRANT WORKERS IN
FINNISH LABOR MARKET**

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ABSTRACT

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The study describes the integration into the Finnish labor-market entirely as a process, initially, there was an assessment about the experiences of immigrant workers in the labor market. However, it acknowledged immigrant worker own past professional and skills, in terms of education and language skills. It was done in collaboration with Hakunila International Organization. However, the study wanted to answer the questions of how do immigrant workers describe their work experiences at the moment in terms of accomplishment of daily duty, interaction with co-workers and in terms of their job satisfactions and what are their coping strategies. This piece of work reviewed previous literatures on the right of immigrant workers in Finland and abroad.

Qualitative methods are used in the form of Focus group discussion conducted among five immigrant workers in community center. Contents analysis was employed to analyse data collected from the focus group discussion. This study work aims to understand some of the main challenging areas when adapting into work life in Finnish labor market. It seeks to focus on immigrant who obtained profession in their country of origin as well as in Finland, the study was not focusing only on immigrant who obtained higher education followed by employment and career start in Finland. It also describes how these immigrants' managed to gained advantage from their professions.

The result of this study was based on data collected from small fraction of immigrant workers in Vantaa, for this reason, the result cannot be generalized. Moreover, the result of this study also shows that most of the problems immigrant workers encountered in the labor market are associated with insufficient language skill, lack of relevant work experience, low motivation, cultural differences, and lack of self confidence at work.

Keywords: Immigration; Discrimination; Equality; Working environment. Immigrant Worker.

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1 INTRODUCTION

This chapter presents relevant information to immigrant workers in the Finnish labor market from national and international perspective and its significance to this study through more recent research concerning immigrant workers. The background of the study presented in this chapter including aim and objective of this study work.

According to the recent opinion poll people's attitudes towards immigrants workers has yet again become more critical. At first the results of the opinion poll most likely reflected to the current problem of growing number of refugees and asylum seekers moving to Finland, and this is why most people might feel the immigration and its related issues all should be of secondary importance compare to the economics of the country, Kettumäki (2015) having vivid understanding of consequences and harm of discrimination against immigrant workers, it is absolutely necessary that there should be an outlook of the problem of discrimination in the Finnish labor market and how to capitalize the potential in immigrant workers. The society needs to change the way how immigrant workers are understood. One would argue that labor immigration is not only to replace labor shortage but also to strengthen the Finnish knowhow. Immigrant workers should be welcomed by the society to establish new start up, to create new jobs and to maintain international network as well.

The topic was chosen because it is very current and relevant for immigrant workers in Finnish labor market. It sounds obvious to state that everyone deserves to work in an environment that is free from all forms of discrimination, harassment, victimization and bullying, regardless of individual's background but unfortunately this is not always the reality once you start to delve behind the scene of the workplaces. According to Yijälä and Nyman (2017), the negative attitudes and behaviors of some employers are not making the task any easier for the immigrant workers in the labor market

The question of employment is taking on decisive place in the policy of integration of immigrant workers. No integration has any prospect of success if the people concerned are not employed or are not promoted to position which are in line with their capabilities. It has been shown in a number of research studies that immigrant workers are con-

fronted with numerous problems in the labor market, and when compared with native employees- are, from many points of view, at a disadvantaged (International Labor Office Staff 2000, 28).

1.1 Aim and objective

The aim and objective of this study was to describe the integration in to the Finnish labor market entirely as a process starting from integration period to working life the study initially assesses the experiences of immigrant workers in the Finnish labor market. The study acknowledged immigrant workers' own past professions and skills, in terms of education and language skills as these can bring a conflict of values into the problems and resistance, and it can cause delay in achieving a well-paying job.

Hence the study aims to understand the main challenging areas when adapting into Finnish society and work life in Finnish labor market. The study seeks to focus on immigrant who obtained profession in their country of origin as well as in Finland; the study work did not focused only on immigrant who obtained higher education followed by employment and career start in Finland. It observes how these immigrants' managed to gain advantage on their professions. The research questions for this study are at the following:

1. How do immigrant workers describe their work experiences at the moment in terms of accomplishment of daily duties, interaction with co-workers and in terms of job satisfactions?
2. What are the immigrant-workers coping strategies at work?

1.2 Research environment

The research location was in the capital area, main focus of attention was Hakunila major region and its immigrant workers which include both immigrants lived and worked in Hakunila region, as well as immigrants lived in Hakunila and worked outside Hakunila major region. Vantaa is the fourth biggest city in Finland with the total number of 223,027 residents. Approximately 16.6%-more than 36,000 of the total population of Vantaa city represents foreign language speakers, and 11, 2% foreign national, the total number of residents in the research area was divided by section in Figure 1.

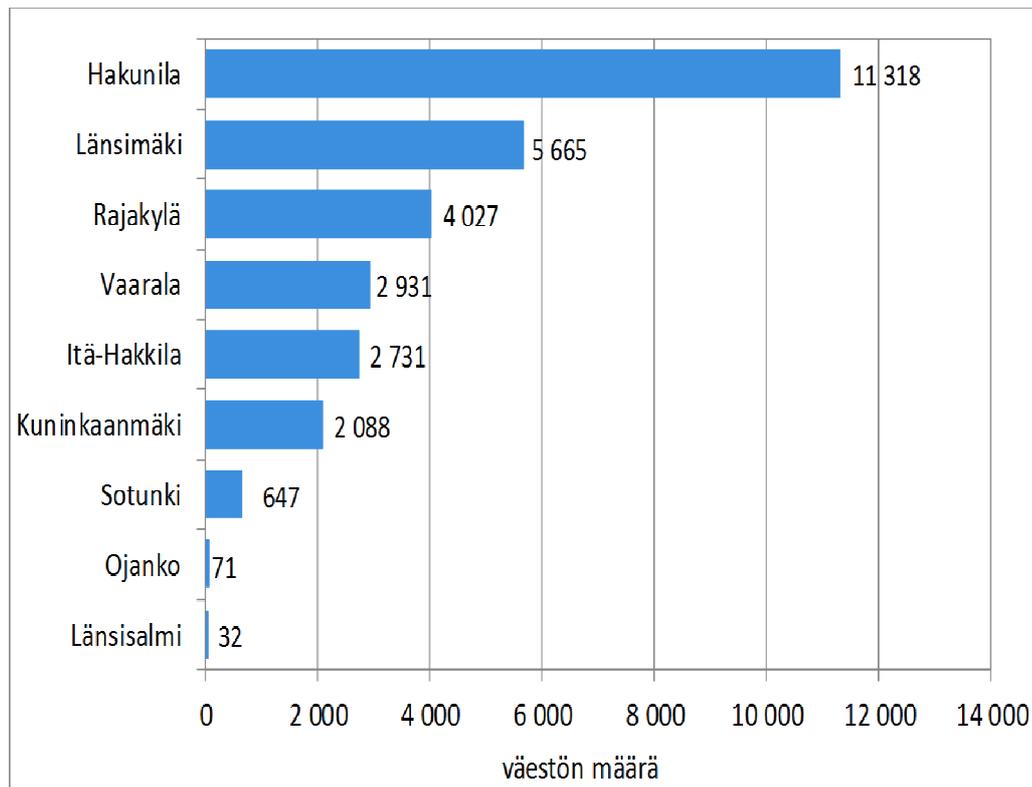


Figure 1: presents focus of attention for this study work in Hakunila major region. (1.1.2017 Statistic Finland).

There are numerous researches on the subject regarding immigrant workers but the precise content maybe differs. Whilst issues related to employment of economic, social and

cultural right, are particularly crucial for everyone including immigrant workers, very often they are confronted with many different types of discrimination on the labor market. In many cases and from the perspective of the society immigrants are well integrated into the labor market as well as to the society, but those immigrant workers that are working in the formal sectors and those in an irregular situation are often among the most vulnerable groups in the labor market (Healy 2007, 254).

