



FILIPINO NURSES IN GERMANY

A STUDY ON WORKPLACE SATISFACTION
FOCUS ON DISCRIMINATION & RACISM
SEPTEMBER 2023

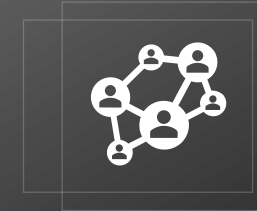


ABOUT THE STUDY

The survey was designed to obtain insight and feedback from Filipino nurses in Germany to determine their workplace and career satisfaction. The 2023 survey builds upon the previous results from the 2022 study with a special focus on experiences of discrimination and racism at work, one of last year's key findings that needed further study.



BACKGROUND OF THE STUDY



Respondents

- 224 Filipinos working in the healthcare sector in Germany responded to the survey questionnaire this year 2023.
- The study made use of purposive, homogenous sampling and the survey was distributed online within several groups specifically dedicated to Filipino nurses working in Germany or via ads targeting the population of interest.

Questionnaire

- The anonymous questionnaire consisted of 28 questions using a mix of close-ended and open-ended questions.
- The questionnaire was available in English and programmed using Easy Feedback (<https://easy-feedback.com/>)
- To incentivize participation, respondents had the chance to win an Ipad via a raffle draw. Emails were randomized to protect anonymity of their responses.

Objectives

- Evaluate the overall sentiment of Filipinos working in the healthcare sector in Germany in 2023 and compare the results to 2022
- Determine the drivers of overall satisfaction and job recommendation. Identify areas of improvement for employers.
- Identify and further understand themes within the subject of discrimination and racism against Filipino nurses in Germany

KEY FIGURES

2023 VS 2022 SATISFACTION INDEX AND NET PROMOTER SCORE

Overall Satisfaction Score and Net Promoter Score have increased in 2023 from last year indicating improvement



base n = 109
*adjusted satisfaction score
for comparability



base n = 212

OVERALL SATISFACTION INDEX (0 to 100)

The Overall Satisfaction Index considers nurses' satisfaction on all the key employment areas comparable with last year. The score increased this year by +7 points from 57 in 2022 to 64 in 2023 indicating an improvement in work overall conditions.



base n = 109
*adjusted NPS score for
comparability



base n = 212

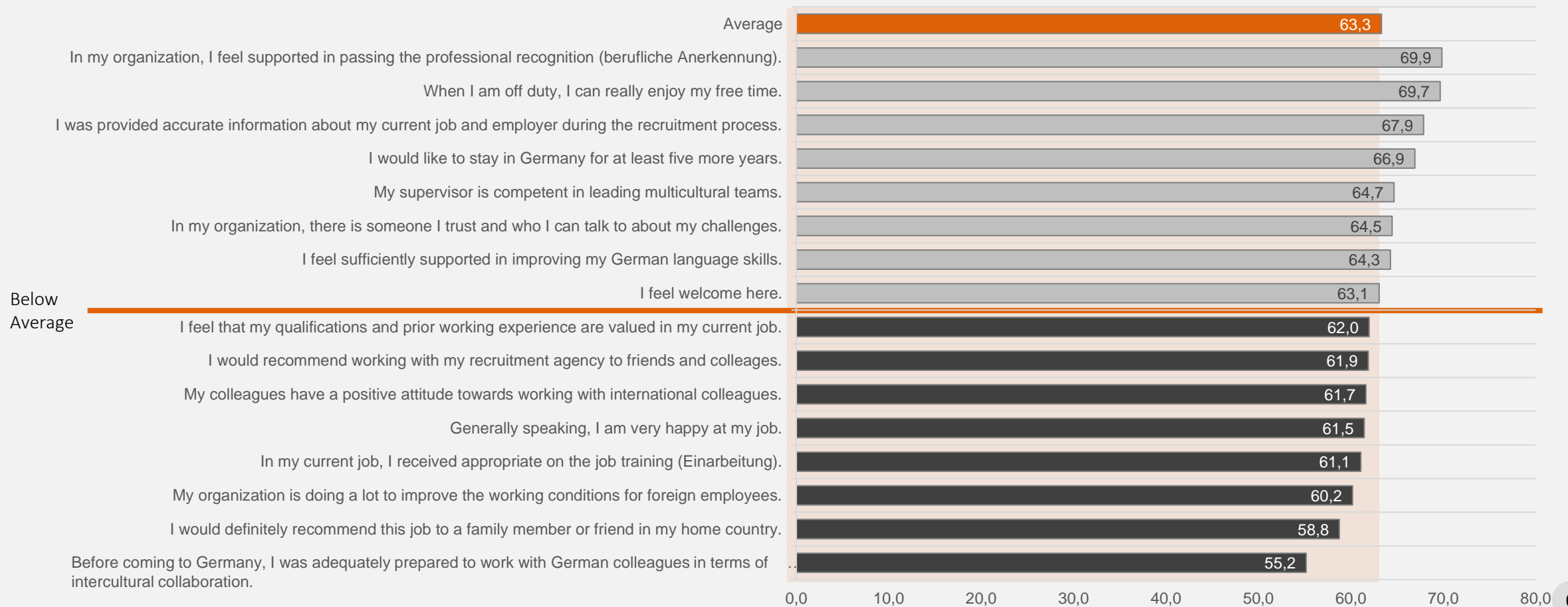
NET PROMOTER SCORE (-100 to 100)

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 2023, we see that this has slightly improved from -49 to -32 but remains to be a significant number of detractors.

2023 SATISFACTION SCORES

Looking into the different satisfaction areas surveyed for 2023, we see that support for professional recognition ranks as the #1 while significantly lagging behind is the preparation on intercultural collaboration given to Filipino nurses before coming to Germany.

Satisfaction Level (Out of 100)



2023 OVERALL SATISFACTION SCORES BY BACKGROUND

Acquiring the average for all areas, we observe that certain groups are below average when it comes to their satisfaction score which we will observe throughout the report. Respondents who have been living less than 2 years in Germany, who have less than 5 years of working experience as a professional nurse, who have never worked outside of PH and who are working in outpatient care / nursing homes have a more difficult experience in general than other segments.

	Overall Satisfaction Score	# of respondents
How long have you been living in Germany?		
Less than 2 years	61.5	93
More than 2 years	64.8	119
How much prior working experience as a professional nurse did you have before coming to Germany?		
Less than 5 years	60.0	101
More than 5 years	66.4	111
How long did you work outside the Philippines before coming to Germany?		
Never worked outside of PH	62.4	96
Less than 5 years	64.5	68
More than 5 years	63.2	49
What type of nursing work do you do in Germany?		
Hospital	65.6	150
Outpatient care / Nursing home	58.2	66

PH=Philippines

 Red font indicates figure is below the average 2023 overall satisfaction score of 63

2023 OVERALL SATISFACTION SCORES BY BACKGROUND

In addition, respondents who have not yet completed the professional recognition process, who have changed employer previously and who have experienced discrimination/racism at work report lower than average overall satisfaction scores.

	Overall Satisfaction Score	# of respondents
Have you previously changed your employer in Germany?		
Yes, I have changed the employer previously.	62.1	74
No, I have never changed the employer.	64.0	138
Have you already completed your professional recognition process as a professional nurse?		
Yes	63.7	168
No	62.2	44
Have you experienced discrimination/racism at your work in Germany?		
Yes, I have.	57.7	136
No, I have not.	73.5	76

WORK DIMENSIONS

In 2023, the survey was further improved by adding more satisfaction areas to the mix based on results and findings from the 2022 study. Given the wider scope of the study, satisfaction areas were categorized into six different work dimensions to gain optimal insights into the data and feedback from participants.

I feel sufficiently supported in improving my German language skills.



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

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

Work Progression & Career Support

My colleagues have a positive attitude towards working with international colleagues.

My supervisor is competent in leading multicultural teams.

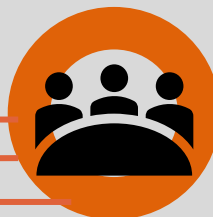
In my organization, there is someone I trust and who I can talk to about my challenges.



Team Work & Feeling Valued by Colleagues

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

I would recommend working with my recruitment agency to friends and colleagues.



Working with a Recruitment Agency

Before coming to Germany, I was adequately prepared to work with colleagues in Germany in terms of intercultural collaboration.



I feel that my qualifications and prior working experience are valued in my current job.

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

Feeling Valued & Considered by Employer



I feel welcome here.

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

Living in Germany



Generally speaking, I am very happy at my job.

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

I would like to stay in Germany for at least five more years.

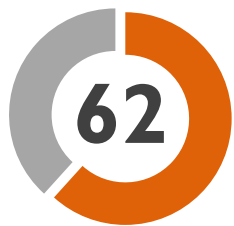
Working in Germany

SIX MAJOR WORK DIMENSIONS

SIX MAJOR WORK DIMENSIONS FOR FILIPINO NURSES IN GERMANY

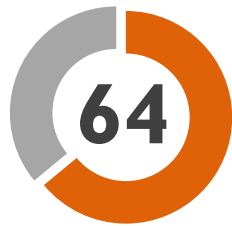
Grouping the different areas of satisfaction for Filipino nurses in Germany, we see six major work dimensions which allows us to have the bigger picture and identify which dimensions need the most attention and improvement.

