



# **A STUDY ON THE EMPLOYMENT SATISFACTION OF FILIPINO NURSES IN GERMANY**

March 2022

# BACKGROUND OF THE STUDY

## OBJECTIVES



Evaluate the overall satisfaction of Filipino nurses in Germany.



Determine the drivers of overall satisfaction and job recommendation



Recommendations to improve satisfaction and job recommendation amongst foreign nurses



Create a benchmark for future assessments

## BACKGROUND & SCOPE

Increasing number of foreign nurses in Germany especially Filipinos



Very little data about foreign nurses particularly on employment challenges, well-being and job satisfaction level.



N=109 Filipino nurses surveyed with a quantitative online questionnaire



All based and working in Germany

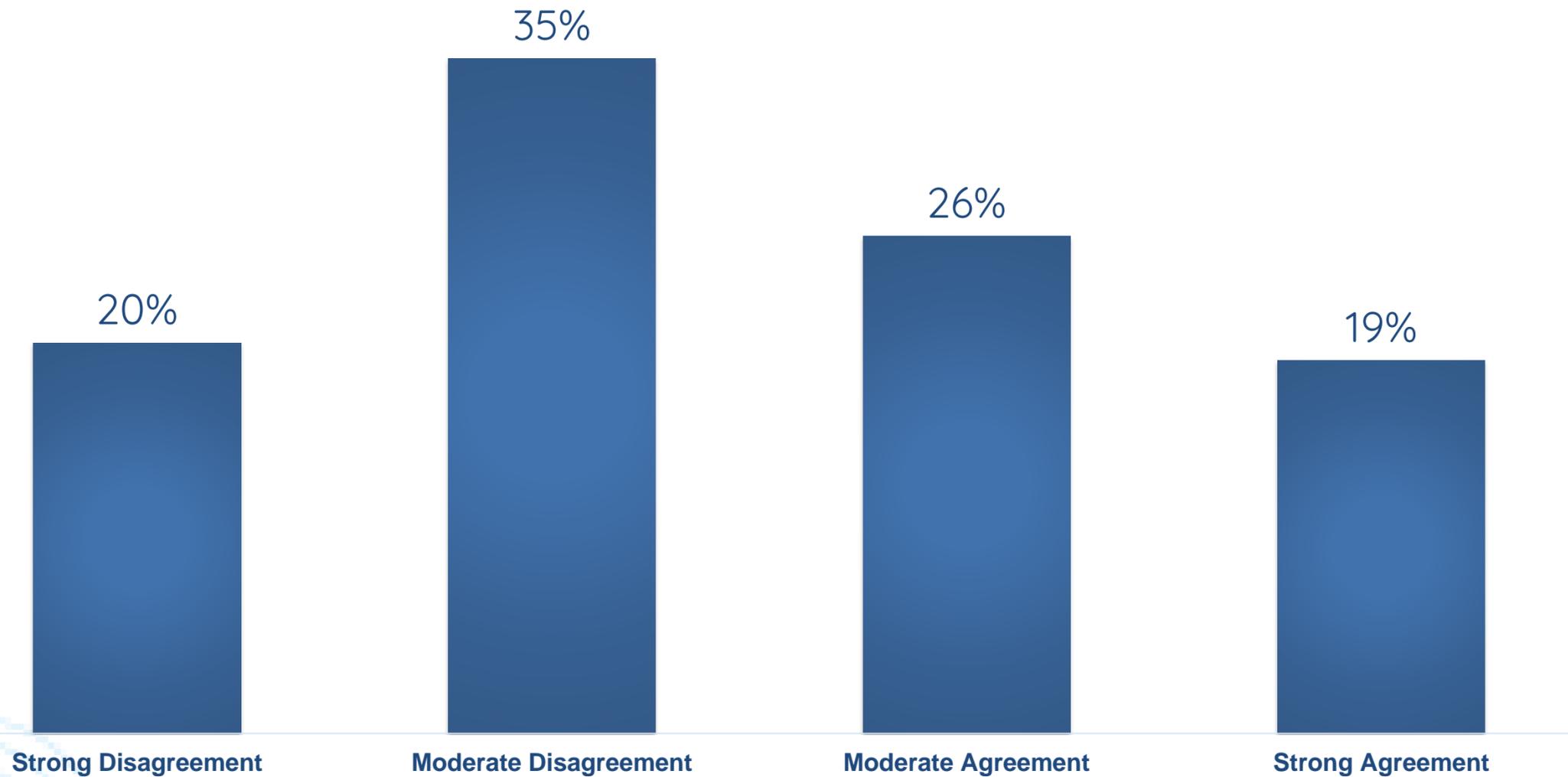


SURVEY RESULTS

# SUMMARY TABLES

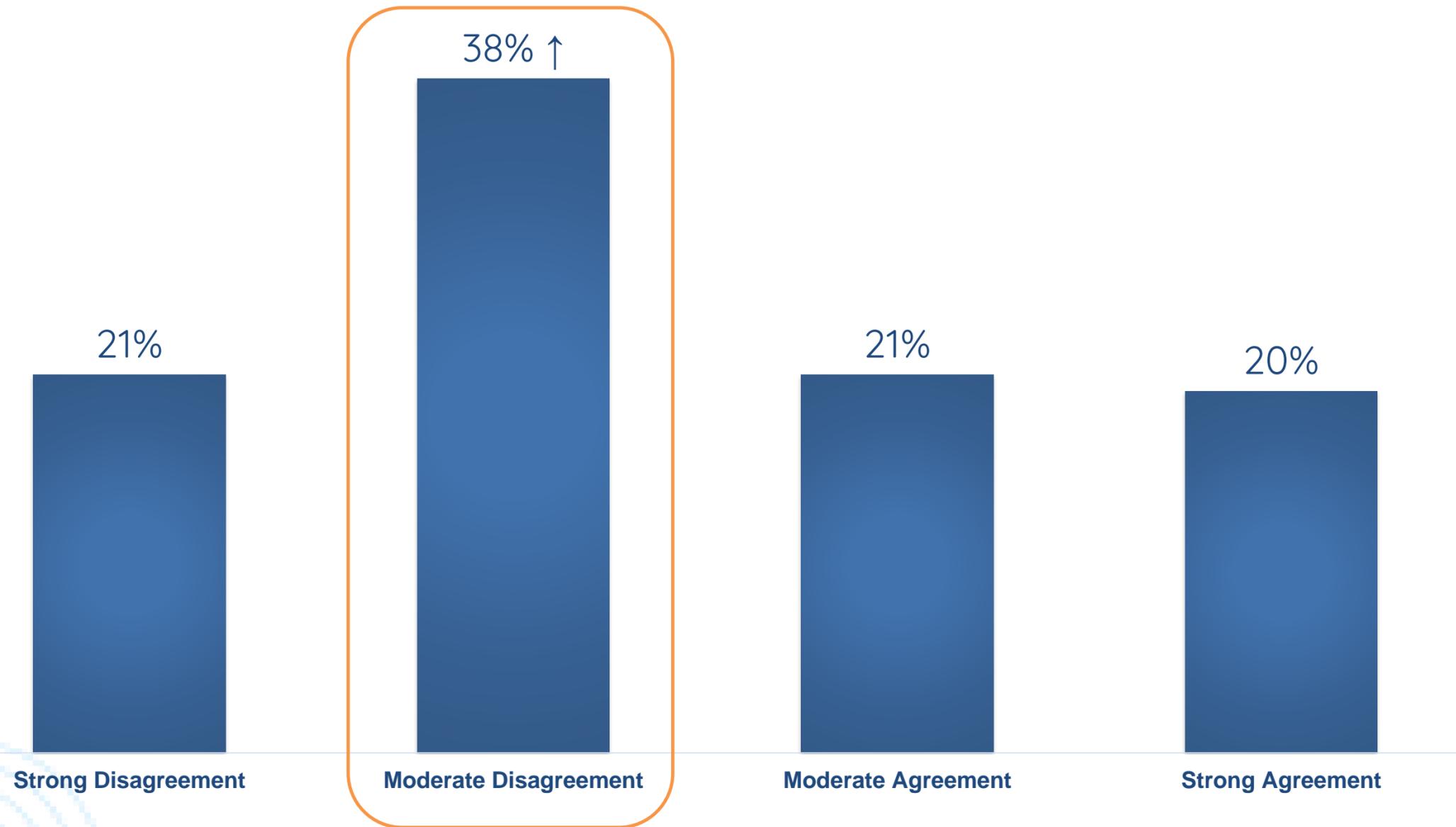


# I was provided accurate information about my current job during the recruitment process.



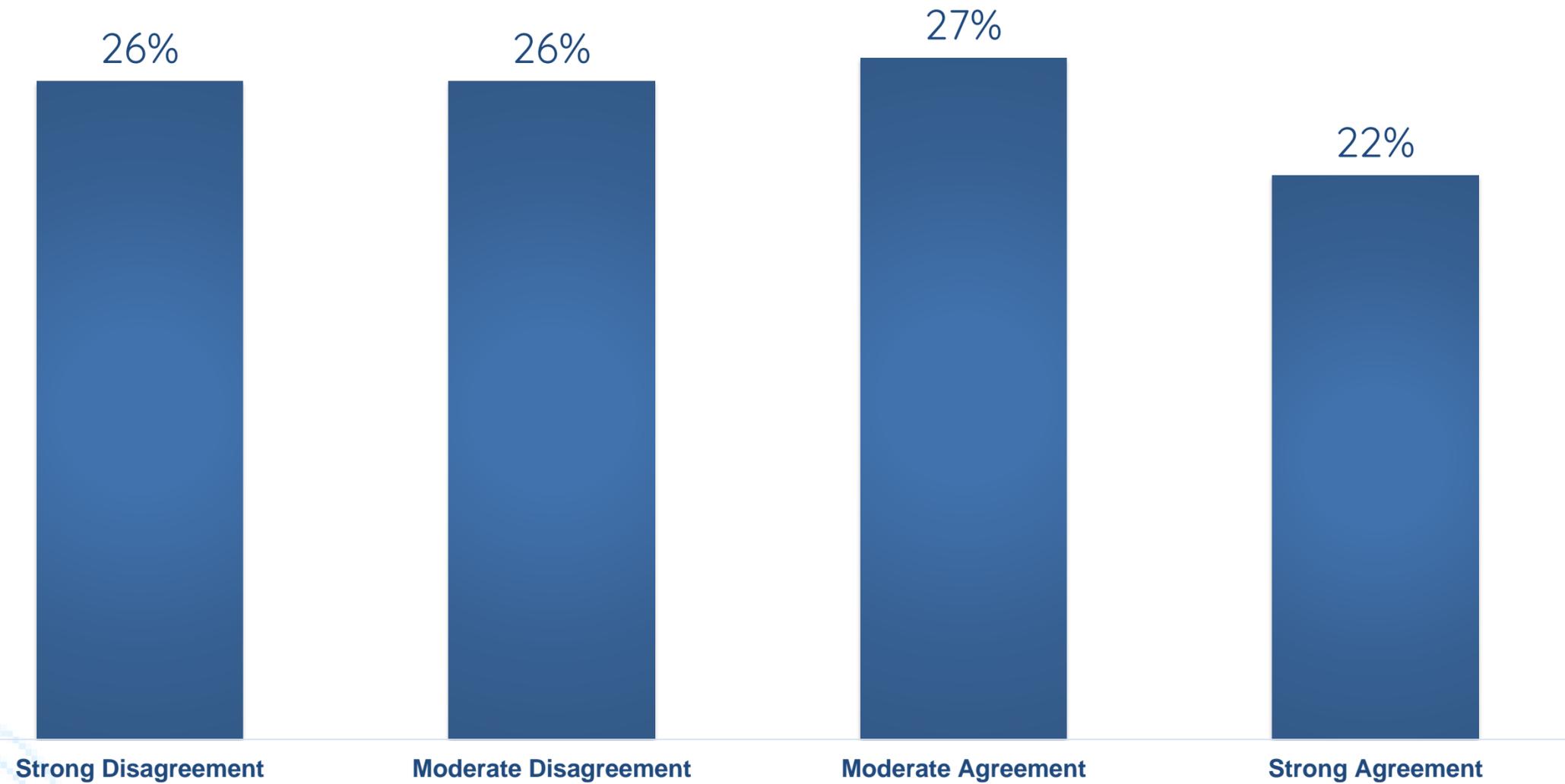
- Satisfaction on job information given during the recruitment process tends to skew to moderate disagreement.

# I feel welcome here.



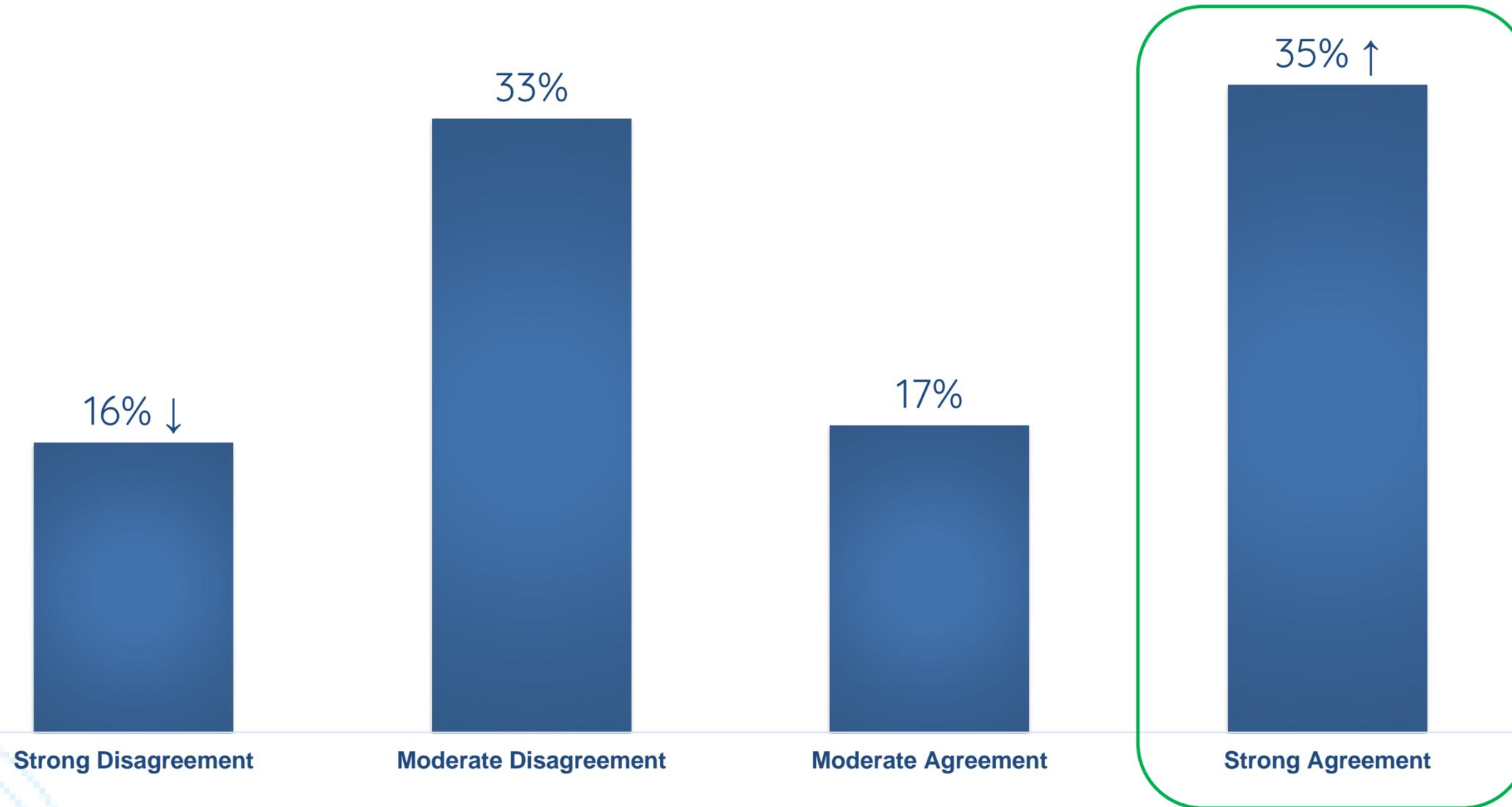
- A significant 38% of Filipino nurses answered with moderate disagreement when asked if they feel welcome at their place of employment in Germany.