It is important that the needs of the immigrant population are considered in the organization of public services and that; immigrants are offered activities and services helping them to integrate into Finnish society. These also help immigrant integration and strengthen social cohesion; integration can only succeed if everybody is committed to nondiscrimination and immigrants are accepted as member of society (Ministry of Economic Affairs and Employment Finland 2017).

Just like with any other capital pouring into Finland, Finnish people need to learn to consider immigrant workers as a societal resources rather than a risk threatening the Finnish sovereignty. The Finnish society needs to create a new kind of self -confidence regarding the culture strengths and communicates it especially to those the society received laborer high skilled workforce and new ideas to increase and strengthen Finnish knowhow and improves competitiveness on the global market. If the courageously welcoming immigrant workers there is a possibility to guarantee of population growth and thus keep the wheels of the society running (Siivonen 2015, 25-26)

It is important to appreciate and value all workers' different set of skills and abilities, and utilizing their differences for the best personal outcome and for the organization results is important. Offering fairness courteous and equal opportunities to all workers, full embracing the principles that workers will be treated with fairness, that a working environment is created and fostered where people of all backgrounds and experience feel valued and appreciated. Hardcastle (2011, 289). This is also essential for the organization better results and productivity.

1.3 Hakunila International Organization

When talking about Vantaa's over growing multicultural scenery, this organization is a plausible one to start from. Ten different nationalities are represented in its council and cooperation with the city of Vantaa is continues and productive. According to the executive manager of the organization who thinks the purpose of the Organization has somewhat changed since it was established, and this is partly because even in ten years many situation has gotten better and problems faced by immigrant have become somewhat different (Hakunila International Organization)

To start with this organization, it was founded to represent different cultures and to arrange different types of occasions, where these cultures could represent themselves. Main participants of Hakunila International Organization are the youth, immigrants and Finnish people located within in and around Vantaa region.

The service they provide was obviously true to the participants they work with. The association is led by an elected board for one-year period and the members of the board are the chairman and eight to ten actual members and eight to ten substitutes. The substitutes have always right to participate in board meetings. Almost every board member comes from different ethnic backgrounds. In addition to the formal board function, each member is in charge for his or her own ethnic activities. The chair person for this association at the moment is a European immigrant; the intention is to help all to function according to their own cultural ways, however, in collaborations with other cultural groups in the society. In 2007, the organization opened a Youth café in Tikkurila, the center of Vantaa city. The center provides meeting ground for both immigrants and Finnish youth who independently plan and organized their activities, such as sport, art, music, and dance (Hakunila International Organization).

Youth leaders also participate to organize discussion evenings such as racism, human rights, and anti-drugs and violence. There is also a possibility for organizing and participating in the youth programs organized by the council of Europe and other EU youth programs

In addition, intercultural and interreligious dialogues between the various groups are one aspect of their work. The executive manager sees the organization as a communication channel between societies and cultural traditions. The organization still exists because the city is becoming more actually diverse and they need something to represent the entire people, and this requires various methods to be adopted to meet its obligations. They organized multicultural activities such as panel discussion, lectures, courses, and clubs for children, excursion trips and exhibitions (Hakunila International Organization).

1. 4 Immigrant worker and community development

Immigrant-worker is a person who migrates from one country to another with a view of being employed otherwise than on his or her own account. This definition was broad enough to cover irregular entering and stay migrants as well as those who enter and reside in the country with the authorization of the state (International Labor Office Star 2000, 9).

The study includes immigrant workers who obtained high education from their home country of origin and in Finland, those who worked at primary labor market which consist of more desirable jobs with greater security, high pay and benefits. Some of the immigrant workers entering in this primary labor market are highly educated, skilled with qualified professional background. Including immigrant workers who worked at secondary labor market which consists of incorporation more typical for immigrant with lower level of education and few job skills, jobs in this sector are less desirable and command with lower pay and little security, which include domestic work, construction site cleaning, and cleaning jobs. According to Healey (2007,253) "Primary labor market consists of more desirable jobs with greater security, high pay, and benefits, immigrants entering this sector tend to be highly educated, skilled professionals and business people. Secondary labor market is made of incorporation is more typical for immigrants with lower level of education and fewer job skills"

In this study community development was considered as providing detail insights regarding immigrant's current working condition in the labor market in order to promote

justice and equality within the communities. However, advocating for minority groups could easily help in organization development which can be done by helping different groups and bodies to evolve a form that could enable community members to achieve their goals.

According to International Labor Office Staff, no integration has any prospect of success if the people concerned are not employed or are not promoted to position which are in line with their capabilities. It has been shown in a number of research studies that immigrant-workers are confronted with numerous problems in the labor market, and when compared with indigenous employees- are, from many points of view, at a disadvantaged (International Labor Office Staff 2000, 98).

Community development work strives to alleviate poverty and to work with vulnerable people, minority groups and oppressed people in order to promote social inclusion in a community. The profession grew out of humanitarian and democratic ideals, and its values are based on respect for equality, justice, worth and dignity for all people in societies as well as workplaces without any pre-judgement, and stereotype based on their color of skin or their immigrant status. However, since recent immigration there has been increasing concern about the changing nature of the labor-market with a significant growth in precarious employment and what some may refer to as contingent labor-market. This trend particularly impacts on immigrant-workers and people with foreign background in many societies today (Community development and Social cohesion).

2. DEFINITION OF KEY CONCEPTS

This chapter defines and explains key terms and concepts of this study, the chapter highlight some of the key principles and policies in regard to immigrant-workers in Finland and in Europe as a whole. It also explains some of the strategies on how to boost productivity from different perspective as well as anticipation in industry sectors.

2.1 Immigration and Finnish labor market

The Finnish labor market shows positive sign across the board employers indicate the strongest hiring intentions in five years, unemployment has fallen including the amount of people in long-term and disguised unemployment and amount the highly educated. According to the information given by Ministry of Economic Affairs and Employment (2017), unemployed foreigners amount the jobseekers, foreign citizens totaled 37,200 this figure is down 3,700 from the previous year. Payroll increases are anticipated in all four regions and in industry sectors.

Finland will need more young immigrants planning to settle in Finland. They are accounted for as one of the key factors in reinforcing the Finnish workforce. Especially labor immigrants are needed in social and health sector where the labor shortfall is estimated to be 20,000 employees by the year 2025 (Ministry of Interior, 2013).

From the economic perspective many viewed immigration as humanitarian crisis while some viewed it as challenge and threat, but the economists tend to see a large influx of immigrants not as an obligation or threat but as an opportunity (Messina 2007, 146). Especially in recent time Europe faces a major demographic challenge as the population is aging rapidly in many European countries including Finland. Recognizing the skills and knowhow is not about a desire and willingness to do so but about contrasting the education and qualification of immigrants into Finnish education system. There can be rather strict regulations especially if the person is planning to practice a performance, or if there are competence requirements set by Finnish law. In this case National Board of Education is the responsible body (Messina 2007, 146).

The constitution of Finland Section 6 basic rights and liberties, everyone is equal before the law. No one shall, without an acceptable reason be treated differently from other persons on the ground of sex, age, origin, language, religion, conviction, opinion, health, disability or other reason that concern his/her person. Equality of the sexes is promoted in societal activity and working life especially in the determination of pay and other terms of employments, as provided in more detail by an Act (Ministry of Justice)

Section 18- The right to work and freedom to engage in commercial activity is clearly explained in this Act. Everyone has the as provided by an Act to earn his or her livelihood by the employment, occupation of commercial activity of his or her choice. The public authorities shall take responsibility for the protection of the labor force. The public authorities shall promote employment towards guaranteeing everyone the right to work. Provision on the right to receive training that promotes employability are lay down by an Act. No one shall be dismissed from employment without a lawful reason (Ministry of Economic Affairs and Employment).