■ Satisfaction Level (Out of 100)



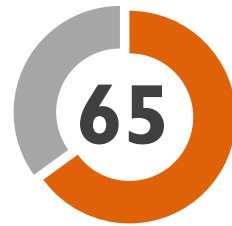
Working with a Recruitment Agency

Satisfaction of nurses with the information and preparation provided by their recruitment agency



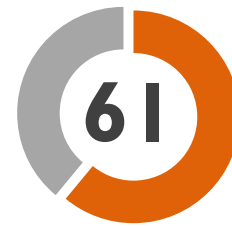
Team Work & Feeling Valued by Colleagues

Satisfaction of nurses with attitudes, trust and sensitivity of colleagues and supervisors.



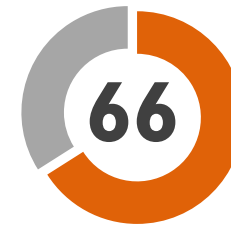
Work Progression & Career Support

Satisfaction of nurses with on-the-job trainings, language learning support and career progression support.



Feeling Valued & Considered by Employer

Satisfaction of nurses with their employer's efforts to improve work conditions and make them feel valued.



Living in Germany

Satisfaction of nurses with adapting to life in Germany. Happiness and feeling welcome in the country.



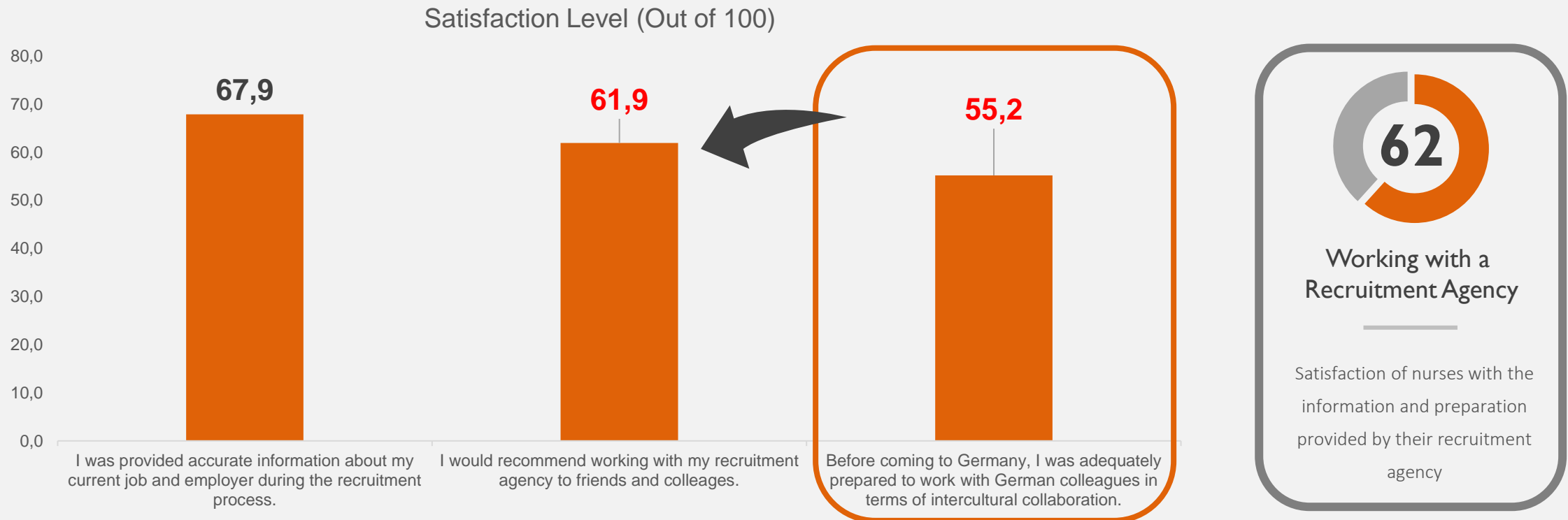
Working in Germany

Satisfaction of nurses with their work, in general. Longevity and desire to stay longer in Germany.

Respondents are generally satisfied giving a satisfaction score of more than 60 out of 100 for each dimension. Ranked in the bottom three are the dimensions: Working with a Recruitment Agency and Feeling Valued, Working in Germany and Considered by Employer, rated 62, 62 and 61 out of 100 respectively.

WORKING WITH A RECRUITMENT AGENCY

We identify that the major factor dragging down the dimension satisfaction score is the preparation given to Filipino nurses prior to coming to Germany in terms of intercultural collaboration which might also be affecting the willingness to recommend their recruitment agency to friends and colleagues.





Red font indicates figure is below the average 2023 overall satisfaction score of 63

WORKING WITH A RECRUITMENT AGENCY

Slicing these same variables by participant background, we see that recommendation and satisfaction on the preparation in terms of cultural collaboration is positively affected by having more than 5 years prior nursing experience or having at least worked outside of the PH before coming to Germany. Those with more experience in both areas adapt better and are better prepared in working / living in Germany.

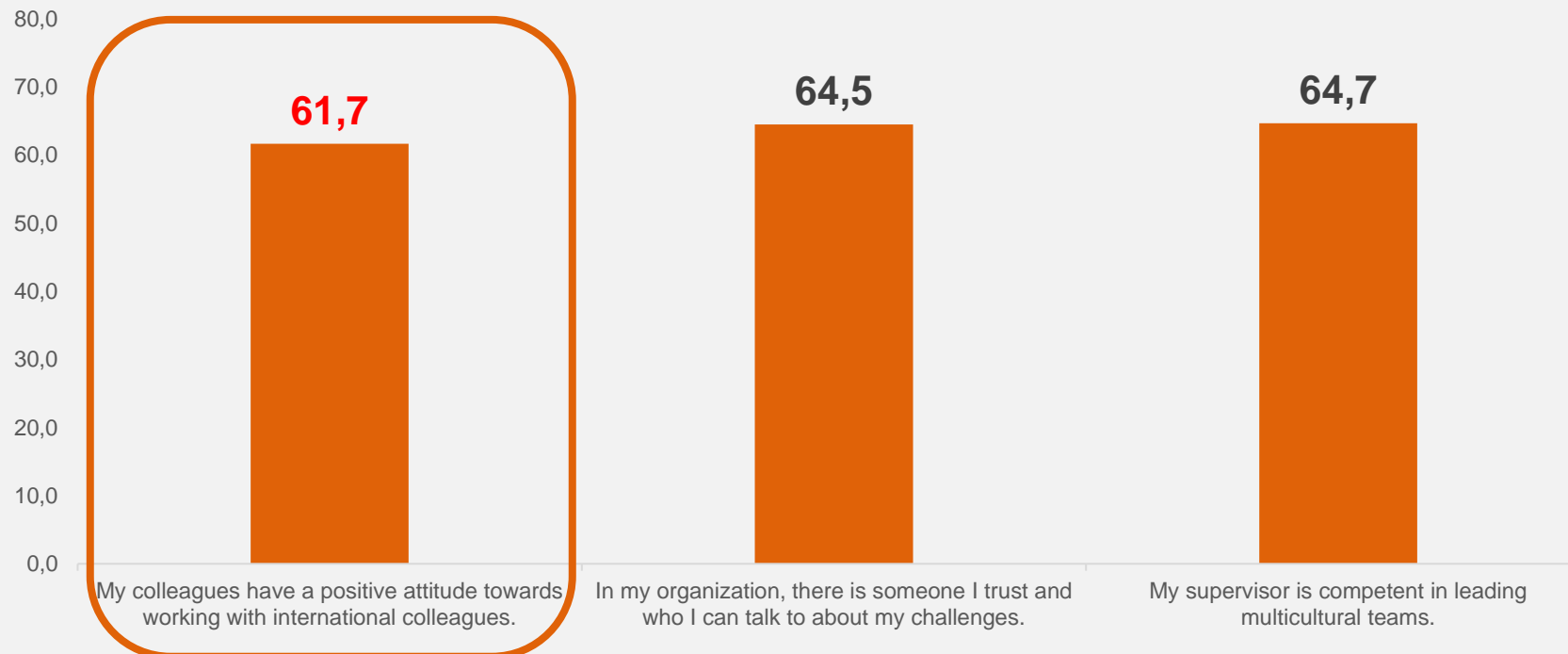
How much prior working experience as a professional nurse did you have before coming to Germany?			How long did you work outside the Philippines before coming to Germany?		
Satisfaction Level (Out of 100)	Less than 5 years	More than 5 years	Never worked outside of PH	Less than 5 years	More than 5 years
I was provided accurate information about my current job and employer during the recruitment process.	65.5	70.2	66.1	67.0	71.8
I would recommend working with my recruitment agency to friends and colleagues.	57.5 ↓	66.1 ↑	58.9	63.3	65.1
Before coming to Germany, I was adequately prepared to work with German colleagues in terms of intercultural collaboration.	51.4 ↓	58.8 ↑	49.9 ↓	60.6 ↑	57.8
Column n	108	114	104	70	49

 Significantly higher versus other segment at 95% CL
 Significantly lower versus other segment at 95% CL

TEAMWORK AND FEELING VALUED BY COLLEAGUES

This work dimension is rated the second-highest in terms of satisfaction, but we see that one factor is dragging it down which is the perceived attitude of [local] colleagues towards working with international colleagues. Meanwhile, participants are quite satisfied with their supervisors and confidantes.