# In my current job, I received appropriate on the job training (Einarbeitung).



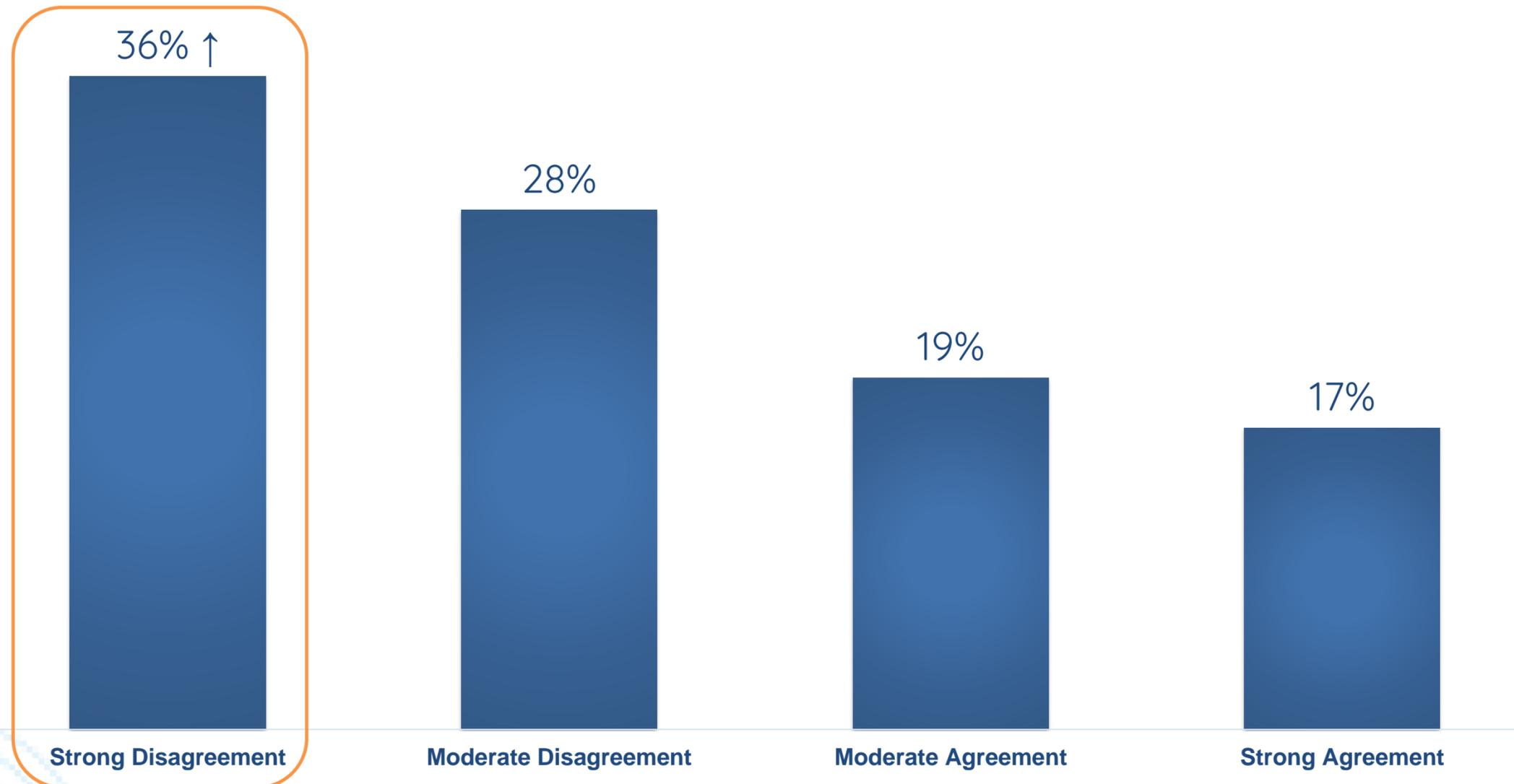
➤ Job training (Einarbeitung) satisfaction evenly varies across agreement levels.

# In my organization, I feel supported in passing the professional recognition (berufliche Anerkennung).



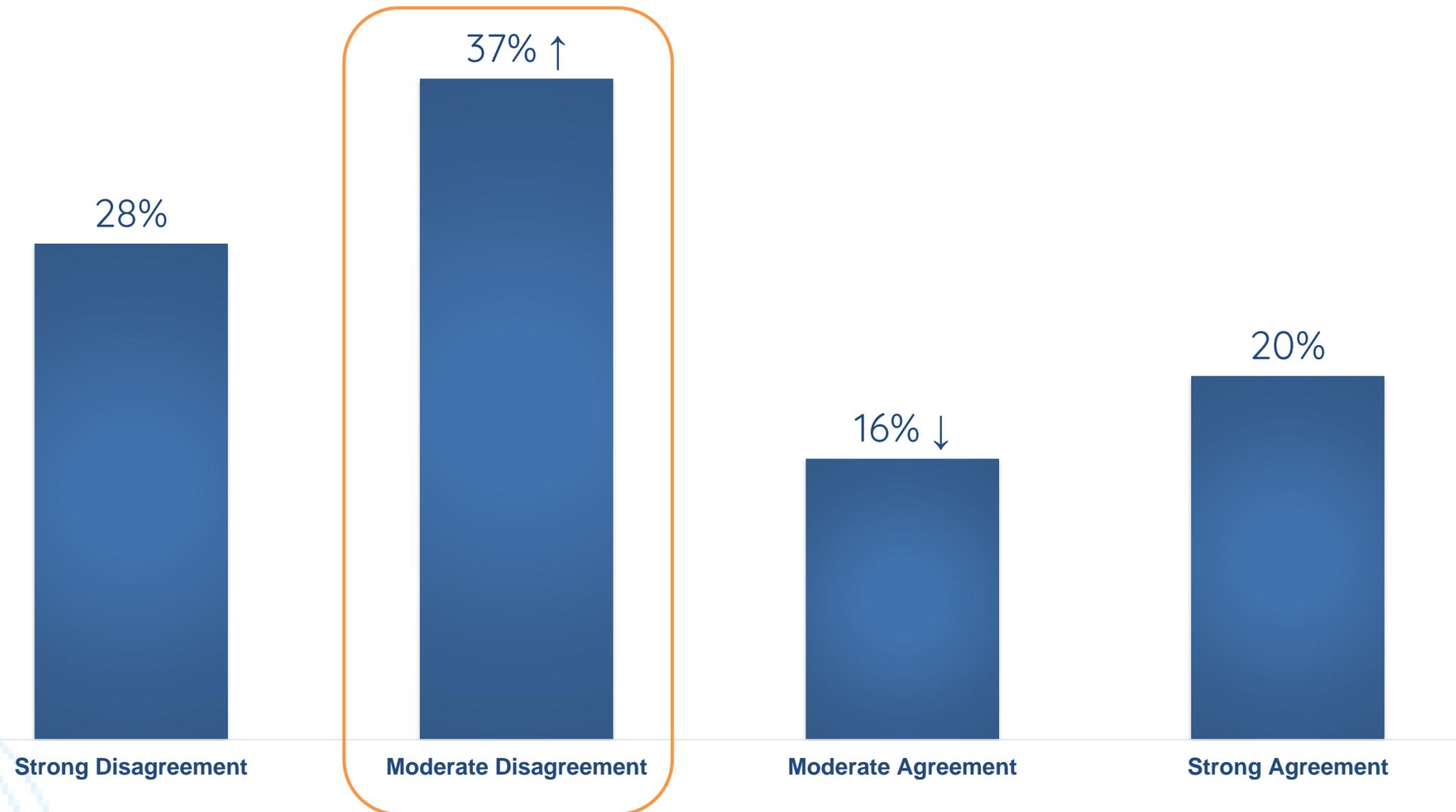
- It significantly more likely for Filipino nurses to feel supported by their organization when passing the professional recognition (berufliche Anerkennung).