An example from Denmark suggests a refugee's influx and impacts at workplace diversity can boost productivity from different perspectives. In this analysis the researcher first tested how non-college educated native workers responded to an increase of immigrant-workers in the country. The research finds that especially the native workers who moved across the establishments, refugees-country spurred significant occupational mobility and increased specialization into complex jobs using more intensively analytical and communication skills and less intensively manual skills. This upgrade to less manual intensive and more complex jobs was accompanied by a significant wage increase. Certainly, the high job mobility facilitated by the flexibility and competitiveness of the Danish labor market, were key catalyst for the observed native workers' response (Immigrant and job mobility help low-skill workers)

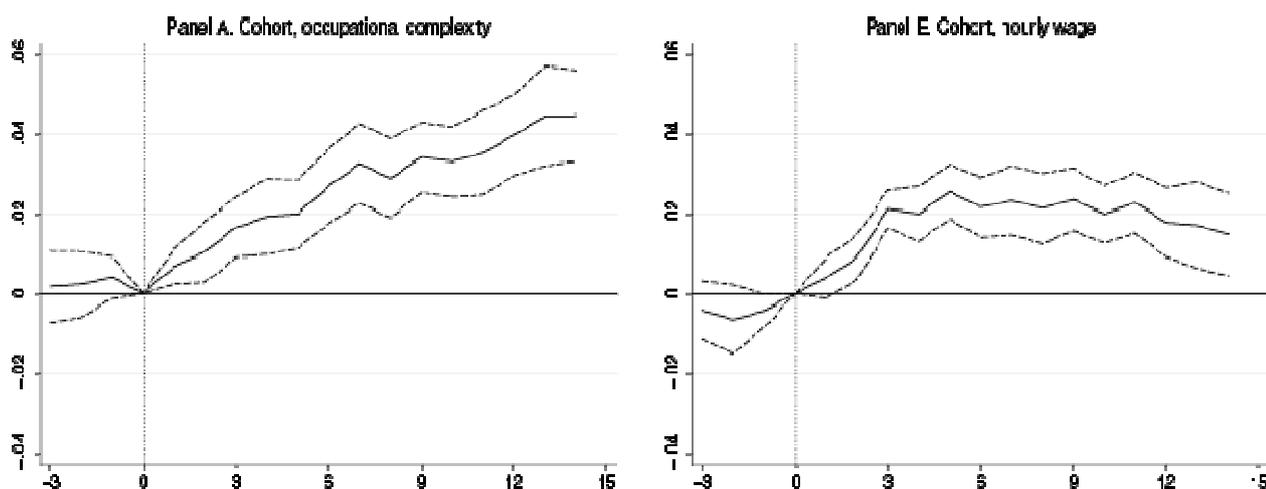


Figure 2: Positive impact on the workplaces in Demark by the refugee's influx from different perspective.

According to Figure 2, any labor market that encourage occupational mobility and allows low-skilled immigrants can generate an effective mechanism to produce upward wages and mobility of less educated natives especially the young and low-tenure ones. Founded upon the evidence to be presented, the researcher argues that the puzzle of interstate cooperation on immigration policy should be viewed through the lens of a predominantly rational, state centered perspective. It central argument is that the initiative towards the greater cooperation on immigration policy among EU member states within the decision-making frame work of both intergovernmentalism and supranationalism can be understood against the backdrop of the national interest and political pressure that are propelling each member state along the path of cooperation and collective actions. Several assumptions underpin this argument. (Messina 2007, 142)

Finnish collective agreement act contains the central principles of collective bargaining, a collective agreement within the meaning of this act is any agreement concluded by one or more employers or registered associations of employees, concerning the conditions to be complied with in the contracts of employment or in employment generally. The act provides guarantees and determines employee's benefits, the act contains obligation to maintain peace at work. All employment contracts involve the collective agreement in Finland (Ministry of Justice)

2.2 Discrimination

There are many different forms of discrimination today exist in the workplaces some are direct discrimination, and some are indirect discrimination. However, all forms of discriminations produce unequal effects that place the victims of discrimination in situation of disadvantage impairing their access to opportunities for employment in many ways. Let alone the equality of treatment at workplace the action can also be translates into lower motivation for work and performance at work leading to lower labor productivity and tension at workplace, with negative results for a particular workplace's overall performance outcomes (Ministry of Employment and the Economy 2012).

Discrimination in the workplace is defined as any distinction, exclusion or preference made on the basis of race, color, sex, religion, political opinion, national extraction or social origin which has the effect of nullifying or impairing equality of opportunity or treatment in employment or occupation. In many cases discrimination may occur when looking for a job, when on the job and sometime even upon leaving. Discrimination is a differential and less favorable treatment of certain individuals because of the above-mentioned characteristic, regardless of their ability to fulfill the requirement of the particular job (International Labor Office Staff 2000, 28-32).

Having the breadth and scope of understanding of discrimination in the workplace, the main consensus here is that discrimination at work is violation of human right that entails a waste of human talents, with detrimental effect on productivity and economic growth. This generates social economic inequalities that undermine social cohesion and solidarity and act as a break on reduction of poverty. There is also an agreement that promoting equality of opportunity and equality of treatment is necessary in order to move forwards with the elimination of discrimination in law and in practices in every workplace regionally and nationally. Although the contention that an individual who acting alone or in groups, who act in way is discriminatory, their actions and attitudes maybe encouraged or endorsed by many other employees, institutions and even organizations (Wrench 2007, 114).

Discrimination is simply defined as harmful actions towards others because of their ethnicity, nationality, color, language ability, accent, and immigrant status. Thus, research shows that discriminatory practices persist in these domains and manifested in variety of ways, despite the recommendation of range of measures that can make positive contribution towards preventing all forms of discriminations at workplaces in every municipality these includes, standard component of an organizational equal opportunities policies (Wrench 2007, 115).

Many immigrant workers struggle to extract themselves from situation of discrimination in every turn in their daily lives which is impossible ambition for them. Despite all of these challenges and setbacks there has been and continues to be rejection of discrimination. It is also possible to extrapolate from the above discrimination definition of how institution and workplaces could, by omission and commission, discriminate through their systems, cultures, and processes. It is well recognized that all workplaces and institutions often a period of time develop ethos, values and cultures that transcend the people that work within a particular workplace explore the way that workplaces or institutions develop cultural patterns that enable its member to work as a group and get together. Workplaces develop a patterns and ways of doing things that enable all employees to function in according to the anti-discrimination policies at the workplace (Wrench 2007, 114).

It is clear from the above explanation that only deliberate policy interventions by the State, the social partners and other stakeholders can effectively overcome structural discrimination, along with direct and indirect discrimination. Because of all of these one can definitely say that equality at work therefore is not just about prohibiting discrimination, it is about changing the status quo and transforming the workplace to make it more inclusive (Wrench 2007, 112). How much change is desirable, in what respect and by when must be determined at national level according to each country possibility and bearing in mind cultural and social sensitivities in the country.

The Non-Discrimination Act, the purpose of this Act is to promote equality and prevent discrimination as well as to enhance the protection provided by law to those have been discriminated against; the Act applies to both public and private activities. Section 8 of

this Act explains the prohibition of discrimination in Finland. According to this Act, No one shall be discriminated against on the basis of age, origin, nationality, language, religion, belief, opinion, political activity, family relationship, state of health, disability, sexual orientation, or another personal characteristic. Discrimination is prohibited regardless of whether it is based on fact or assumption concerning the person him/herself or another person. In addition to direct and indirect discrimination, harassment, denial of reasonable accommodation as well as an instruction or to discriminate constitute discrimination as referred to in this Act (Ministry of Justice Finland).

2.3 Equality

Equality means that all people are equal regardless of their sex, age, ethnic or national origin, citizenship, language, religion, of conviction, opinion, disability, health, sexual orientation or any other personal trait. In a just society personal factors such as origin or skin color should not affect people's chance of receiving an education, training, finding a work or accessing services- basic rights belong to everyone (Equality Planning Guide). In the Constitution of Finland, the principles of equality refers both to the prohibition of discrimination and people's equality before the law, the Non-Discrimination Act, the Criminal Code of Finland, the Act on Equality between women and men, and labor legislation defined prohibition of discrimination in various area of life more closely.