Satisfaction Level (Out of 100)





Red font indicates figure is below the average 2023 overall satisfaction score of 63

TEAMWORK AND FEELING VALUED BY COLLEAGUES

Looking at these variables by participant background, we observe that those with more than 5 years nursing experience are more satisfied with their confidantes than those with less than 5 years of experience. Additionally, participants working in hospitals are significantly more satisfied with their colleagues and confidantes than those working in outpatient care or nursing homes indicating major room for improvement in that sector.

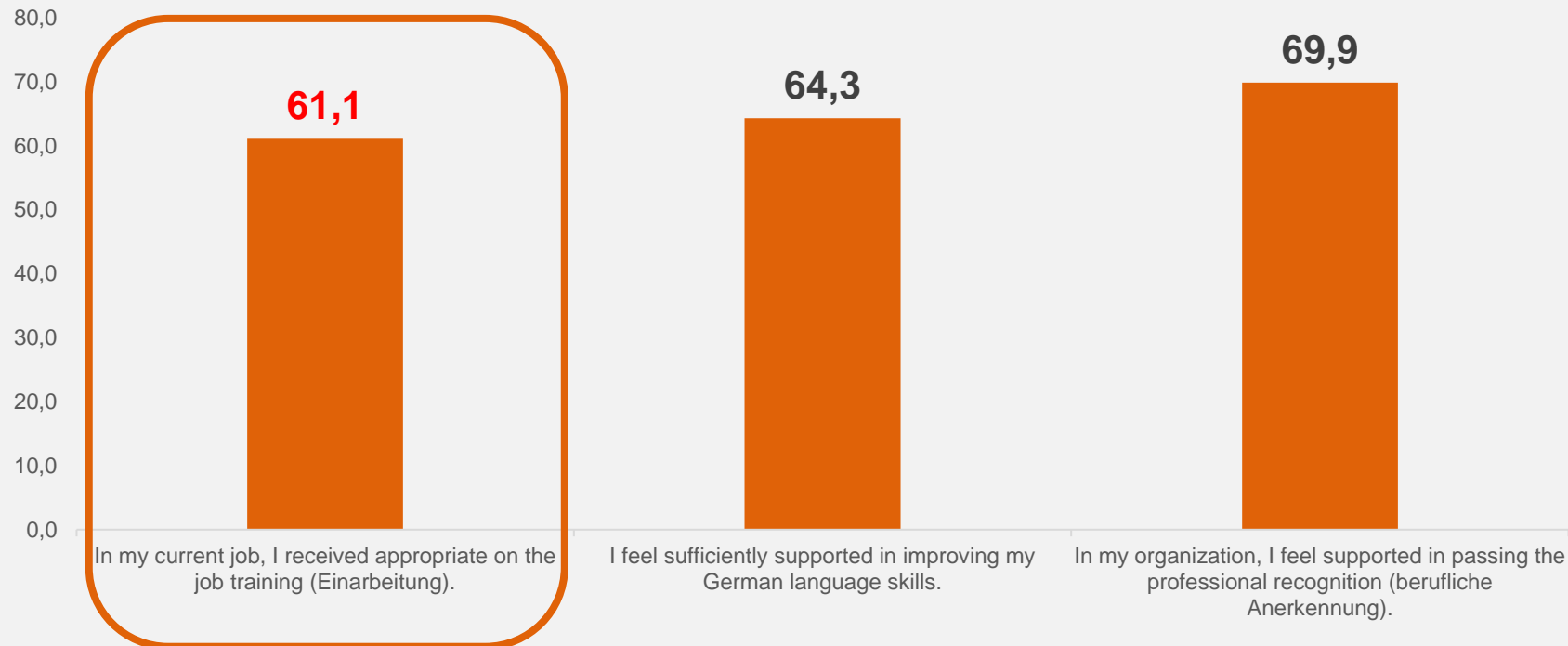
How much prior working experience as a professional nurse did you have before coming to Germany?			What type of nursing work do you do in Germany?	
Satisfaction Level (Out of 100)	Less than 5 years	More than 5 years	Hospital	Outpatient Care / Nursing Home
My colleagues have a positive attitude towards working with international colleagues.	58.5	64.5	64.6 	55.5 
My supervisor is competent in leading multicultural teams.	62.1	67.0	66.4	60.2
In my organization, there is someone I trust and who I can talk to about my challenges.	60.2 	68.4 	68.3 	55.6 
Column n	101	111	150	66

 Significantly higher versus other segment at 95% CL
 Significantly lower versus other segment at 95% CL

WORK PROGRESSION AND CAREER SUPPORT

Work progression and career support is the second-highest rated dimension due to high satisfaction when it comes to support in passing the professional recognition. However, on-the-job training is lacking and is pulling down the score for this area indicating a priority for improvement moving forward.

Satisfaction Level (Out of 100)





Red font indicates figure is below the average 2023 overall satisfaction score of 63

WORK PROGRESSION AND CAREER SUPPORT

Respondents who have been living for more than 2 years in Germany are significantly more satisfied when it comes to support on language learning and professional recognition. Satisfaction with on-the-job training is also higher amongst those with more than 5 years nursing experience as well as hospital nurses. Hospital nurses are significantly more satisfied with the support they receive for professional recognition than their outpatient or nursing home counterparts.

Satisfaction Level (Out of 100)	How much prior working experience as a professional nurse did you have before coming to Germany?		How long have you been living in Germany?		What type of nursing work do you do in Germany?	
	Less than 5 years	More than 5 years	Less than 2 years	More than 2 years	Hospital	Outpatient Care / Nursing Home
In my current job, I received appropriate on-the-job training (Einarbeitung).	55.2 ↓	65.7 ↑	58.6	63.3	63.8 ↑	53.6 ↓
I feel sufficiently supported in improving my German language skills.	63.5	64.9	59.3 ↓	68.8 ↑	66.3	58.5
In my organization, I feel supported in passing the professional recognition (berufliche Anerkennung).	68.5	70.9	64.8 ↓	74.5 ↑	72.8 ↑	63.2 ↓
Column n	93	119	101	111	150	66

 Significantly higher versus other segment at 95% CL
 Significantly lower versus other segment at 95% CL

FEELING VALUED AND CONSIDERED BY EMPLOYER

Feeling valued and considered by employer is one of the lowest rated dimensions with two of its satisfaction areas falling below average. Qualifications and prior working experience being valued as well as the organization improving work conditions for foreign employees are lackluster.



61



Feeling Valued & Considered by Employer



Satisfaction of nurses with their employer's efforts to improve work conditions and make them feel valued.

■ Red font indicates figure is below the average 2023 overall satisfaction score of 63

FEELING VALUED AND CONSIDERED BY EMPLOYER

Hospital nurses are significantly more satisfied (62.8) than nurses in outpatient care / nursing home (53.8) when it comes to their organization improving work conditions for foreign employees – a difference of 9 points.