# Do you feel that your qualifications and prior working experience are valued in your current job?



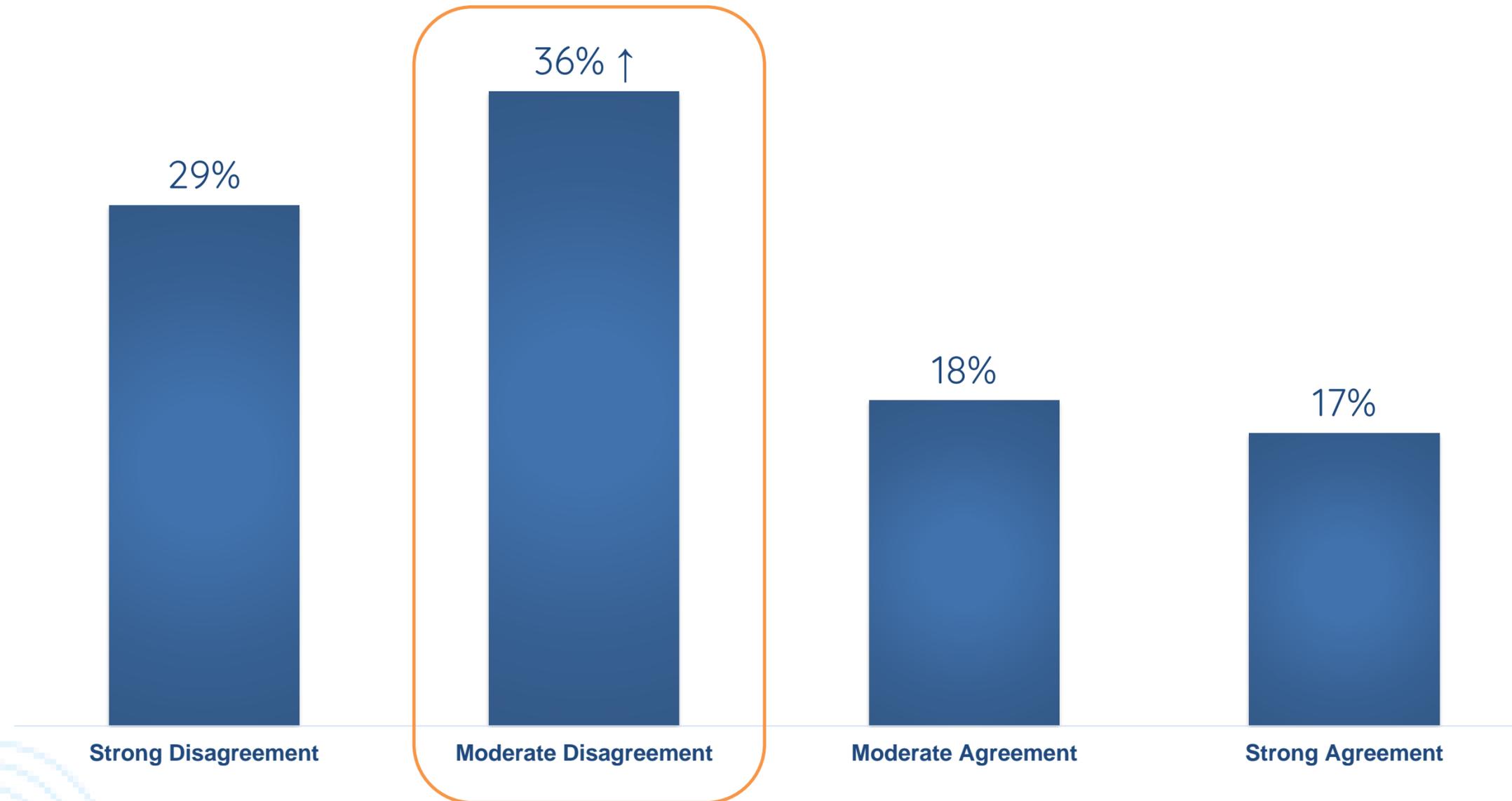
- Filipino nurses are more likely to feel their qualifications and prior work experiences are not valued in their current job with a significant 36% responding with strong disagreement.

# In my organization, there is someone I trust and who I can talk to about my challenges.



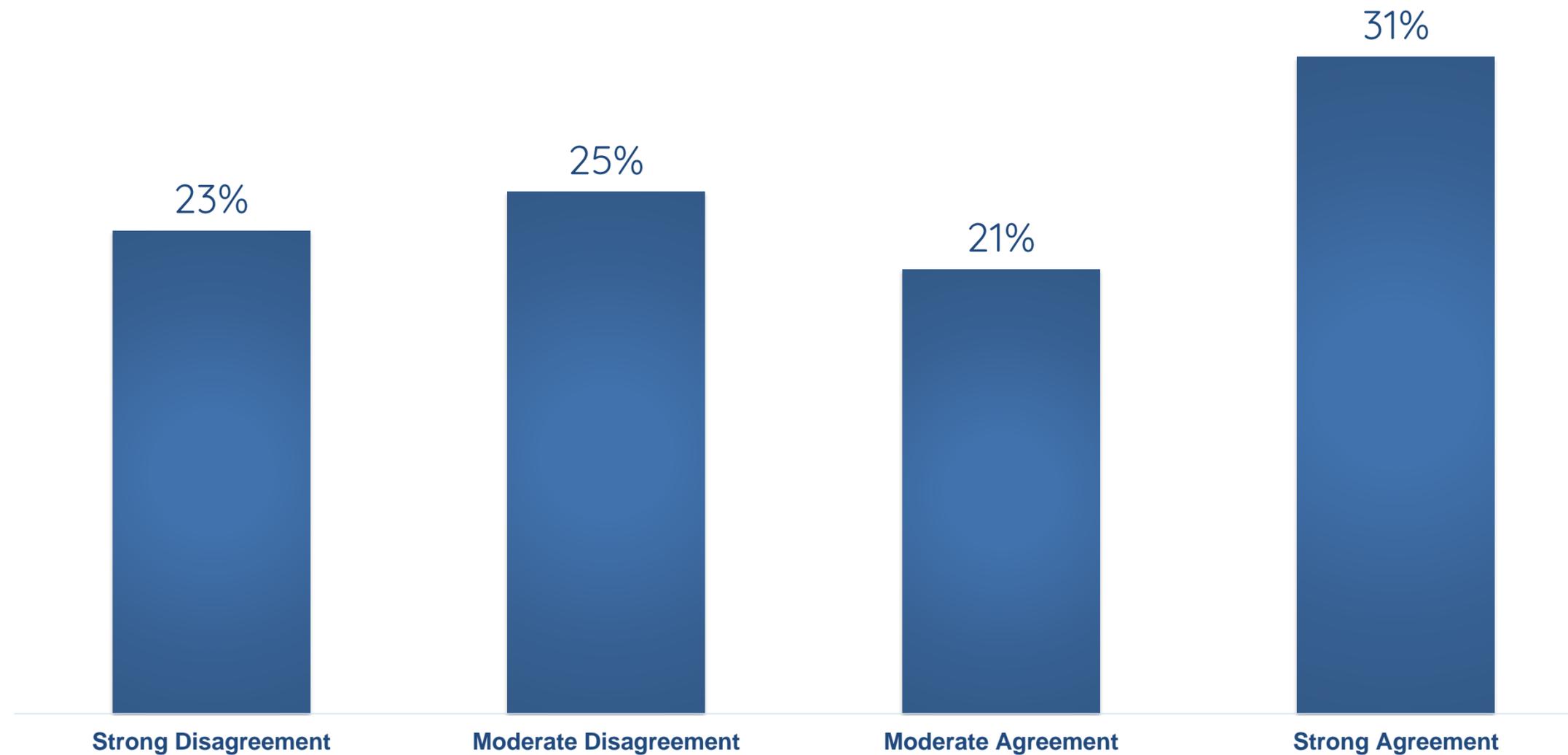
➤ The number of Filipino nurses who have someone in their organization they can trust and to whom they can talk about their challenges is significantly low at 37% moderate disagreement.