Under the Non-Discrimination Act the authorities have a duty to foster methodically and purposefully, under section 4 of the Non-Discrimination act, each authority must draw up a plan for the fostering of ethnic equality which must be extensive as required by the nature of the work of authority. Although this legal obligation only applies to ethnic origin, the equality plan is of greater benefit to the authority if it also extends to other prohibited grounds of discrimination. The equality plan should state the aims, content and means used in respect of an authority's effort to promote equality and how the results are monitored (Equality Planning Guide).

The aim of equality plan is to improve equality in the functions and activities of an organization, main areas for development to fulfil this aim includes, identifying and tack-

ling discrimination, assessing the impact of equality in functions, activities and practices and implementing measures to promote equality, as well as increasing participation. Setting its equality plan and objectives by an authority might vary depending on the nature and type of the work, a viable equality plan contains tangible measures, details of those responsible for the implementation and information on the monitoring of implementation (Equality Planning Guide) an equality plan that takes account of all grounds of discrimination may contain concrete measures in regard to the above mentioned.

Employer's duty to promote equality at the workplace in Finland, according to Finnish law employer must assess the realization of equality in the workplace, taking into account the needs of the workplace; develop the working conditions as well as the methods complied with in the selection of personnel and in making decisions concerning the personnel. These measures shall be effective, expedient and proportionate, taking into account the operating environment, resources and other circumstances (Ministry of Justice Finland).

. The notion of equality in modern world day is not informed merely by formal equality "like cases shall be treated alike" but also by substantive equality, in discrimination laws, judicial decision and government programs and policies, they should apply and promote both formal and substantive equality. Therefore, equality is a protean word. It is one of the political symbols of liberties and fraternities which men have poured the deepest urgings of their hearts. Every strongly held theory or conception of equality is at once a psychology, an ethic, a theory of social relations and a vision of the good society (Craig 2014, 161).

All employees are expected to accept and adhere to the assumptions and behaviors that have now become the established ways of doing things in a workplace that eliminate inequality and discrimination unanimously. Although these discriminatory behaviors and attitudes are not written down in any workplace or institutional manual, nevertheless, all employees are expected to be guided by unspoken culture that is relevant in terms of equality. Thus, at best workplace should create an important bond among employees and help in the development of an ethos and way of doing things that enable aims and objectives of the workplace to be met efficiently

Recent scientific evidence of many kinds makes it increasingly clear that great inequality in modern society's workplace is damaging to human abilities, performance and happiness, one can now see that most of the differences in outcomes between native-worker and migrant-worker, rich and poor and are often used to justified elitism, hierarchy, and social exclusion, are in fact the caused by social differentiation itself, (Dorling 2011, 13).

2.4 Working Environment

Management of workforces have never been an easy one, it has become more difficult because at some point employees are highly experienced and qualified and they are aware of their right while working in an organization or at a particular workplace regardless the challenges they faced such as language barrier and foreign background.

In this study working environment is defined as a place where task is executed, where workers are encouraging in developing and implementing strategies and programs that promote equal opportunity and respect for all employees regardless of their positions. This is why good working environment that is free from inequality, discrimination and prejudice or stereotype increases employee's loyalty level of commitment, efficiency and effectiveness, productivities and also develops a sense of ownership among employees which ultimately increases organizational effectiveness as well as reducing prohibit cost emerging as a result of dissatisfying employees. This is clearly evidence that good working environment has a positive impact on the job satisfaction of employees (Healey. 2007, 178).

An organization needs to pay attention to creating a work environment that enhance the ability of employees to become more productive in order to increase profit for the organization, because human to human interactions and relationship are playing more dominant role in the overall job satisfaction rather than money whereas management skills, time and energy all are needed for improving the overall performance Working environment include working hours, job satisfy, job security, relationship among employees, esteem needs of employees and the influence of top management on the work of employees (Toying & Aymer 2010, 48). It is generally regards as truism that where

you stand affects your point of view; this follows the notion of Kantian that we as human beings see things not as they are but as we are. Many individuals, organizations and working environments would acknowledge that there has been major improvement in many of the areas that were previously of concern in the past. However, it would also be accepted that although there have been improvements, discrimination and inequality have not completely disappeared from the working environment.

The Criminal code of Finland 1889, Chapter 47-Employment offences Work safety offences according to this Act an employer or representative thereof, who intentionally or negligently violates work safety regulations or causes a defect or fault that is contrary to work safety regulations or makes possible the continuation of a situation contrary to work safety regulation by neglecting to monitor appliances with them in work that he or she supervises, or by neglecting to provide financial, organizational or other prerequisites for work safety, shall be sentenced for a work safety offence to a fine or imprisonment for at least one year (Ministry of Justice, Finland).

The success and vitality of the democratic project depends on the same sense of interdependence and common fate and ability to empathize, cooperate and communicate among citizens of different backgrounds and communities. These interpersonal ties are especially important yet less common, across lines of social division such as race that has been the basis for discrimination and segregation. A liberal democracy that is devoted to freedom as well as to equality in the working environment necessarily tolerates discrimination and self-segregation in many spheres of private life-in individual about where and with whom to live and from families, friendships and other private associations (Estlund 2003 196).

The proliferation of those ties depends upon the existence of a domain in which people find it necessary to get things done with others with whom they would not otherwise choose to associate, or with whom they would not choose to associate in terms of equality (Estlund 2003, 190). The workplace environment stands virtually alone in its capacity to foster those ties. The process of working together in a particular working environment leads to sharing of experiences, information, beliefs, and it does so in the context of ongoing cooperative and constructive, even friendly relations among citizens whose dai-

ly lives may not otherwise interest. Having a good working environment must consist of two broader dimensions such as work and context, work includes all the different characteristics of the job like the way job is carried out and completed, involving the tasks like task activities training, control on one's own job-related activities, a sense of achievement from work, variety in task and intrinsic value for a task.

The equality under non-discrimination act 2014 Employer's duty to promote equality: The employer must assess the realization of equality in the workplace and takes into account the needs of the workplace, develop the working condition as well as the method complied within the selection of personnel and in making decision concerning the personnel. These measures shall be effective, expedient and proportionate taking into account operating environment, resources and other circumstances. An employer who regularly employs at least 30 persons must have a plan for the necessary measures for the promotion of equality. These measures and their effectiveness must be discussed with the personnel or their representative (Ministry of Justice Finland).

2.5 Literature Review

There is numerous research on perceive workplace discrimination nationally and internationally, the range of theoretical and empirical texts on the concept of discrimination in the workplace has grown in this large migration period. Because of the substantive findings as well as theoretical and methodological contributions on this phenomenon, it helped in producing results of work substantially different from the existing one over the years. This review covers several topics related to employment from various disciplines including discrimination, immigrant right, inequality and working environment, as well as diversity. However, discrimination starts with the national identification at the workplace during the application process and during interview or even during the course of individual's employment. It is also very common to identify persons based on their appearance, belief, color, religion, and accent. Subjectively placing national labels on person and stereotyping them accordingly is wrong is often the foundation for discrimination against immigrant-workers in their workplaces example, foreign name. In more recent research conducted by FRA-European Union Foundation Right Agency in Helsinki, according to this research Finland is one of the most discriminating countries

in Europe shows in recent EU-report. This result is a clear confirmation that there is a lot of racism says the UNHCR 2017. In the research more than 25,000 randomly selected from first and second-generation immigrants and ethnic minorities people from 28 countries were interviewed, the study interviews 500 immigrants from Finland and an ethnic minority in the greater Helsinki area (EU-Minorities and Discrimination Survey, 2017).

In Employment Contract Act chapter 2 employer's obligation Section 2 Prohibition of discrimination and equal treatment, an employer must treat all employees equally unless deviating from this is justifiable in the view of the duties and the position of the employees. Without proper justified reasons less favorable employment term than those applicable to other employment relationship must not be applied to fixed-term and part time employment relationship merely because of the duration of employment contract or working hours. Provisions on equality and on the prohibition of discrimination are laid down in the Non-Discrimination Act (A 1325/2014).