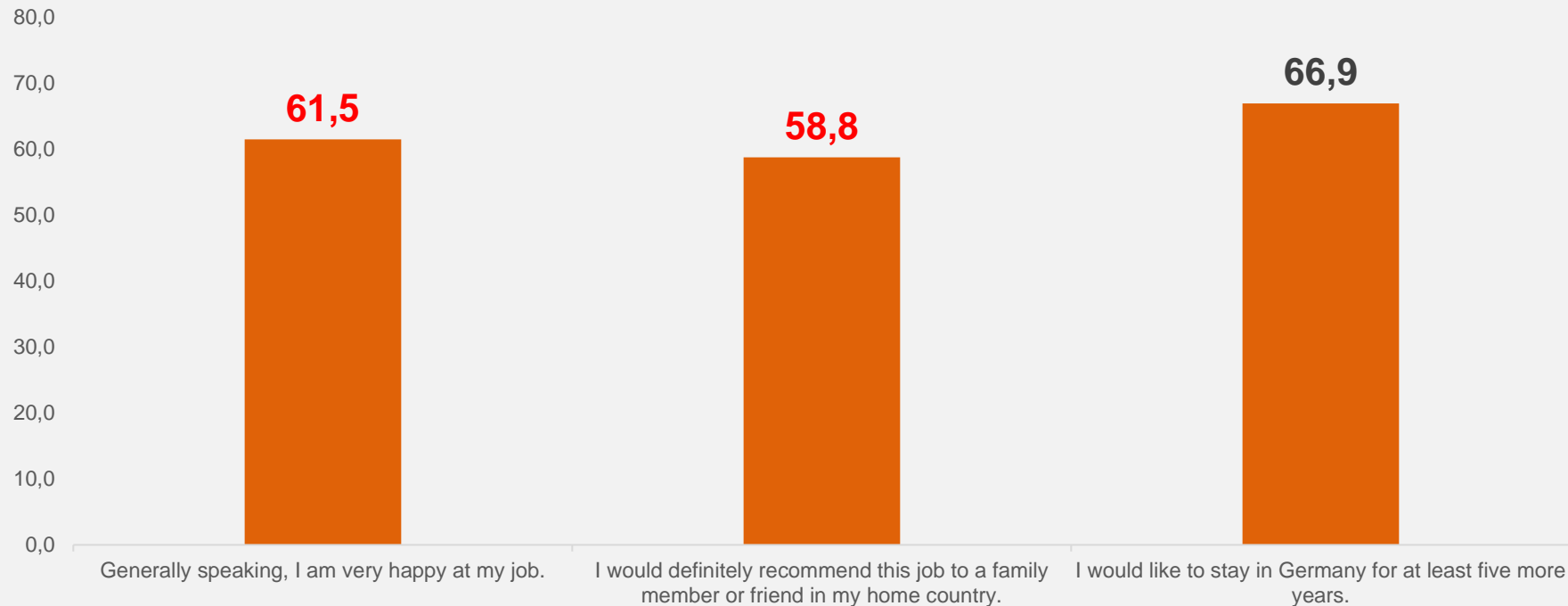
What type of nursing work do you do in Germany?		
Satisfaction Level (Out of 100)	Hospital	Outpatient Care / Nursing Home
I feel that my qualifications and prior working experience are valued in my current job.	63.7	57.4
My organization is doing a lot to improve the working conditions for foreign employees.	62.8 	53.8 
Column n	150	66

 Significantly higher versus other segment at 95% CL
 Significantly lower versus other segment at 95% CL

WORKING IN GERMANY

General happiness and the likelihood to recommend their job are still not up to par. Nevertheless, staying in Germany for at least five more years received above average satisfaction ratings indicating a strong desire to stay in Germany.

Satisfaction Level (Out of 100)





■ Red font indicates figure is below the average 2023 overall satisfaction score of 63

WORKING IN GERMANY

Respondents who have had more than 5 years nursing experience are significantly happier about their job (65.6) than those who have had less than 5 years experience (56.9) – a difference of 8.7 points.

How much prior working experience as a professional nurse did you have before coming to Germany?		
Satisfaction Level (Out of 100)	Less than 5 years	More than 5 years
Generally speaking, I am very happy at my job.	56.9 ↓	65.6 ↑
I would definitely recommend this job to a family member or friend in my home country.	55.2	62.0
I would like to stay in Germany for at least five more years.	64.2	69.5
Column n	101	111

 Significantly higher versus other segment at 95% CL
 Significantly lower versus other segment at 95% CL

LIVING IN GERMANY

Satisfaction on the use of their free time and feeling welcome received average or above average satisfaction ratings making this work dimension the highest rated. No significant differences between segments were observed when it comes to this work dimension.



■ Red font indicates figure is below the average 2023 overall satisfaction score of 63

KEY TAKEAWAYS FROM THIS CHAPTER (PART I)



Nurses with more than 5 years of nursing experience prior to coming to Germany are more likely to have a satisfying work and living experience in the country.

Nurses with more professional nurse experience (more than 5 years) were observed to have higher satisfaction scores for preparedness for intercultural collaboration, willingness to recommend their recruitment agency, trust in their confidantes and proper on-the-job training.

Having experience work outside of the Philippines prior to coming to Germany also increases the likelihood to feel satisfied and prepared for intercultural collaboration than those who have never experienced working outside the PH but came straight to Germany.

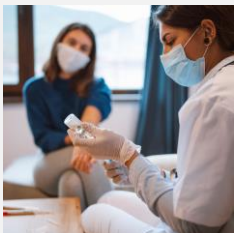


Nurses working in hospitals are more likely to have a satisfying work experience in Germany than those who work in outpatient care or nursing homes.

Nurses working in hospitals are significantly more satisfied with their local colleagues in terms of openness and attitude towards foreign workers. They are also more likely to have trusted confidantes in their organization than those working in outpatient care / nursing homes.

Hospital nurses are significantly happier with the on-the-job training and support for professional recognition that they received than their non-hospital counterparts. They are also more likely to be satisfied when it comes to efforts their organization is doing to improve work conditions.

All this indicates a large disparity in the conditions that outpatient nurses / nursing home nurses experience and must be prioritized for improvement.



Nurses living in Germany for more than 2 years are more satisfied with certain areas

Nurses who have lived in Germany for more than 2 years experience higher satisfaction when it comes to German language learning and support for passing the professional recognition process than those who have lived for less than 2 years in Germany. Giving ample time for things to fall into place especially when adapting to a new country, culture and language is also important for successful integration.








TOP AGENCIES BY DIMENSION SCORES

We identify which agencies have received the highest satisfaction scores from Filipino nurses in 2023

TOP AGENCIES IN GERMANY

BY DIMENSION SATISFACTION SCORES

When it comes to the top German agencies used, we observe that satisfaction scores are higher than average for Triple Win Project/GIZ, Truecare GmbH, Care with Care, Alfa Personnel Care, Globogate, GP Care Solutions and SM Care Solutions.

Average Satisfaction Scores (Out of 100)	Working with a Recruitment Agency	General Job Happiness Score	Recommend Job Score	Longevity Score in Germany	Average Total Agency Score	# of respondents who used the agency
« Triple Win Project » / GIZ	69.1	73.3	72.2	79.7	73.6 	36
	57.9	45.7	44.6	44.6	48.2	28
Truecare GmbH	70.8	73.8	66.2	76.2	71.7 	13
Globogate	62.8	66.0	62.5	70.5	65.5 	20
Care with Care	64.6	71.1	63.3	79.4	69.6 	18
SM Care Solutions	64.1	63.8	61.3	71.3	65.1 	8
Alfa Personnel Care	73.8	60.0	58.8	77.5	67.5 	8
	36.7	27.1	32.9	24.3	30.2	7
GP Care Solutions	72.0	70.0	64.0	56.0	65.5 	5

  Indicates figure is above the average 2023 overall satisfaction score of 63

TOP AGENCIES IN THE PHILIPPINES

BY DIMENSION SATISFACTION SCORES

Considering the Philippine agencies who were mentioned the most, we identify the Landbase Human Resources, Triple Win Project/GIZ, Staffhouse International and Lifelinks International as the highest rated agencies in terms of satisfaction with nurses giving above average overall scores for these agencies.

Average Satisfaction Scores (Out of 100)	Working with a Recruitment Agency	General Job Happiness Score	Recommend Job Score	Longevity Score in Germany	Average Total Agency Score	# of respondents who used the agency
«Triple Win Project » / GIZ	66.2	68.4	68.2	76.3	69.8 ★	38
	57.2	60.4	52.2	64.8	58.6	23
Lifelinks International	69.3	64.7	58.7	64.7	64.3 ★	15
	59.5	45.0	44.3	47.1	49.0	14
JCJ International	56.2	55.4	57.7	66.2	58.9	13
Landbase Human Resources	70.8	73.8	66.2	76.2	71.7 ★	13
	63.1	51.7	50.0	53.3	54.5	12
	35.4	51.4	47.1	52.9	46.7	7
Staffhouse International	68.1	65.7	68.6	74.3	69.2 ★	7
	54.8	62.9	57.1	60.0	58.7	7

 Indicates figure is above the average 2023 overall satisfaction score of 63

2022 VERSUS 2023 SATISFACTION SCORES

We identify which areas have improved for Filipino nurses in 2023 versus 2022

2022 - 2023 SATISFACTION SCORE

Comparing areas of satisfaction from the 2022 study, we observe an overall improvement across the board in 2023. Satisfaction is significantly higher with the information / recruitment process, feeling valued as an experienced nurse, feeling trust and having confidantes, improvement efforts for foreign nurses and general job happiness.

Average	2022*	2023	+/-
Satisfaction in the information / recruitment process ★	59.2	67.9	+8.7
Satisfaction in feeling welcome	57.6	63.1	+5.5
Satisfaction in on-the-job training received	59.4	61.1	+1.7
Satisfaction in feeling supported for professional recognition	66.5	69.9	+3.4
Satisfaction in feeling valued as an experienced nurse ★	51.4	62.0	+10.6
Satisfaction in feeling of trust and having confidantes ★	55.3	64.5	+9.2
Satisfaction in improvement efforts for foreign nurses ★	52.3	60.2	+7.9
Satisfaction in leisure time and enjoyment	62.8	69.7	+6.9
Satisfaction in general job happiness ★	51.1	61.5	+10.4
<i>Base n</i>	109	212	

■ Significantly higher at 95% C.L.
 ■ Significantly lower at 95% C.L.