# My organization is doing a lot to improve the working conditions for foreign employees.



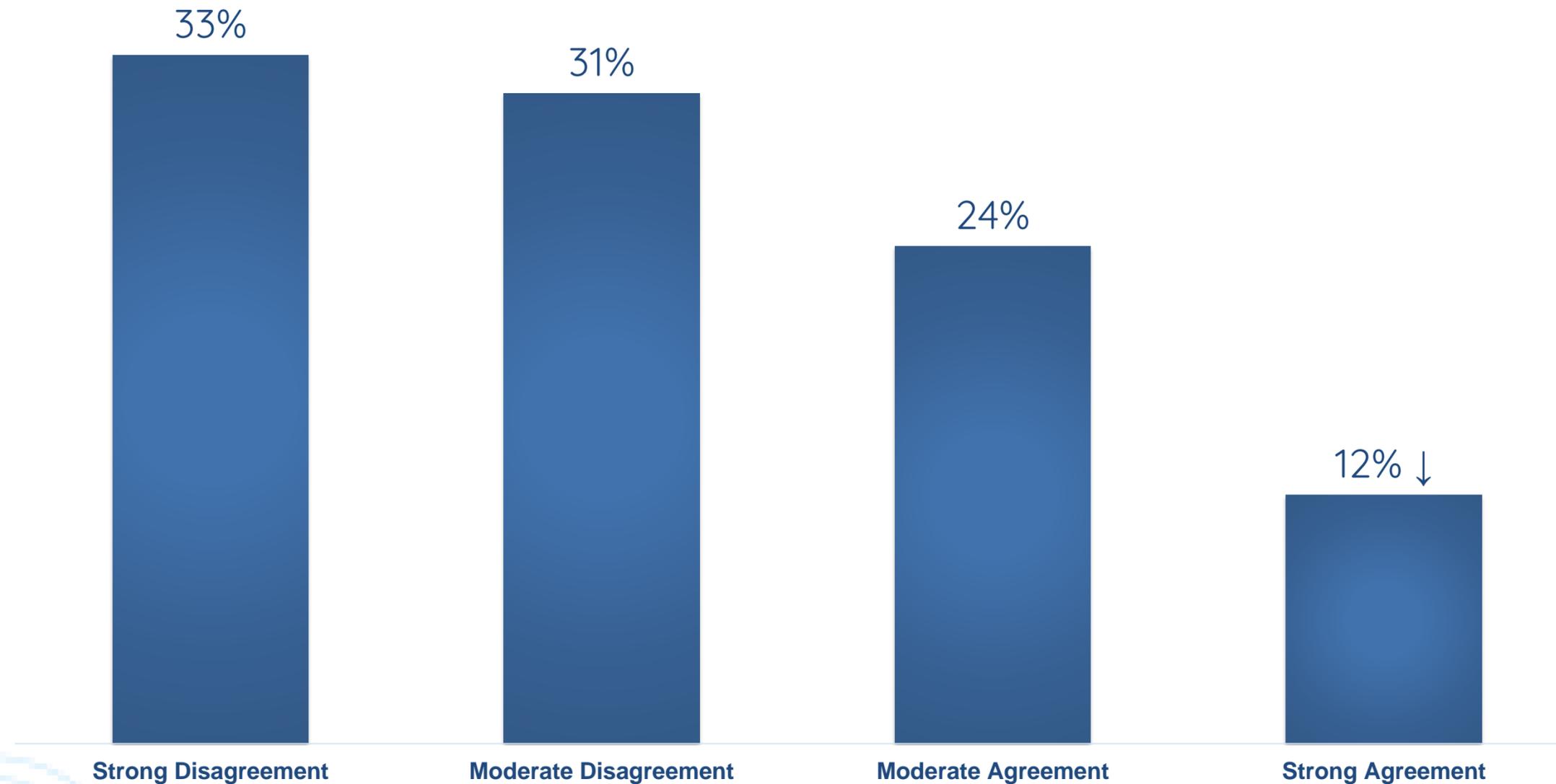
- A significant 36% of Filipino nurses moderately disagree when it comes to the improvement efforts of their organization.

# When I am off duty, I can really enjoy my free time.



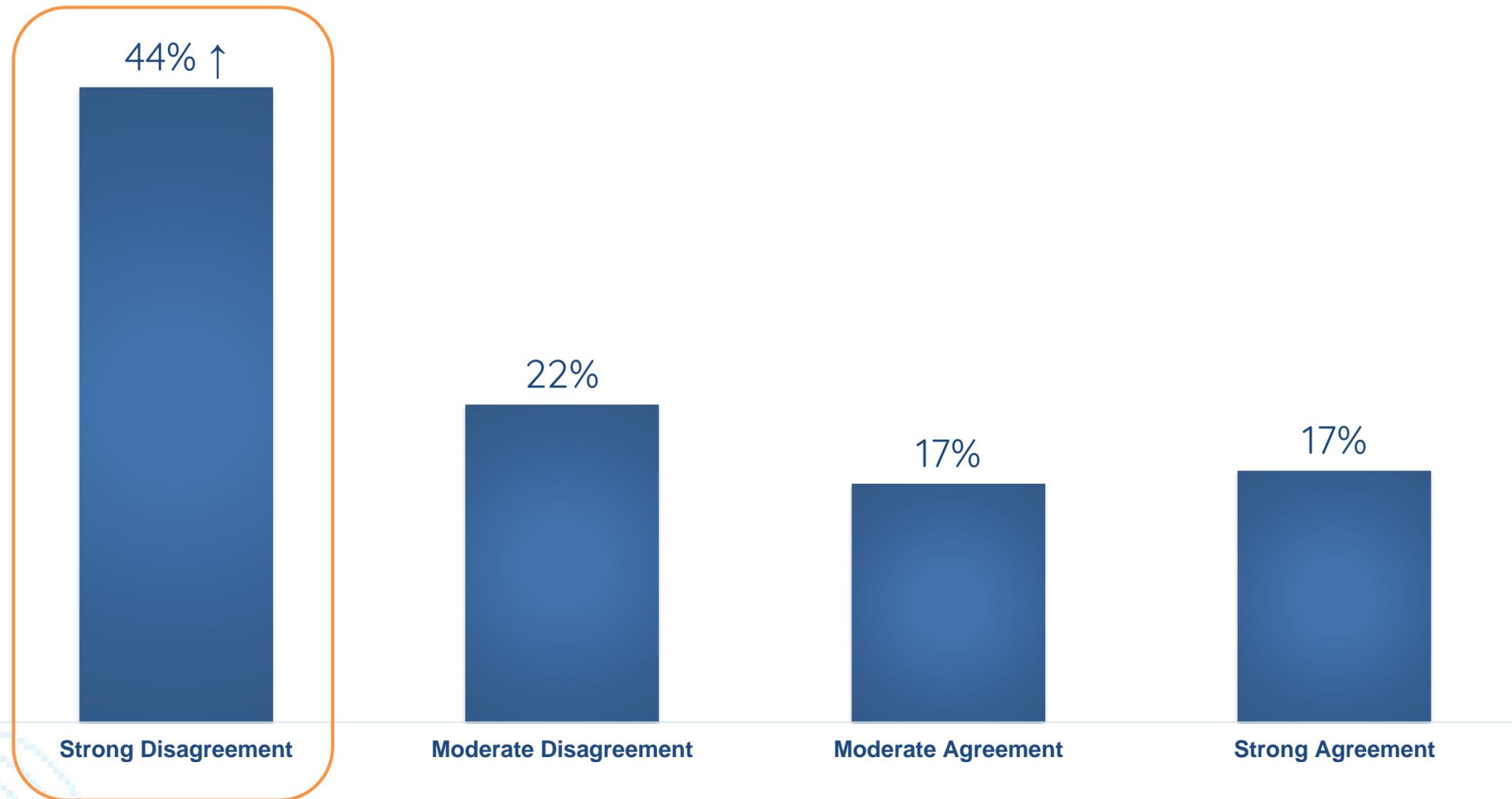
- 31% of respondents state being completely able to enjoy their free time when off duty, while on the other end, 23% would not share this feeling at all.