Based on existing research results on workplace discrimination against ethnic minorities, it seems that almost significant percentage of employees in Finland have observed discrimination for various reasons at their workplace. The employees have observed almost as much discrimination against employees and other job seekers belonging to ethnic minorities. When this is put into promotion to the small size of ethnic minorities in Finland it seems clear that they are especially vulnerable to the labor-market discrimination (Larja & Wariu 2012, 51)

Although Finnish labor-market discrimination has been subject of numerous studies in Finland over recent years, no comprehensive review seems to have been conducted combining existing data on all forms of labor-market discrimination and scrutinizing in light of all prohibited grounds. The discrimination is approached from various angles, the phenomenon is described and analyzed in Finland through literature, official statistics and register data, as well as through formal complaints and a field experiment which provides information on recruitment discrimination in real life situations (Ministry of Employment and the Economy 2012, 61).

The purpose for the research EU-Minorities and Discrimination was to give an overview of discrimination in Finnish working life based on earlier research results, official complaints data and the re-analysis of the quality of working life survey 2008 data in Finland. The report on the first Finnish field experiment on the ground of recruitment discrimination using the situation testing method. Recruitment discrimination was studied on the ground of ethnicity and gender when applying for semi-skills office, restaurant, driver, construction jobs and some other domestic jobs. The method is based on the comparison of functional job seekers with matched education or corresponding qualification and work experience. Foreign and Finnish named, female and male test applicants applied for a total of 1200 vacant jobs at the end of the year 2011. The results of the research showed that foreign- named job-seekers had to send twice as many applications as the Finnish named in order to receive an invitation to a job interview.

ILO Project “Combating discrimination against immigrant workers and ethnic minorities in the world of work” shows that significant and distribution levels of discrimination are occurring in all countries that were analyzed. Over all net discrimination rates of up to 33 percent are not uncommon effectively meaning that at least one job vacancy in three are closed to immigrant-workers (International Labor Organization). Comprehensive anti-discrimination legislation can send a clear signal to employers and to society as a whole that not only discrimination morally and socially unacceptable, it also has potential cost. By outlawing discriminatory conducts in employment, the state not only informs everyone that discrimination will not be tolerated, it also encourages victims to seek redress. Research to assess the scope and efficacy of anti-discrimination legislation and specific measures to combat discrimination against immigrant-workers in the labor-market, the countries studied include Finland (International Labor Office Staff 200, 98).

Migration for Employment Convention, each member undertakes to apply without discrimination in respect of nationality, race, religion, or sex to immigrant-worker lawfully within its territory. Treatment no less favorable than that which it applies its own nationals in respect of the following matter; remuneration, hours of work, over time arrangement, holiday with pay, restriction on homework, minimum age for employment, apprenticeship and training (Revised No. 97 Article 6).

3. METHODOLOGY

This chapter describes the research process which includes data collection methods used, limitation of the study, ethical consideration and validity of the study, the chapter also explains the interviews and gives the precise number of respondents the research questions are presented in this chapter as well.

Methods are objective research tools beyond race, gender and class. The most common form of interviewing involves individual, face-to-face verbal interchange, face-to-face group interchange, and telephone surveys. Social science methodology can be applied impartially regardless of the social background of the individual conducting the search, is a multi-method in focus, involving an interpretive, naturalistic approach to its subject matter (Zuberi & Silva 2008, 5-6).

In order to achieve a comprehensive result in any study it is essential for the writer to have a clear understanding of the systematic theoretical analysis of the methods applied to a particular field of study. Especially, the study dealing with human interaction and its environment, because a sociological approach to any field of study recognizes that, all human behavior takes place in social environment and this would inevitably help the researcher in dealing with the study more dispassionately (Zuberi & Bonilla 2008, 13).

3.1 Research design

Research design can be defined as a “blueprint for conducting a study with maximum control over factors that may interfere with the validity of the finding, a plan that describes how, when and where data are to be collected and analyzed” (Research design and methodology).

Qualitative research design can be described as a systematic subjective approach used to describe life experiences and give them meaning, a state that focuses on people as well as stressing uniqueness of the individual. A form of social enquiry that focuses on the way people interpret and make sense of their experience and the world in which they live (Research design and methodology).

Below is the main design for this study the design explains all the step by step process this writing was done based on, from the starting to the ending of the thesis writing, from this design you can get the overall understanding of this study the date and the process involved during the writing. This design utilizes a qualitative research method design which is a collective of approaches and methods for the natural social life. In this case, the data collected is usually non-quantity in nature that is not in form of numbers and figures. All data collected was in the form of texts, transcripts, summarized field notes, and replications notes, including internet websites. Since the study was mainly conducted to describe the integration into the Finnish labor market entirely as process, the study initially investigates the experience of immigrant-workers in Finnish labor-market. The design below explains the precise time the study was conducted.

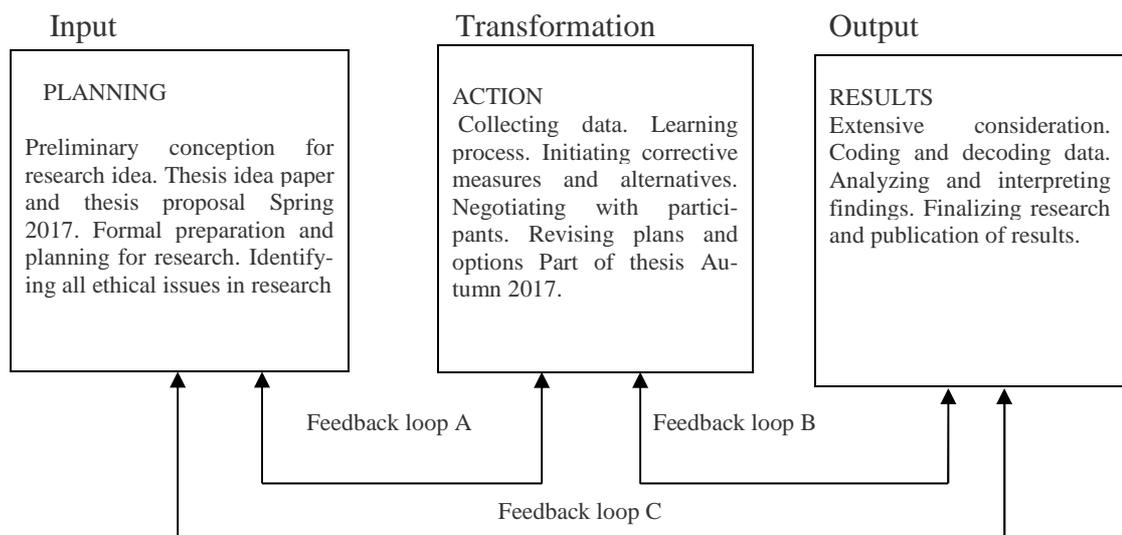


Figure 3: Process of thesis-planning, action and results.

3.2 Research method and process

Shank (2002, 10) defines qualitative methodology as “a broadest sense, people’s own written or spoken words and observable behavior, the method is more than a set of data gathering techniques. It is a way of approaching empirical world; qualitative researchers are concern with the meaning people attached to things in their lives. However, this is central to focus group discussion perspective and hence qualitative research is about

understanding people from their own frames of reference and experiencing reality as they experience it”

The study was conducted using qualitative method in data collection through focus group discussion, focusing the research question since open ended questions were posed to prompt more discussion and to explore the participants’ experiences in the labor-market. Qualitative method was adopted with the aim of acquiring more information; c. All respondents were notified in advance to avoid or prevent their reactions of becoming a derivative, the method include instrumental case study immigrant workers are used as a case study to investigate the phenomenon and current behavior of labor market towards them. Case study in this work means investigating immigrant workers experiences.

Qualitative approach is relevant for this study because it points out the limitation of the research theories and categories, allowing the research question to adjust with new information, means that the researcher can be surer that they are actually achieving the goals of the research, qualitative researcher is also often acutely aware of how his own preconception and presence may affect the situation and this may lead to better research that helps clarify the vision. Qualitative researchers emphasize and identify with the people they study in order to understand how these people see things. This researcher must attempt to suspend or set aside, their own perspectives and take- for- granted the views of the society (Shank 2002, 243).