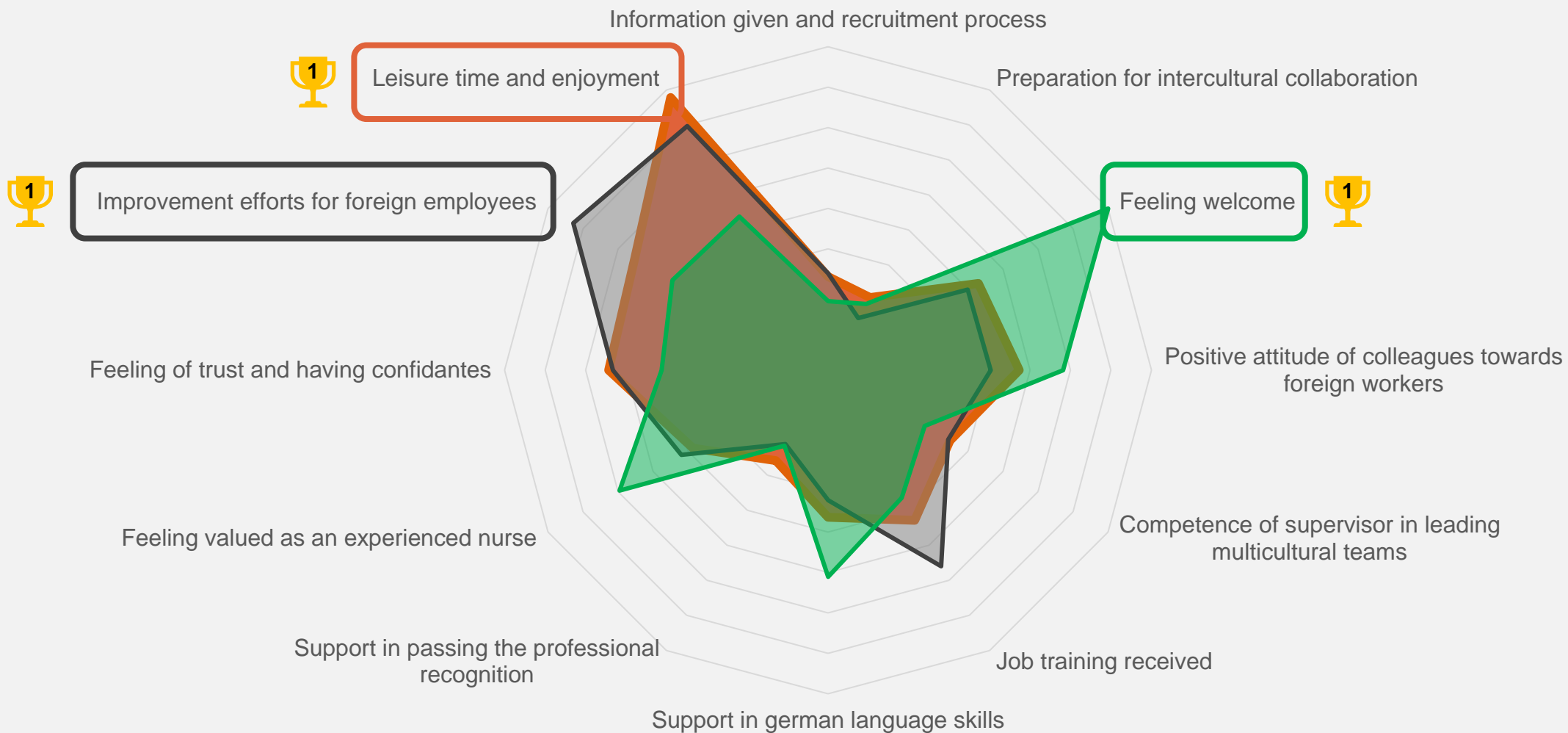
*adjusted satisfaction score for comparability

DRIVERS ANALYSIS

What factors drive job happiness, job recommendation and longevity (willingness to stay longer) in Germany in 2023?

DRIVERS ANALYSIS

■ Happiness ■ Recommendation ■ Longevity



KEY TAKEAWAYS FROM THIS CHAPTER (PART 2)



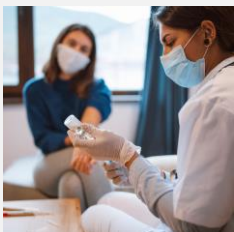
Improve job happiness for Filipino nurses by prioritizing the following aspects:

- Give them appropriate rest, days off and leisure time to avoid overworking and burnout
- Ensure that the nurses know that there is something being done for them by management when it comes to improving conditions for foreign workers
- Ensure that there is a point person with whom the nurses feel safe with, can trust and confide in, when it comes to their challenges at work



Improve job recommendation by Filipino nurses by prioritizing the following aspects:

- Ensure that the nurses are not overworked and burnt out as they will avoid recommending the same to their friends and family back home.
- Let the nurses know that efforts are being made to improve their working conditions, as this will inspire confidence in their employer and superiors which will ultimately result in positive recommendations of the job.
- Ensure that nurses are receiving proper and adequate on-the-job training, so they know that if they recommend their job to friends and family, they would be given the same.



Lengthen the stay of Filipino nurses in Germany by prioritizing the following aspects:

- Ensure that local colleagues understand the dynamics and importance of having diversity in the workplace. Encourage a welcoming environment for foreign workers which will make the nurses feel more welcome at work, and in the country overall.
- Ensure that supervisors are aware of and value the Filipino nurses' experiences and qualifications which will make them feel more valued and validated at work.

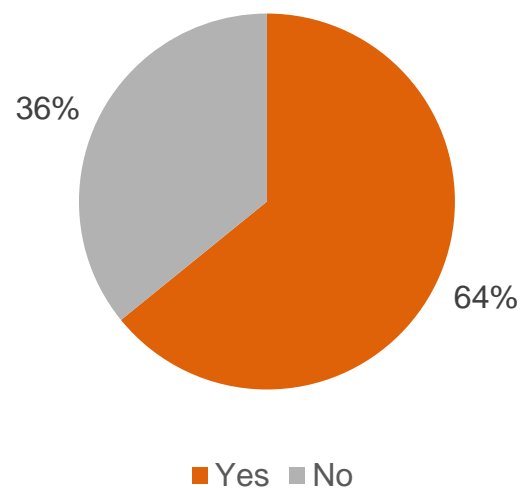
DISCRIMINATION AND RACISM

As one of the main findings of the 2022 study, which required further investigation.

HAVE YOU EXPERIENCED DISCRIMINATION OR RACISM AT YOUR WORK IN GERMANY?

A majority of respondents at 64% have experienced a form of discrimination or racism at work in Germany.

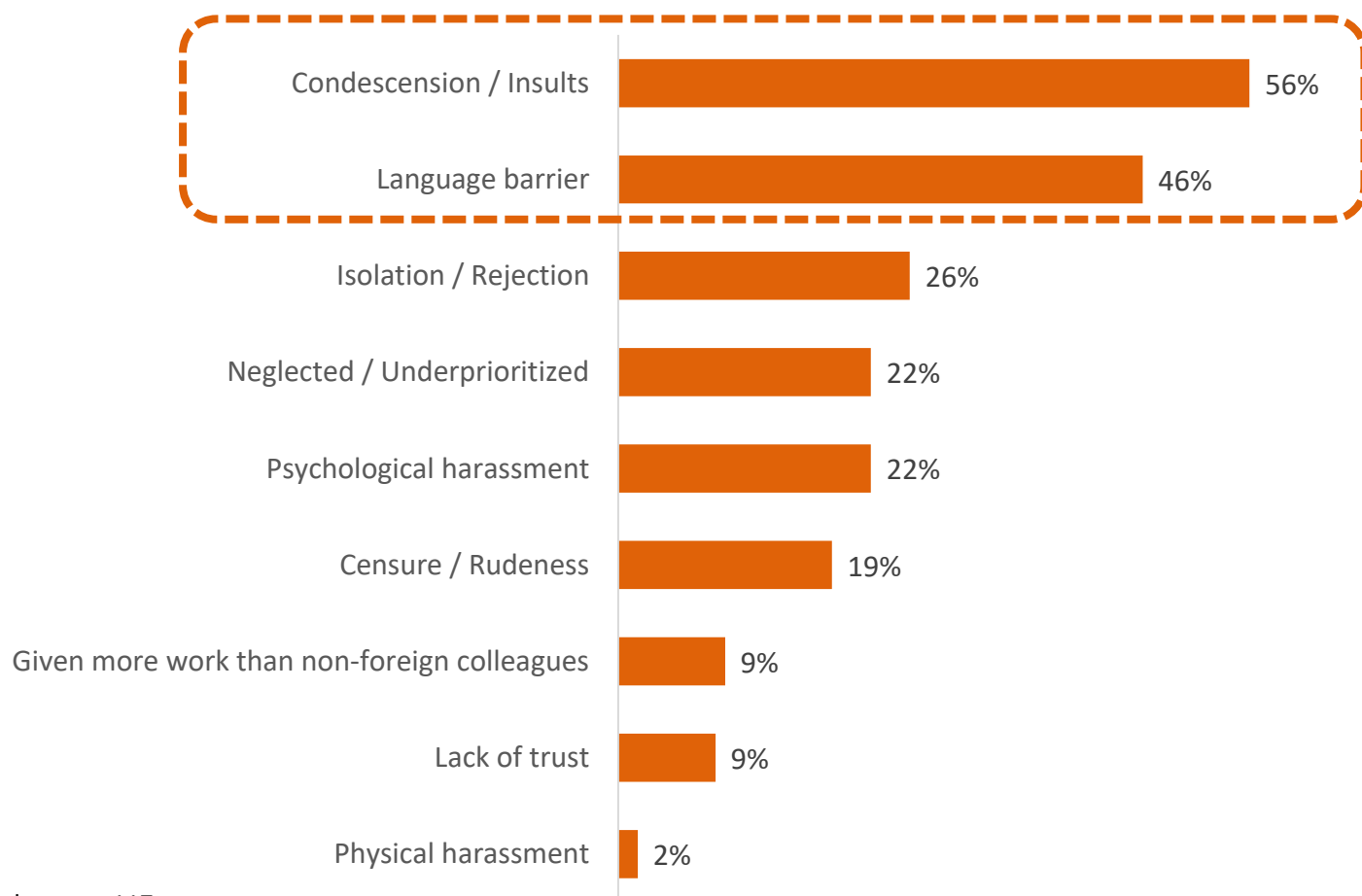
When comparing the average work dimension satisfaction scores of participants that experienced discrimination/racism versus those that did not experience it, we see a crucial difference of over 15+ points in every area indicating that this experience has a decisive impact on the working situation of Filipino nurses in the country.