# Generally speaking, I am very happy at my job.



➤ Majority of Filipino nurses are generally unhappy at their job.

# I would definitely recommend this job to a family member or friend in my home country



- A significant 44% of respondents would not recommend their job to a family member or friend in their home country.

ASSESSMENT TOOLS

# OVERALL SATISFACTION INDEX & EMPLOYEE NET PROMOTER SCORE (ENPS)



## ASSESSMENT TOOLS

# METRICS TO ASSESS SATISFACTION AND RECOMMENDATION



### OVERALL SATISFACTION INDEX (0 to 100)

The Overall Satisfaction Index considers nurses' satisfaction on all the key employment areas. The overall satisfaction score of this study is 52. This is considered as an **average satisfaction level** and can be improved.



### NET PROMOTER SCORE (-100 to 100)

This is a standardized metric that benchmarks how likely the Filipino nurses are to recommend their job to others (family & friends) across institutions within the health sector. In this study, the NPS score is -49 which translates in **a significant number of detractors**.

ASSESSMENT TOOLS

# DRIVERS ANALYSIS

What is driving the overall satisfaction and recommendation scores and how can we improve them?

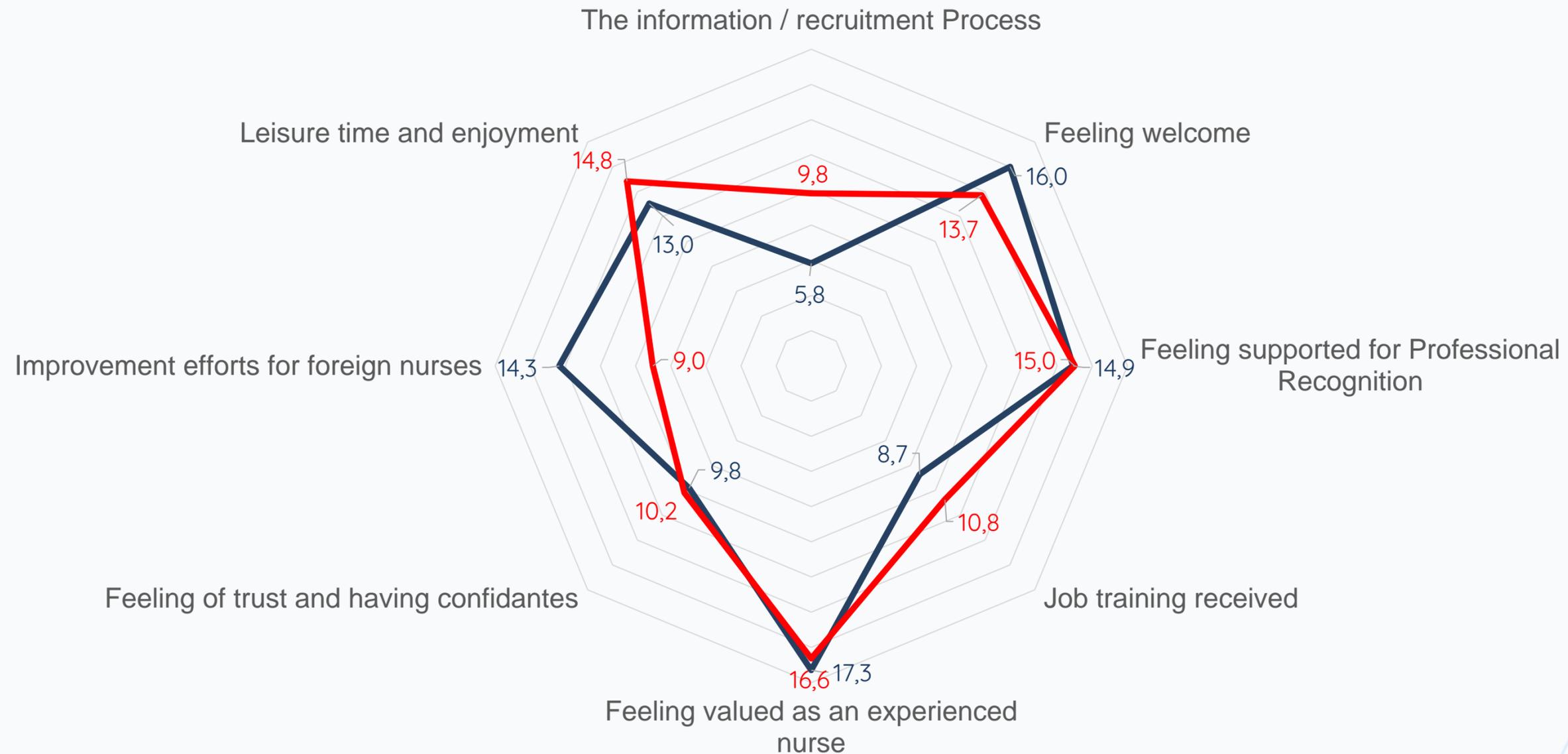


## DRIVERS ANALYSIS

# WHAT AREAS ARE DRIVING SATISFACTION AND NPS?

➤ Hitting two birds with one stone: improving areas that are important for both satisfaction and NPS will optimize investment for maximum impact.

— Satisfaction — NPS



DRIVERS ANALYSIS

# RANKING OF DRIVERS

## DRIVERS OF SATISFACTION



## DRIVERS OF RECOMMENDATION



## SATISFACTION & RECOMMENDATION



	Feeling valued as an experienced nurse		Feeling valued as an experienced nurse		Feeling valued as an experienced nurse 
	Feeling welcome		Feeling supported in passing the professional recognition		Feeling supported in passing the professional recognition
	Feeling supported in passing the professional recognition		Ability to enjoy free-time when off-duty		Feeling welcome
	Organization improving working conditions for foreign employees		Feeling welcome		Ability to enjoy free-time when off-duty
	Ability to enjoy free-time when off-duty		Receive appropriate job training		Organization improving working conditions for foreign employees
	Having someone trustworthy in my organization I can share my experience with		Having someone trustworthy in my organization I can share my experience with		Having someone trustworthy in my organization I can share my experience with
	Receive appropriate job training		Receive accurate information during the recruitment process		Receive appropriate job training
	Receive accurate information during the recruitment process		Organization improving working conditions for foreign employees		Receive accurate information during the recruitment process

ASSESSMENT TOOLS

# THEMATIC ANALYSIS

What do Filipino nurses have to say?

A insights deep dive into their working environment in Germany.



# IMPROVEMENT SUGGESTIONS BY FILIPINO NURSES

➤ What can my organization do better, in order to make this a great place to work for foreign professionals?



➤ Majority of respondents spoke about problems particularly about Racism & Discrimination which is aggravated with the lack of cultural awareness and language proficiency. Investing in Intercultural training and Language training will significantly improve the situation for foreign nurses.