3.3 Data collection

The primary data of this study was obtained through focus group discussion among five participants of immigrant workers which helped to understand the main challenges immigrant-workers faced in the labor market. The qualitative frame work might be quite narrow in this case but it can be taking into account that through correctly form question topics, the interviewee can share general experiences and facts from their own immigrant networks which is vital for the study and for better understanding in regards to the current working condition. Secondary data sources obtained in this study includes consulting related materials, books, internet searching, and online published articles, jour-

nals, and reports were browsed using online library and google search engine. English was used in focus group discussion.

The study seeks to target both male and female immigrant workers in the labor market the selection for the focus group discussion was done randomly targeting immigrant workers in the labor market through Hakunila International Organization. The precise description of the target group was clearly explained to the organization before selection was made, the participants were selected from immigrant workers of different cultural backgrounds, and from different organizations and workplaces. The participants were three male and two female immigrant-workers, the average age of the participant was 30 years, ranging from 24 to 46 years old. Participants have spent about 6 to 8 years in Finland on average; two of the participants had reached the level of bachelor's degree while others have vocational qualifications or equivalent. All participants have more than two year's work-experiences in Finland on average.

The discussion was conducted in the community center. Respondents were contacted in advance through the chairperson of the service center, to book an appointment on suitable time for the discussion. However; almost all participants had to reschedule the appointment due to some misunderstanding from the mediator and due to their busy schedules as well. The discussion with the immigrant-workers in the region went quite well, there was no major interruption during the discussion; participants discussed their experience in the labor market

Focus group discussion composed of small group of people who are brought together to have an intensive discussion about a research topic. A focus group must be small enough to allow each participant to share insights about the research question and they must also be large enough to allow for variety of perspectives to be presented. Typically, focus groups are composed of five to ten people, calibrating the size of a focus group is a focus of a few consideration: focus groups typically run for one to two hours, focus groups are used to identify perception of participants and the scope and dimensionality of issues a research wants to examine or describe (Silverman & Patterson 2015, 76).

Since there was a feeling of trust at the initial stage of the interviews, respondents were able to share their personal experiences regarding their living and working conditions, some were very emotional. But the focus of the discussions was mainly on the working conditions including the occurring of different forms of discriminations against immigrant-workers in the labor-market. The initial plan of the study was to have group discussion with five male immigrant-workers, but after a short survey carried out it was cleared that female immigrant-workers have to be included to get their experiences in the labor-markets as well.

There was no fear of identification as it was anticipated previously, though respondents were fully explained the objective of the discussions, the question was well understood and explicit to all respondents beforehand, and all respondent names were completely anonymous during the process of the study. There was much more openness to share personal experiences on the field with conductor of discussion. Cooperation between respondents and the conductor was good this was possible with the help of the chairperson within the community center.

This focus group discussion was conducted in autumn in a community center and the length of the discussion was 1 hour and 25 minutes, before the discussion started interview questions were read to participants this was essential for the smoothness of the discussion and to avoid any misunderstanding in the discussion. Previous researches were read on similar topic which was very helpful in conducting focus group discussion and well conducive in the entire data collection process. There was six (6) transcripts from focus group discussion altogether. Tremendous of different immigration literatures were used to explore the different form of scenarios in regards to labor market and society.

It is not surprising that in texts concerned primarily with qualitative research data analysis has been allocated fairly detail treatments; a common objective in applied qualitative research is to explain as well as to illuminate people's attitudes, experience and behavior. Explanations may be sought in order to address the questions that triggered the research in the first place, or to account for issues and patterns of behavior which arise from the research itself (Tylor & Francis 1994, 192).

3.4 Data analysis

Content analysis is a research process for making replicable and valid inference from texts or other meaningful matter to the contents of their uses. It is learnable and divorceable from personal authority of the researcher. Content analysis provides new insights increases a researcher's understanding of a particular phenomenon or informs particular action, replicability is the most important form of reliability (Silverman & Patterson 2014, 24).

Content analysis was employed for the data collected from focus group discussion after familiarizing with the conceptual foundation of content analysis. Also in order to intercept the discussion transcribed data or make sense of the information intercepted or gathered. Content analysis was the best method to elaborate models of the system in which those communications occurred. Based on the research questions and the perspective of the people who are the subject of the study it was obvious to employed content analysis method.

According to Silverman and Patterson (2014, 25), content analysis process is used to describe the characteristic of discussion in terms of "what", "how", and "to whom" and their consequences in term of "with what effect". These terms were used during creating an interview questions for the focus group discussion.

In analyzing data collected from the focus group discussion the recorded discussion was replay and all the six pages of transcripts data collected was replicated and re-organized in the content of it uses. Since there were multiple sources of information from participant during focus group discussion step by step cross verification was done through the entire transcripts of data collected. This process started immediately after the discussion within the community center. It allows a series of concepts to be understood and helped emerged the most relevant information that could answer the research questions. All information that were not verified or make since in regards to the research questions were avoided. In spite of interpretive reading of underlying meaning of written during analysis of this primary source of data collected from the focus group discussion there was still a challenge of understanding some of the information collected. The reason for

this was for the fact participants were not native English speakers but by replaying the recorded focus group discussion and replicating the entire discussions helped in analysis of the data collected. In finding the main themes in the written was done by interpreting the reading of underlying meaning of data collected from the discussion and the reason for this was to precisely find answer to the research questions. No transcription was written in Finnish transcription was done only in English. In order to be successful in finding the answer to research question, all themes were categorized and emerged in a relevant related area in a data collected and then all essential outcome of the entire process for the study were documental accordingly. In cross verify data collected from the discussion was done by making key notes, underlying them and writing them down which could answer the research questions through open and focused coding system. According to Chesnay (2014,133), a process of identifying key notes, comments, observation and making note of them, by underlying them or writing them down, which the writer thoughts it was relevant in answering the research question.

<p>Key concept for the focus group discussion.</p> <p>Work experience in Finnish labor market</p>	<p>The discussion was thoroughly pondered into immigrant workers work experiences in Finnish labor market from the stage of searching jobs to complete employment. This includes positive and negative experiences gained in Finnish labor market regardless of type of work and place of work. The discussion stipulates content and amount of work participants have while discussing the most flagrant stage of difficulty finding an employment, and the unexpected surprise in finding employment. The strategies used in adapting workplace cultures were discussed and main obstacles in working life.</p>
<p>Excerpt presented</p>	<p>Finland is a country with strong emphasis on respect for human rights, equality for everyone regardless of your nationality; Finnish law does not distinguished. Everyone is equal before the law.</p>

Quote conceptualized	All participants in this study have experienced at least some form of employment related disadvantage or inequality in their respective workplaces. This occurred either during the stage of finding an employment or within period of work life despite the diverse work experiences they have in the Finnish labor market.
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Table 1: Explains method used in focus group discussion.

3.5 Reliability and Validity of the study

It does not mean that researcher supplicate or allows her/his experience of same phenomenon to obstruct his objectivity or to influence his/her finding. Morse defines reliability as a level of the coherence to which final finding of a research can be replicated using the same methodology. A researcher can actually benefit from thorough translation because it required him to confront the concepts to be study with his/her own experience and as a result widen his/her understanding and experience of the concepts (Morse & Richards 2002, 216)

It is important to say that a reliable research result must entail a better validity, which encompasses every necessary concept for the results of the study to obtain and meet the requirement of the scientific research method, the study was well corresponded accurately to the real world. Because, as mentioned above the initial plan to interview only male immigrant-workers was later changed after a short survey by the researcher, in order to have validity and liability of the research concerning the experience of immigrant-workers in the labor-market everyone need to be included male and female

Concrete efforts was applied to analyze the experiences of all respondents, past experience was as a tool which significantly helps to have a through empirical understanding of the subject matter. Since the finding of the study was strictly on the basis of the information acquired from the respondents during the discussions, this make the validity

of the study very high and well reliable. During the course of the study there was no personal impression formed in advance by the writer concerning any of the actual experiences from the interviewees. Thus, avoiding all such prejudgments played significant role in validity and reliability of this study

Throughout discussion process there was concerned in regards to reliability and validity of the study. In order to avoid unreliability of the study, responses were carefully analyzed and scrutinized with regard to validity of the study. Information was taken into consideration if for any reason cannot be ascertain or proved. It is believed that validity and reliability are by no means symmetrical. Bias in research takes many forms, it can be intricately tie to prejudice, preconception, fear, authority status and the notion of “interested” parties. All of these can mean that there is a risk of evaluation of evidence being ‘colored’ or swayed in one direction or another and more than the evidence warrants (Jorgesen 1989, 10).