Average Satisfaction Scores (Out of 100)	Yes	No
Base	136	76
Working with a Recruitment Agency	57.7 ↓	69.3 ↑
Team Work & Feeling Valued by Colleagues	57.1 ↓	75.3 ↑
Work Progression & Career Support	59.6 ↓	74.9 ↑
Feeling Valued & Considered at Work	55.3 ↓	71.5 ↑
Living in Germany	57.1 ↓	75.3 ↑
Working in Germany	57.7 ↓	69.3 ↑

↑ Significantly higher versus other segment at 95% CL
↓ Significantly lower versus other segment at 95% CL

PLEASE TELL US ABOUT YOUR EXPERIENCES ON DISCRIMINATION AND RACISM AT WORK IN GERMANY.



A deep-dive into the qualitative responses of those who were willing to share their experience on discrimination and racism, we find that around half of the circumstances revolved around condescension / insults (56%) and are often stemming from the language barrier or the lack of fluency in speaking German. (46%)

Almost a quarter of the cases revolved around being isolated / rejected (26%), neglected / underprioritized (22%), psychological harassment (22%) with 19% of respondents sharing experiences of censure / rudeness.

PLEASE TELL US ABOUT YOUR EXPERIENCES ON DISCRIMINATION AND RACISM AT WORK IN GERMANY.

1) Condescension / Insults

"If you're a Filipino or an asian at work, people will say you speak in Chinese and although you're sick they will tell you that you're not."

"They call asians schlitsaugen"

"They treat people differently based on the race."

"My WBL has told me dont you have dishwasher back home with a smirk on her face."

"In my first few months, some of my colleagues (not all) think that I am stupid or I don't know the international patient safety goals."

"That I came from „third world country“ and that my job offer is very low compared to them (colleagues)"

"They get easily mad at me if I didn't understand they're instructions and ask them to repeat it. They're letting me feel how dumb I am if i don't understand them."

"The german colleagues will let you feel that they are better than you. They intentionally speak faster so that you cannot understand them. Some will never assist you correctly so that you will not get the correct task."

"Tells us that we are not good enough because we can't understand and communicate to them and patients that good. Asks me if I am a cleaner"

2) Language Barrier

"Its just because you cannot express yourself auf deutsch they think that you are not good as them"

"When I didn't understand my German colleagues, they look at you so intense and they rolled their eyes"

"In my previous work I was bullied due to language. I guess some are nice but its hard reminiscing my past experience there. Their actions towards me is so humiliating. to the extent I lost consciousness during ubergabe. always crying and not taking a break in my duty. I thought I go home with mental problems. so traumatic."

"They thought at first that we didnt know what we are doing maybe because of the difficulty in the language."

"I dont have a voice at my work they always ignore me because im not good in speaking german."

"I tend to become a laughingstock amongst my colleagues whenever I mispronounce German terms."

"Sometimes they will say go back to your country where you belong. Where you can speak"

"I have also the feeling that unable to speak the German language will make you less of a person. There were also times that they always the the choice and we as other nationalities don't have a choice at all. "

PLEASE TELL US ABOUT YOUR EXPERIENCES ON DISCRIMINATION AND RACISM AT WORK IN GERMANY.

3) Isolation / Rejection

"I feel alienated at work."

"I experienced a lot of discrimination at my work. Like some of my German colleagues will ignore or not talk to me while on shift."

"My workmates have their own Whatsapp group and I am not included."

"I get ignored sometimes. People talk as if I was not there."

"They are not so friendly to me."

"Just during the Covid pandemic because I am an Asian and they thought I am a Chinese. They were aloof with me."

"This is my experience on the Klinik we are currently having our praktikum. They treat other Auslander especially EU countries better than us, they are more friendly to them. They only talk to us if they want something, or ask us to do something. Sometimes they will sit altogether, close the door and talk about us or gossip about other colleague they dont like."

"My colleagues prefer talking to local Germans or people who really can speak german than me who is not yet fluently speaking the language. They keep on isolating me during breaktime or just a normal conversation at work. Everytime I ask something about work to some of my colleagues, they will answer that I should figure it out by myself."

4) Neglected / Underprioritized

"Preferring to delegate a task to other colleagues even though I am already there."

"Asks questions to their same people on the far side rather to me that I am on her side"

"It was from a patient. I was the one assigned to him and immediately ask for a german person."

"Doctor would not try to talk to me to give instructions or orders, instead he/she will look for senior staff to talk to. Some staff will make face when I don't understand them"

"Well everyone in the hospital is always in a hurry to accomplish their jobs. When I start working in the hospital, the doctors prefer to communicate to German colleagues. But on the other hand, I personally take it as a challenge to prove to them what Filipinos and foreigners can really do."

"I went to fetch a patient from ICU together with a healthcare assistant, the colleague endorsed to the assistant instead of me. Although, I am already a RN for 3yrs."

"My Vacation is least a priority compared to my German colleagues at work."

"One day at the Palliativstation, a patient was crying for help. As I entered the room and started to ask what exactly is wrong with her, she did not reply. Instead she told me that she needs help. A German help."

PLEASE TELL US ABOUT YOUR EXPERIENCES ON DISCRIMINATION AND RACISM AT WORK IN GERMANY.

5) Psychological Harassment

"Talked to you at your back when you commit mistakes. asks if I have done this/that before or seen this/that before in a sarcastic way"

"My previous supervisor in other station tell something behind my back, thats why i choose to work in other station and will have a new work in other pflegeeinrichtung"

"if there something wrong, the first thing they blame is us."

"You are not allowed to be absent and some colleagues will tell something bad at you in front of the patients"

"She [stellvertretung] just love to gossip about auslanders and smoke with her fellow germans. She call the auslanders vögel while laughing and rolling her eyes. She did a lot of bad things to me. I am already broken from bayern and she breaks me even more."

"mobbing vorenthalten von wichtigen informationen usw."

"Doctor/s try to talk behind and in front of me/us with her colleague through whispering thinking that we/I would not hear or understand fully what they talked against me/us."

"One of my coworkmate makes fun of our Deutsch sprache."

"People have no respect and treat me like some robot they have no fear of me reporting anything so they take longer breaks for smoking for example."

6) Censure / Rudeness

"When I make a mistake i get criticized in a rude voice and generally people think our qualifications are poor in comparison to theirs when the opposite is true."

"One shouted when she thought I was doing the wrong thing"

"She [stellvertretung] ignores our concerns. And just screams in front of your face without asking if you are the one who did the mistake or not. She's always like that to the auslanders. she dont work during shift."

"They dont let you finish talking"

"When I was at my first hospital, some of my colleagues yelled and shouted at me as if they don't see me as an adult person. I have the feeling that they think that we have to do more at work than what they do."

"Gossiping behind our back that 'there are already TOO many Ausländer in the station.' Being shouted at by colleagues when they can't understand our accent."

"Blaming me for something I didn't do or I didn't say. I have really a hard time defending myself here."

"Shouting at me every time I make mistakes at work"

"I was shouted by a mitarbeiter because i did not understand her."