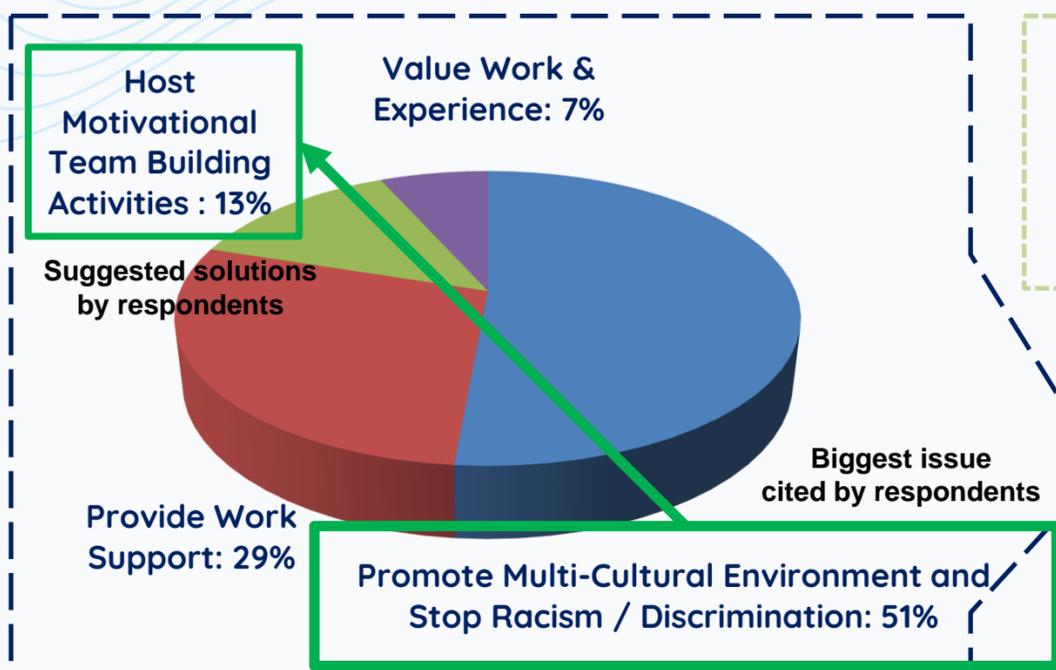
➤ Hosting motivational team building activities with the goal of showing recognition and valuing nurses' work & experience will greatly increase satisfaction levels and help with workplace integration and belonging.

➤ Improving work conditions by managing workload distribution and staffing will increase satisfaction. Logically, improving salary and benefits would also help but only in the short-term. Long-term improvements must be put in place for sustainable results.

# IMPROVEMENT SUGGESTIONS BY FILIPINO NURSES

➤ What can my organization do better, in order to make this a great place to work for foreign professionals?

## IMPROVE WORK ENVIRONMENT (46%)



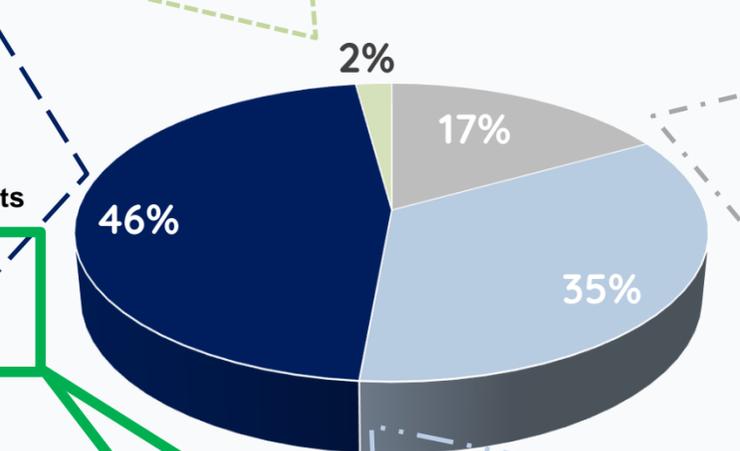
“Racial discrimination especially Nurses from Asian countries or from 3rd world countries. They think that our standards and level of knowledge and skills in relation to nursing is far low compared to their local standards. But in the long run when we can understand and speak fluent Deutsch, they then realized that we Filipinos are far more skilled, knowledgeable as nurses compared to them. Not to mention our professionalism and our attitude towards our patient is clearly above and beyond their expectations.”

“Geduldig sein und keine beleidigende wörter wenn mann nicht gut sprechen kann.“

“They must try to understand that newly hired foreigners need some adjustments and mentorship to be able to show more of our skills as nurses”

## ALREADY SATISFIED (2%)

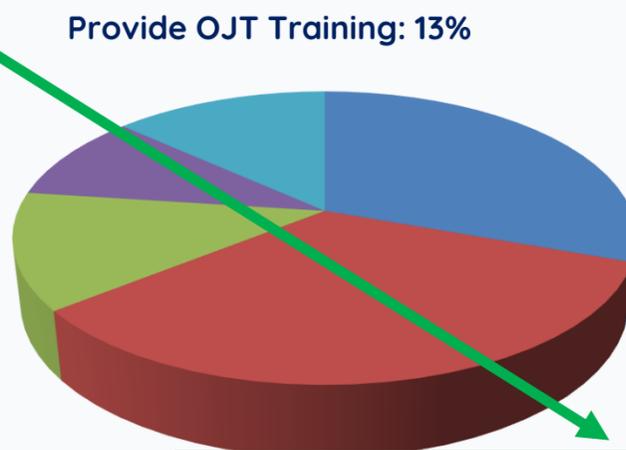
“So far none.. the support is superb”  
 “My workplace supports us.”