3.6 Ethical consideration

Ensuring that ethical issues are observed critically during this study process, though ethical consideration requires in every academic work as described by Ethik-Kodex (1999, 185), research code of conduct demands that individuals who are the subjects of any research or source of any research information for the analysis should not be exposing to dangers or risk for the sake of the research. In this case every risk that goes beyond normal daily experience must be explained to the person, the protection of the respondent’s identity must be guaranteed..

According to Ministry of Education and Culture of Finland, (2016) the principles are integrity, carefulness and preciseness throughout the thesis work process. One obeys ethically sustainable methods for information acquisition, research and evaluation methods as well as transparency. The first step taken was to protect participants to ensure that the study was conducted in a way that serves the interest of individual groups and the community as a whole. Finally, to examine specific study activities for their ethical soundness, issues examine include management of risk, protection of confident-

iality and the process of conformed consent. The study managed to maintain all necessary record of the study, data was also written as carefully and objectively as possible throughout the research process great respect and regard was given to every intellectual property that contributed during the study process, usually ethics specifically interested in the analysis of ethical issue that are raises when human being is involved as participant in research. A written agreement was made with life-partner organization before this study was conducted. In addition a clear consent was received from all interviewees beforehand, as interviewer I did two placements within Hakunila International Organization which includes, building society in diversity (BSD) and project implementation placement (MCI3) Professional practice and organization development. There was no previous known or familiarization between the interviewees and interviewer it was the first time meeting theses respondents during the focus group discussion. Trust was built for the interviews through the chairperson for the community center.

3.7 Limitation of the study

The limitations of this study are at the following, language barrier was one of the limitation but participants had option they were allowed to speak English or Finnish if necessary, as some of the participants are currently working in the fields where recruitment does not require speaking Finnish language eloquently. In this case in order for the participants to share their experiences with the conductor discussions were conducted in English only. Challenge during the study process includes also time managements and schedules difficulty reaching participants, as all respondents are currently employed despite the unstable working conditions for some participants.

Appointment was previously scheduled with almost all of the participants through the service center twice, none of these appointments were successful no body showed-up for the appointment neither to conduct discussion. This was due to some misunderstanding from the contact person in the service center and due to participants' busy schedules time was not suitable for the discussion. Ultimately appointment was rescheduled and it was successful. Like any other research process this did not go without challenges as well.

4. FINDING

This chapter presents the findings of this study from the focus group discussions the findings were categorized into three main themes which includes attitude of employer, self-confidence, or feeling of self-worth, and coping-strategies. The chapter describes their experiences in details, and highlights particular references in regards to immigrant workers.

4.1 Attitude of employer

The study was about immigrant-workers currently in the labor-market who have higher education qualification as well as low-level of education or equivalent, in other words the study covered only five immigrant-workers participated in the research. The results of this study were only based on the participants and their network. Almost all participants in this discussion have experienced at least some forms of employment-related discrimination at some point in their respective workplaces. Comprehensive civil legislation appears to give victims of employment-related discrimination more chance of claiming rights to equal opportunity and treatment. To facilitate their application such legislation should not only clearly outlaw both direct and indirect discrimination, it should also contain straightforward definition of both types of discriminatory acts (International Labor Office Staff 2000, 96). One of the participants said during the discussions. Interviewee A

“It was very difficult for me to get a job at the beginning during the applications period; I applied so many workplaces that I cannot even remember all the area I do applied. I couldn’t even have an invitation for an interview despite I got assistance from friends in writing many of the applications that was written. In my opinion it was not about my qualification or my eligibility for the job but rather identity related-difficulty in employment. Unfortunately for me I did not secure any of the jobs I applied for”.

The results of this study clearly indicates that the most flagrant stage of discrimination against many of the participants occurred during the recruitment process when they first

contact with the employer immediately after the candidate applied for a vacancy with his/her foreign credential online though there are similar cases among “native Finns” as well. The participant said; Interviewee B

“I can say the job I am doing right now is far below my standard from all aspects of my ability, I mean it is far below my qualification, in my opinion the job has little to do with eloquent Finnish language, though I felt that I can speak good Finnish language. I am struggling to maintain this job because I felt in many cases that I am treated differently, I am some time obliged to execute a particular duty that no other employee has been obliged to do so in my present”

Even when immigrant worker was offered a job the terms and conditions of employment tended to be inferior to those offered to native native-worker. In other words immigrant-workers were offered employment, many of them was treated as though they were undocumented foreigner who could be easily exploited (International Labor Office Staff, 95).

The negative attitudes and behaviors of some employers are not making the task any easier for the immigrant workers in the labor market Yijälä & Nyman (2017, 101). Negative feelings, prevention, discrimination and violence spring from a vision that others, for example immigrants, are taking something away from the society or are threatening the core values or the life style. Reinforcing these images need to be prevented in all ways possible, by doing so Finland has better possibility to change attitudes and create open and accepting culture for the new generations (Laakso 2015).

Alexander Stubb, Finland’s previous Prime Minister, immigration, especially labor-based migration is a positive thing for Finland. Stubb said Finland is part of the global world with growing number of immigrants and this is natural path that should continue. He added, immigrants are also net payers for Finland’s social welfare (Summanen 2015).

According to Maria Tolppanen Finland does not need more labor base immigration, she believes that this would reinforce bipartition in the Finnish labor-market as there would be well-earning Finns and low-paid immigrants (Tolppanen 2015). This has been proven in recent research conducted by Yijälä & Nyman (2017) gender and country of origin affects employment rate among highly educated immigrant men 83% (versus 88% for native men), among highly educated immigrant women 63% (versus 83% for native women).

4.2 Self-confidence

We are all living magnet that attracts people into our life who harmonize with our dominant thought and emotions, if you are not happy with the people surrounding you, ask yourself if it is your thoughts and negative expectation that cause them to interact that ways with you. Wright (2009, 49). When people do not understand the workplace language and culture they tend to have a mixed feeling regarding others at work.

During the focus group discussions it was well explicit that some of the main factors militating against many of these participants inability to secure their desire job include insufficient relevant work-experience which can create low self-esteem, because realistic feelings of confidence and positive self-esteem affect how one think and act. Every employer would like to hire a prospective employee with the relevant work experience. Going depth into investigating some of the factors in regards to self-confidence of these participants it was clearly revealed by some of the participants that Finnish language ability was one of the major cause of low self-esteem at work, he continue to narrates interviewee (C)

“I found it difficult to proof myself at work without any assistant from my colleagues especially when comes to writing a short report concerning a client it can be very difficult for me I always need help to execute such duty, Finnish language has been the biggest problem for me as it is the working language. At the results of this kind of situations at work I would start

having some bad feeling that could even make me think that I am not worth.”

One major factor all expressed in regards to self-confidence was their inability to speak Finnish language required for their jobs eloquently, though some participants' jobs are not very demanding for fluently speaking Finnish language but some definitely need it. The opinion and the way sometime human thinks critically influences everything done by human as describes by Toyin & Aymer (2010, 159), high self-esteem is the major component in determining our success of failure, as a human being we have to perceive ourselves as worthwhile in order to boost our self-esteem as a result we can live a happy, gratifying and purposeful life.