"I experienced discrimination from my previous company. We received rude feedbacks from colleagues."

PLEASE TELL US ABOUT YOUR EXPERIENCES ON DISCRIMINATION AND RACISM AT WORK IN GERMANY.

7) Given more work than non-foreign colleagues

"We do all the work and they think that we are robots. The work schedule is also a big factor, we tend to have burn out."

"On my first few days at work she will let me do the things all by myself considering that I cannot express myself since I am really new here and she kept on doing rauchen and will not help me with the work but if the other mitarbeiter is a deutsch she will willingly help that mitarbeiter"

"We are deployed in Altenheim and there we took our Annerkenung. Our colleagues in the said Altenheim treat us like we are the only ones who do all the work, most of them go outside to enjoy smoking."

"Like they give more priorities in terms of lernen for german student than me sometimes i feel rejected and obvious that I work more than the others"

"Another thing is that, they will leave you with lots of workloads and alone in a station which very seldomly happens when Germans are on duty."

8) Lack of trust

"There are some colleagues if they know that you are foreigner they automatically assume that you dont understand and will have no trust with you. Sometimes they will speak to you in a rudely command."

"Colleagues not trusting your nursing assessment and skills, undervalued opinions"

"You have that feeling that they don't trust you in an emergency situation even though you're available. Instead, they will choose the new workmate who is a german to be in an emergency case."

"They think that foreigners are not knowledgeable.... They don't trust you at first.. they are lazy to explain"

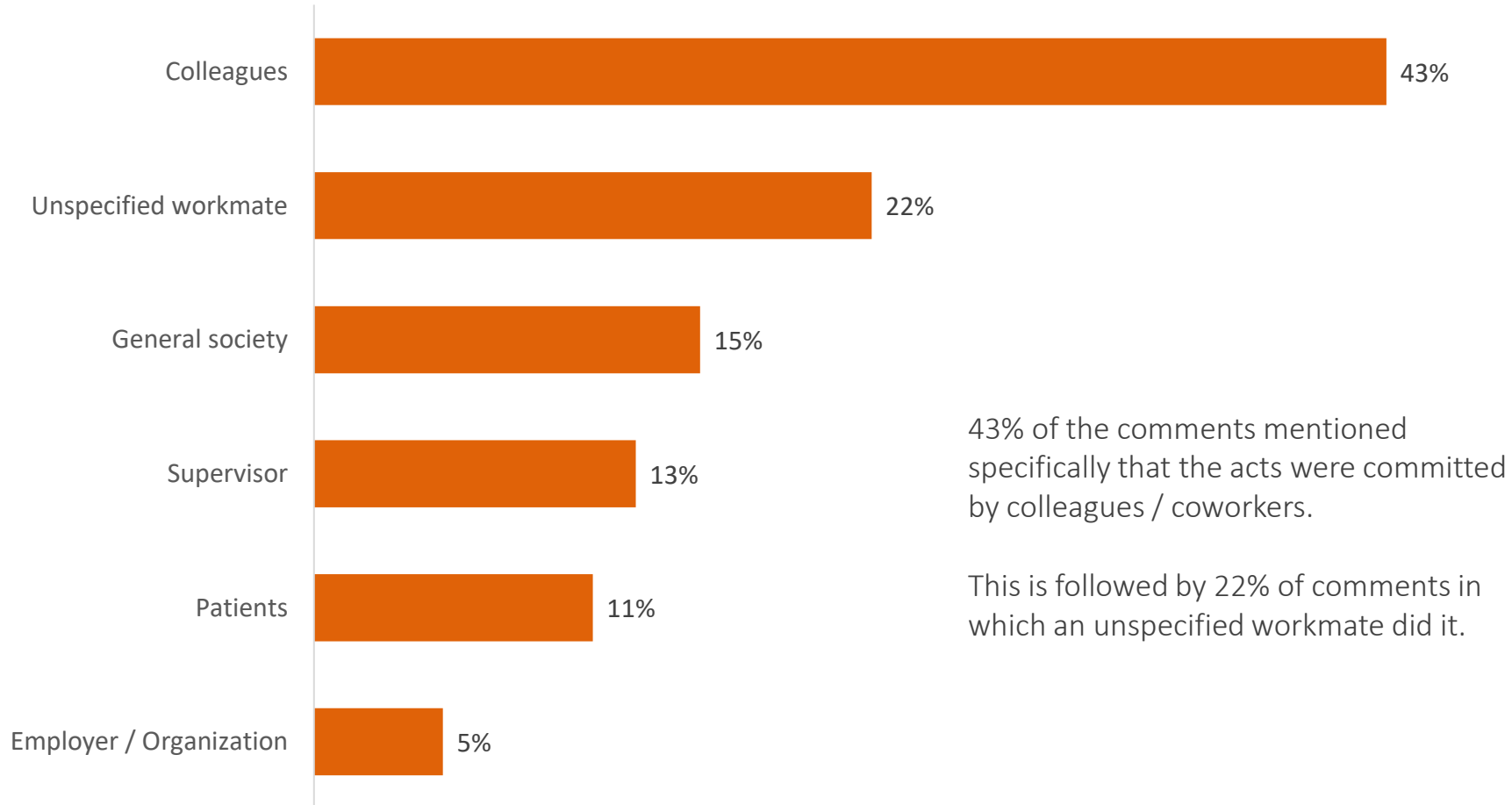
"I was suspected that I have stolen the money from patient"

9) Physical Harassment

"In my first year in Germany, I worked in an Altenheim ... in Bayern Schrobenhausen (2020-2021). I and other 3 filipina colleagues have a lot of bad experiences there. I was hit by a nursing assistant, simply because she's in a bad mood that day. I assisted her to transfer an obese patient from wheelchair to bed, and we have a different way of transferring the patient. Instead of just calling my name she hit me in the head while I am holding the lower extremities of the patient."





"My patient beat me 2 times with his hand on the head while I was busy removing his dressing. He said to my colleague, "get that child out of the room!" He referred to me as a child, presumably because of my height. He discriminated me because I look younger and inexperienced, he didn't see me as a competent nurse."


WHO COMMITTED THE ACTS OF DISCRIMINATION / RACISM?




CHANGED EMPLOYER PREVIOUSLY BY EXPERIENCED DISCRIMINATION / RACISM

41% of those who have experienced discrimination/racism at work have changed employers indicating that this event has a significant impact on workplace tenure. 76% of those who have not experienced it, have not changed employers since coming to the country.

Have you experienced discrimination or racism at your work in Germany?		
Changed Employer Previously	Yes, I have	No, I have not
Yes, I changed employer.	41% 	24% 
No, I have never changed.	59% 	76% 
Column n	136	76



 Significantly higher versus other segment at 95% CL

 Significantly lower versus other segment at 95% CL

SUPERVISOR EXPERIENCE BY EXPERIENCED DISCRIMINATION / RACISM





82% of Filipino nurses with supervisors who are not competent in leading multicultural teams have experienced discrimination/racism in comparison to only 52% of those who are part of teams with a competent supervisor – a significant difference.



My supervisor is competent in leading multicultural teams.				
	Total Disagree		Total Agree	
Yes, I experienced discrimination/racism.	82%	↑	52%	↓
No, I have not experienced discrimination/racism.	18%	↓	48%	↑
Column n	84		128	

 Significantly higher versus other segment at 95% CL
 Significantly lower versus other segment at 95% CL

INTERCULTURAL COLLABORATION BY EXPERIENCED DISCRIMINATION / RACISM

Filipino nurses who have not been prepared for intercultural collaboration (72%) are significantly more likely to experience discrimination/racism than those who have been adequately prepared for it (51%) before coming to Germany.

Before coming to Germany, I was adequately prepared to work with German colleagues in terms of intercultural collaboration.		
	Total Disagree	Total Agree
Yes, I experienced discrimination/racism.	72% 	51% 
No, I have not experienced discrimination/racism.	28% 	49% 
Column n	134	78

 Significantly higher versus other segment at 95% CL
 Significantly lower versus other segment at 95% CL

WHAT CAN MY ORGANIZATION DO BETTER, IN ORDER TO MAKE THIS A GREAT PLACE TO WORK FOR FOREIGN PROFESSIONALS?



A significantly higher 44% of participants recommended more sensitivity / intercultural training to improve work conditions particularly directed towards local colleagues and supervisors.

In relation to this, almost a quarter (24%) requested for more information and orientation seminars for Filipino nurses prior to going or upon arriving in Germany, so that they can be better prepared on what to expect and how to deal with e.g. cultural differences.

WHAT CAN MY ORGANIZATION DO BETTER, IN ORDER TO MAKE THIS A GREAT PLACE TO WORK FOR FOREIGN PROFESSIONALS?

More Sensitivity / Intercultural Training

"Intercultural sensitivity is important. Increase awareness among employees to recognize and respect every unique culture in the organization."

"They should orient their staff to be kind and understanding to expats"

"They should have an activity where social and cultural integration is applied in order to have a better understanding of the differences among the German and Filipino culture."