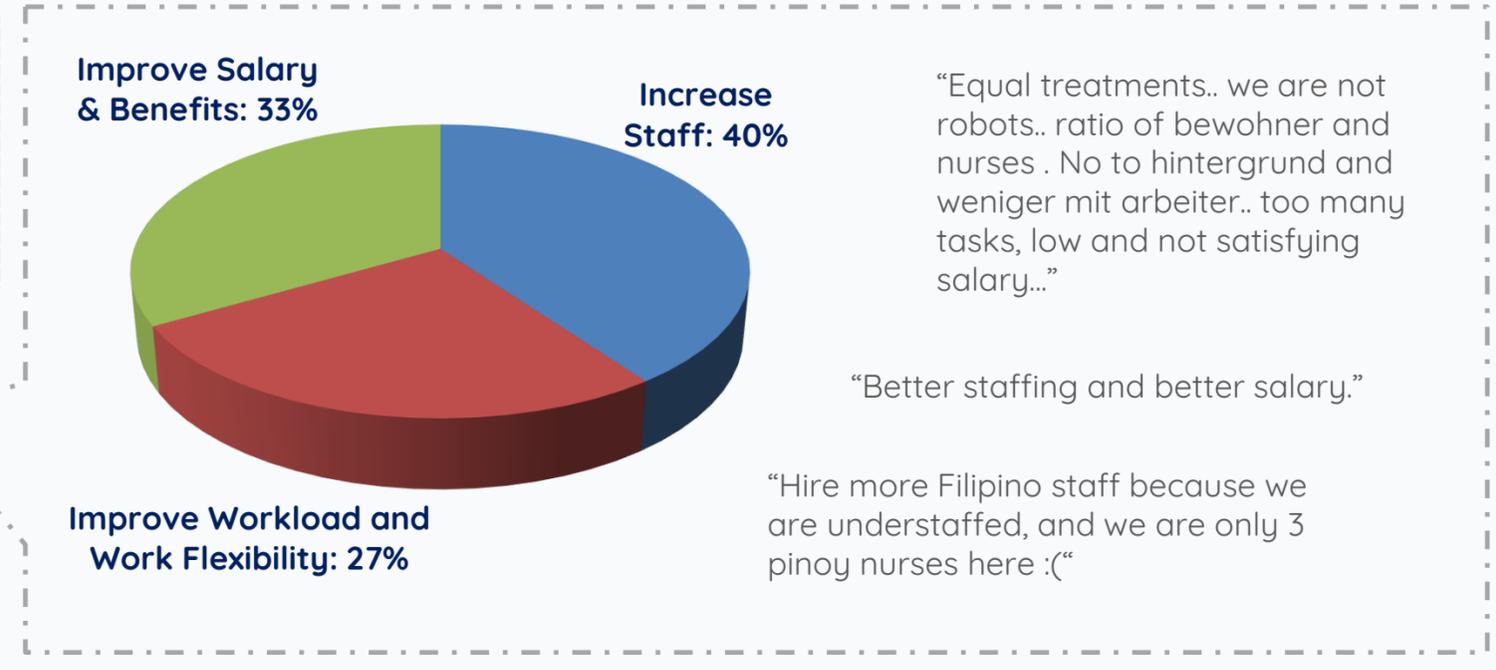
Suggested solutions by respondents

Provide Inter-Cultural Training : 10%

Provide Administrative Training & Assistance: 13%



## IMPROVE WORK CONDITIONS (17%)

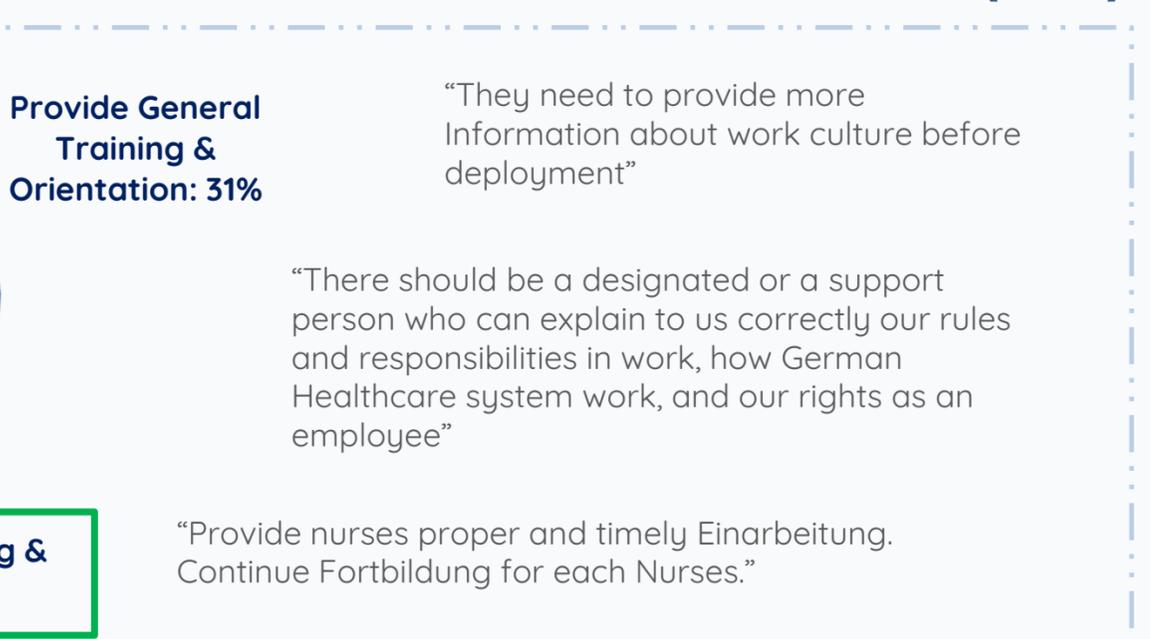


“Equal treatments.. we are not robots.. ratio of bewohner and nurses . No to hintergrund and weniger mit arbeiter.. too many tasks, low and not satisfying salary...”

“Better staffing and better salary.”

“Hire more Filipino staff because we are understaffed, and we are only 3 pinoy nurses here :(“

## IMPROVE TRAINING & ORIENTATION (35%)



“They need to provide more Information about work culture before deployment”

“There should be a designated or a support person who can explain to us correctly our rules and responsibilities in work, how German Healthcare system work, and our rights as an employee”

“Provide nurses proper and timely Einarbeitung. Continue Fortbildung for each Nurses.”

Nb: % are based on total number of mentions (n=142). It is possible for respondents to mention several topics when answering the question. Each pie is recomputed to show 100% for each category.

STUDY COMPARISON

# RESEARCH ON FILIPINO NURSES WORKING ABROAD

How does this study compare with other studies on Filipino nurses overseas? Are there similarities and differences?



# RESEARCH ON FILIPINO NURSES WORKING ABROAD

## Overall Job Satisfaction



- “A survey of the job satisfaction of Filipino nurses working in the UK” – by Anna Reyes and Gladys Martir, 2022 (Data from 2017) [1]
  - 71% of Filipino nurses working in the UK were satisfied – most of them **moderately satisfied** which could be considered slightly higher than the satisfaction level in our study of nurses in Germany.



- “Filipino Nurses in the United States: Recruitment, Retention, Occupational Stress, and Job Satisfaction” – by Arlene N. Hayne, Jonathan Davis, 2009 [2]
  - This study showed **higher satisfaction rate** amongst Filipino nurses in the US. The language could possibly ease the integration barrier.
- “Job satisfaction and acculturation among Filipino registered nurses” – by Emerson E. Ea ,Mary Quinn Griffin, Nora L’Eplattenier, and Joyce J. Fitzpatrick, 2008 [3]
  - This study showed **moderate level of satisfaction** amongst Filipino nurses in the US. The nuance could be due to employment differences between states.



- “Level Of Job Satisfaction Of Filipino Nurses In Attendo Oy, Finland” – by Jimeno, Arthur P., 2019 [4]
  - In this study conducted amongst Filipino nurses in Finland, satisfaction is also on an **average level with 16% dissatisfied** and 48% of respondents answering “Neutral” when asked about their overall satisfaction. This could be considered better as the satisfaction level in our study.



- “A Comparison of Job Satisfaction among Filipino Nurses Employed in the Philippines and Overseas” – Ruth Shane E. Legaspi, 2019 [5]
  - In this study which compares satisfaction between locally employed and overseas Filipinos nurses, satisfaction of overseas nurses (working in various countries but mostly in the middle east) is **at an average level**. This study also reveals that satisfaction amongst overseas nurses is lower than locally employed nurses.

SUMMARY AND RECOMMENDATIONS

# CONCLUSIONS



## CONCLUSION

# KEY TAKEAWAYS

Overall satisfaction of Filipino nurses as measured using **Employee Net Promoter Score (-49)** is poor.

This study reveals that the main obstacles and issues that Filipino nurses face in Germany are:

- 1. The lack of recognition of their qualification and experience**
  - Qualifications and previous experiences in other countries are not recognized nor properly valued.
- 2. They tend to feel discriminated and disrespected**
  - Over 22% of respondents have mentioned racism or discrimination as an area of improvement.
- 3. Feeling isolated, not having someone they trust and that they could share their experience / difficulties with.**
- 4. Workload for certain nurses (48%) is heavy, although 52% did say that they enjoy their leisure time when off duty.**

On a positive note:

- 1. Particularly high satisfaction is observed for support in passing the professional recognition (berufliche Anerkennung).**

Based on our secondary research, we observed that:

- 1. Overall satisfaction is likely to be slightly lower in countries such as Germany or Finland where English is a secondary language when compared to primarily English-speaking countries such as the United Kingdom or the United States.**
- 2. Integration is even harder in Germany due to communication difficulties (German being quite different from Filipinos' mother tongue - Tagalog or English) as well as cultural work practices that are significantly different (separate over collective).**

## CONCLUSION

# RECOMMENDATIONS

To improve Overall Satisfaction of Filipino nurses and improve eNPS score, organizations should focus on the following:

- 1. Improving language support and training** in order to allow foreign nurses to rapidly improve their German proficiency. This will likely result in:
  - Better communication thus the capacity to express themselves better and apply their knowledge more accurately.
  - More interaction between colleagues and therefore reducing isolation, improving camaraderie and belonging.
- 2. Intercultural training and reinforcing cultural awareness within the organization**
  - Integrate cultural training / orientation for new foreign nurses to aid them in integration.
  - Train local workers (particularly managers) about cross-cultural management and sensitivity training towards foreign nurses.
- 3. Maintaining continuous support to Filipino nurses in their professional recognition examinations (berufliche Anerkennung) is key.**

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[8] Eliciting Challenges on Social Connectedness among Filipino Nurse Returnees: A Cross-Sectional Mixed-Method Research - Mary Jane L. Cortez (2016)

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[10] Factors affecting the integration of immigrant nurses into the nursing workforce: A double hermeneutic study - Lily Dongxia Xiao (2014)

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[11] Cleovi Mosuela - "Warm heart and warm hands:" The case of Filipino migrant nurses in Germany

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[12] "Retention Strategies for Newly Hired Filipino Nurses" - K. Kinderman (2006)

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**I help medical institutions to successfully manage integration of foreign professionals.**

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