It was cleared that lack of good Finnish language ability was just one factor in regards to self-confidence at work, another major reason was lack of the relevant work experience as mentioned earlier the average work experience for these participants was two years, for some of the participants their previous job was completely different from the current one. Studies have revealed that relevant work experience can be seen intrinsically valuable by employers who often seek evidence of it during recruitment. Even if you tend to see the negative or look at life with pessimistic eyes, it is possible to change your view point. Becoming an encouraging person with an attitude of gratitude is a skill; it is not an overnight acquisition nor is it something that can be purchased, skill take work and practice, they take a dogged determination to overcome obstacles in order to gain a rewards Wright (2009, 2-3). There are other reasons also could evoke or militate the way they think in regards to lack of self-confidence, self-worthy or self-esteem, according to the more recent research conducted by EU-MIDIS in Helsinki; EU-laws have forbidden discrimination for 17 years but discrimination has frustratingly persistent. Immigrants, their offspring and ethnic minorities are experiencing widespread of discrimination in many areas of life, most in working life, they hamper integration and people confidence in institutions (EU-Minorities and Discrimination Survey 2017). Interviewee D

“When I started working I was unhappy for a very long period of time, to be honest it was my misunderstanding at work. Almost all of my col-

leagues are native-Finns so they speak very fast I could not understand them at all until I was offered additional Finnish language course”.

4.3 Coping strategies

All participants admitted that they have no specific strategies or procedures in place in dealing with stressful situation or in the case of unusual behaviors towards them in their respective work premises, one of the participants said it take long time before he could actually coped with the new working system, he indicated that adaptation process is usually a challenge for him in a new working environment. Participants expressed varied challenging experiences during this adjustment period another one said interviewee E:

I some time ignored many discriminatory behaviors at work because I know this is not my country and beside I love my work, to be honest I have a good boss she does not encourage any unfair treatment at work especially towards us we immigrant-workers among them. Though it happened at time, warning letter was given to two workers last year because of discriminatory behaviors towards other employees. All employees are aware of the laws and our work rules and regulations; this is consistently explained to all employees by our boss otherwise you will receive a warning letter. My coping strategy is to ignore unnecessary talk, I handled my work seriously, after shift I participate in other social activities which significantly helps me not to concentrate or think on what so ever happen at work, so I don't have any coping strategy in place to be honest.

The experiences in regards to coping strategies among the participants was completely differ from one participant to another, they all tend to use diverse and flexible responses to deal with the stressful situations in their respective working environments. Participants utilized past experience and common coping strategies which may very-cross culturally. Coping strategies is broadly defined “as the process through which individuals try to understand and deal with significant personal or situational demands”. The pro-

cess of coping is affected by personal and social resources and even cultural factors that may deviate from active or passive coping strategies (Odera 2010, 95).

The effectiveness of coping styles can be problematic when examining from culturally-diverse populations, particularly if there are constraints in the utilization of coping strategies, these problems may emerge in various ways. The active versus passive coping conceptualization is an example of the tendency to dichotomize experiences in way that is characteristic from Western thought. They may therefore be problematic for immigrant-workers population in every working environment. These coping mechanisms include social support networks, spiritually, prayers, humor, and frequent appraisal of stressful events as discriminatory in nature (Odera 2010, 100).

5. CONCLUSION AND SUGGESTION

The unexpected and surprise that was found during this study are the details of current labor condition of immigrant-workers the way they look at things and their interpretation of people minds, their lack of knowledge of entry-level jobs concepts. The result of this study shows that work that does not correspond to an immigrant worker's academic background their qualification or even skills can still be relevant for them and can still promote their subsequent employment in their own field, because it gives them the possibility to learn Finnish language and Finnish custom as well as the workplace culture.

The realities of discrimination exist at some point but as a conclusion of this study base on the data collected most of the problems immigrant-workers encountered are associated with insufficient Finnish language skill, lack of the relevant work experience, low-motivation, cultural differences, lack of self-confidence, and some time misunderstanding at work can cause a serious problem as well. During the focus group discussion one of the participants clearly admitted his misunderstanding at work.

To be more precise, good Finnish language skill is an indispensable requirement for immigrant-worker in order to secure a desirable job equivalent to their educational background. Finland has always been a country that emphasize equality, respect for human rights, prohibition of discrimination, promoting equality and offers multiples

social-benefits to its residents a certain standard of living. The overall subjective emotional evaluation of immigrant-workers themselves was the main emphasis in the conclusion of this study. The data analysis of this study also shows that Finnish language proficiency is of utmost importance not only for getting a better job but also it reduces the feeling of isolation, discrimination, and increases interaction between immigrant-workers and native Finns in their respective working premises.

Based on the data collected there are multiple researches done over the past years that provide reliable information regarding positive effect of immigrant-workers coming to Finland, some of the more recent researches regarding immigrant workers are mentioned in this study. It will be interesting to see more open discussion and dialogues in the precise research environment or by region in Finland regarding immigrant-workers dialogue that will provide possibility to empower the citizens to support and accept immigrant-workers and hence diminish all fear and discrimination.

5.1 Professional development

Let me begin by saying that this study has been my first biggest research conducted on my own; professionally, I have developed in a great deal from the stage of idea paper to final presentation of this thesis. Through searching for the theoretical background of this study I have gained more knowledge on how to collect data in terms of research, I have gained knowledge on how to interact with people from different cultural backgrounds. Another significant achievement was widening my knowledge in research work while relating it practically, it was a wonderful idea to do this research work along and faced with some of the challenges involved as an individual.

This study has deepened my understanding again in regards to immigrant-workers and some of the challenges they face in their work lives. This study has given me strong sense self-determination, listening skills, and communication skills. It has improved my understanding in Finnish legislation in many different aspects; it has enabled me to identify main challenges for immigrant-workers.

I am more competent now to take my academic career from one step to another, being an immigrant myself working and studying it was challenging for me to arrive at this level. I have learned quite a lot starting from all the previous assignments up to this thesis, all processes and activities discussed within this study has greatly improved my understanding to enhance my professional knowledge, skills and attitude I feel that I have learned significantly from this experience, I was able to describe and define discrimination in this study from the perspective of immigrant-workers.

5.2 Further research

In regards to the main concepts of this research which includes discrimination, inequality, working environment, and immigration, many quotations have been made, references, many different immigration literatures concerning the target group of this research was read. Finnish legislation was mentioned especially legislation concerning Finnish labor market in the relevant areas within this research. The potential future research on this topic in this research environment could be considerable or relatively in great size in order to include all immigrant-workers or majority of immigrant-workers within this location, this will widen the understanding and ultimately the results can be generalized. The potential future research could possibly be from the perspective of methods that could be used to access full employment or even to access to entry-jobs easily.

According to more recent research conducted by EU-MIDIS in Helsinki regarding immigrants, Finland's discrimination has increased since the previous report was made by EU-Fundamental Right Agency (FRA), the phenomenon was interpreted by the fact that the situation has improved elsewhere in Europe but remained almost the same in Finland. During this research 63% of Finnish respondents reported hate speech and harassment; researchers were shocked that Finland was on the cutting edge, they found it difficult to believe that there is a lot of racism in a welfare state like Finland (EU-Minorities and Discrimination Survey 2017).

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APPENDIX 1:

This appendix includes questions that were posed on participants during the discussion.

- Where are you coming from and why you decided to move to Finland and not to other European country?
- What can you tell about your educational background for example; what profession do you have, where did you study your profession in Finland or in your home country and what level?
- What are some of your expectations when you were coming to Finland, and how best would you describe the feeling and the moods at the time in term of employment possibility and better living condition?
- What kind of job are you doing right now?
- How challenging was it for you to find a job you are doing, considering the job criteria such as Finnish language skill and the relevant work experience?
- Do you think your Finnish language skill is enough for the job you are doing?
- Do you think the current job you are doing is suitable for you or difficult for you?
- How best would you describe your language skill, in term of interacting with your co-worker and your clients?
- How can you describe your work experience?
- Have you ever experience any kind of discrimination towards you in your work, if yes how did it happen?