"Seminar about Filipino Culture for awareness"

"Germans should be also well oriented in dealing with foreign workers"

More / Better Integration Practices

"It would be better to integrate themselves more and do a proper einarbeitung in every workplace."

"More welcoming and patient til we are well integrated."

"The organization should create a culture that cares for the well-being of employees, and not treat them as merely workers. Be proactive and listen to feedback."

"I hope there should be a specific person who will be focus on the integration of the international Nurses in the facility so that they can manage or help each foreign nurses for their needs"

More Information / Orientation

"To make a group of organizations to orient nurses before coming to Germany"

"Disseminate proper information that people here in Germany really don't welcome foreigner workers."

"More Info Dissemination for the next Batches of Nurses. Like, what is the reality here in De in terms of living, working and Salary."

"Help the Filipino Nurse community to know their behavior. for us Filipinos to learn how they live and communicate."

"Before working, it would be reasonable if we would be oriented with our rights here in Germany and at working place, also where and how to reach the person responsible for this matter."

More Work Support

"Language training support and strong support for the foreign nurses in every institution"

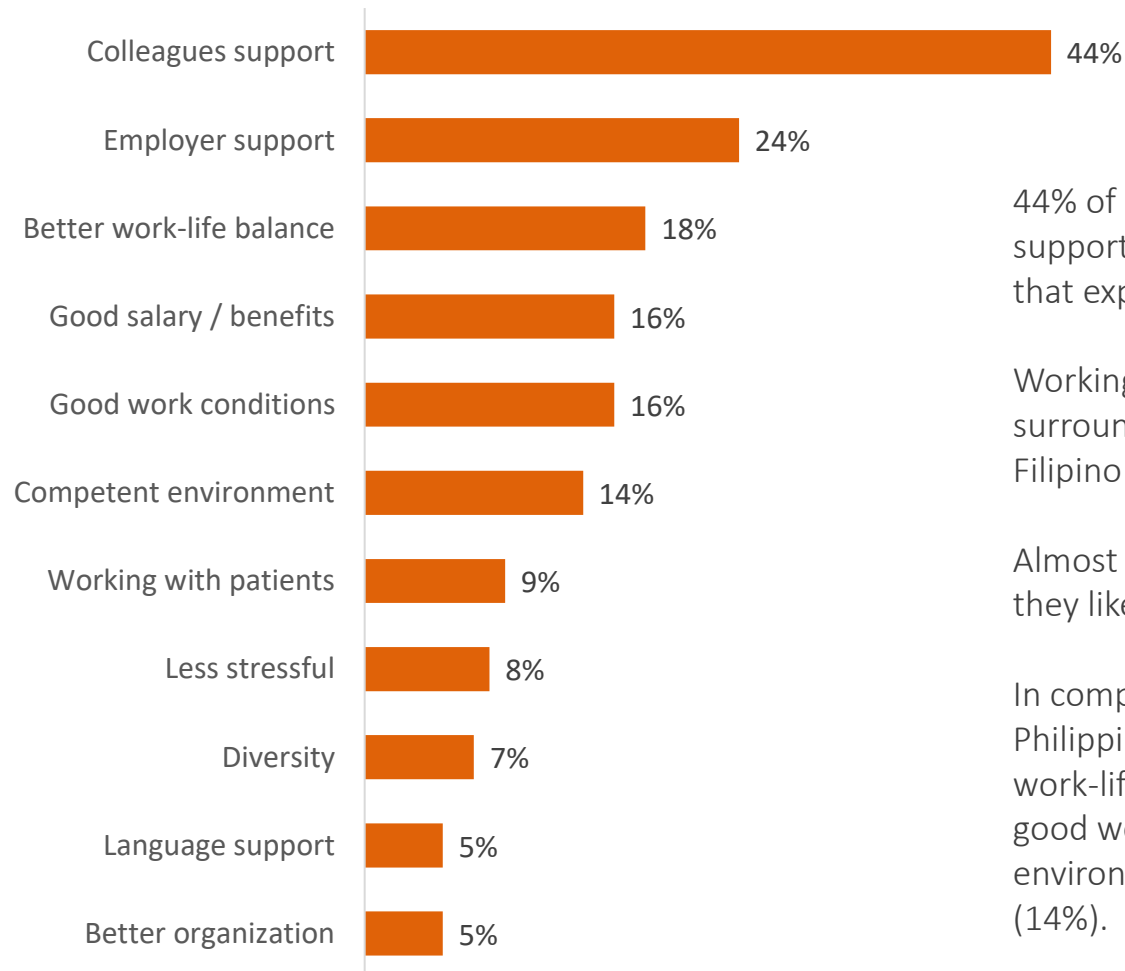
"Support group or counseling"

"Good Support system in terms of housing/finding Wohnung, Einarbeitung"

"I just hope that they will have proper training for international nurses before letting us do the work alone."

"more support for us foreign workers."

WHAT DO I LIKE ABOUT MY JOB AND ORGANIZATION?



44% of responses to this question revolved around support received from colleagues, even from respondents that experienced discrimination and racism.

Working in a supportive environment and being surrounded by accepting people has a big impact in Filipino nurses liking their job and organization.

Almost a quarter of responses at 24% also mentioned that they like the support they receive from their employer.

In comparison to work conditions elsewhere or in the Philippines, respondents answer that they have a better work-life balance (18%), good salary / benefits (16%), good work conditions (16%) and a competent work environment where they can learn and improve their skills (14%).

WHAT DO I LIKE ABOUT MY JOB AND ORGANIZATION?

Colleagues support

"My colleagues in my new workplace are very helpful and kind to us Filipinos."

"Easy going, felt welcomed and part of the team"

"I feel welcome in my team. There is teamwork."

"The work-life balance, and the way my co-workers are trying to help me in my adjustment period."

"we have a good team and people are welcoming"

"My colleagues here are nice (not all) and supportive. They know that the German language is not so easy so they understand if you can't speak or understand well. They said that I have to tell honestly if I didn't understand what they are saying and they can repeat or explain it again."

"My bosses and my colleagues are supportive and friendly with each other. They are also very competent in their jobs and just overall good people. They even gave me the opportunity to do my Weiterbildung of my own choice."

"Mas maraming mababait kesa sa hindi, at madali silang hingan ng tulong."

"Colleagues are all friendly and helpful. They value and respect my worth as a colleague. They are forgiving to initial difficulty in their language and very supportive"

"I like that my colleagues and Manager are very supportive and they ask me all the time about how i feel about my work or they ask me what are my prefer duties."

Employer support

"The Administration are very supportive to is even if we experience difficulties. They are always a phone call away when we have problems regarding our papers etc."

"My employer provided us the best support in language training and welcome us in the organization wholeheartedly"

"The job is hard but the support that i am getting from the organization to reach my goal is great"

"They have someone responsible to help all foreign workers in their company."

"My organization, especially my mentors, head nurse and supervisors are holistically supportive towards my progress in the area where I am assigned to."

"The organization is supportive in our endeavors."

"I am fully trusted by the company and offers help whenever they feel i am having difficulties"

"I have a very active and supportive Chefin and my Employer is very good."

"They help me a lot. They want me to improve more especially when it comes to work. They gave me/us what we need. When i was new here way back 2020, we just want to have a continued learning(deutschkurs). So that we can improve our speaking and you know that they gave it to us for free. And fast forward now they enrolled us in driving school and we got it for free. I'm very thankful for that."

KEY TAKEAWAYS FROM THIS CHAPTER (PART 3)



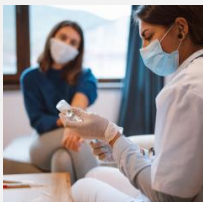
Experience in discrimination & racism at work has a decisive impact on overall workplace satisfaction and tenure for Filipino nurses in Germany. Many incidents are linked to language.

Nurses who have experienced discrimination/racism suffer significantly lower satisfaction scores across all work dimensions, a 15+ points difference than those who have not experienced the same, and they are twice as likely to change employer.



Implement sensitivity training and intercultural training for local supervisors and colleagues that will be working with foreign / Filipino nurses.

Increasing awareness, bridging the gap on understanding, educating on cultural differences and helping local supervisors and colleagues embrace and value diversity will significantly improve work conditions and reduce incidents of discrimination not only for Filipino nurses but for all foreign nurses in the workplace. Encourage patience and understanding when it comes to communication, especially with foreign nurses who have a difficult time learning the language.



Implement preparation seminars and orientations for Filipino nurses prior to going or upon arriving in Germany. Insist on the importance of learning the German language.

Increasing awareness, understanding of different cultures and way of working will prepare Filipino nurses for what they should expect in Germany and to be more open to the experience of diving into a new way of life. Expounding on the importance of learning the German language is also paramount in successful integration in the country overall as this also reduces incidents of discrimination and allows one to have a voice to express ideas and opinions.



Welcoming, helpful and accepting colleagues / employers are paramount in the integration and adjustment of Filipino and foreign nurses in Germany.

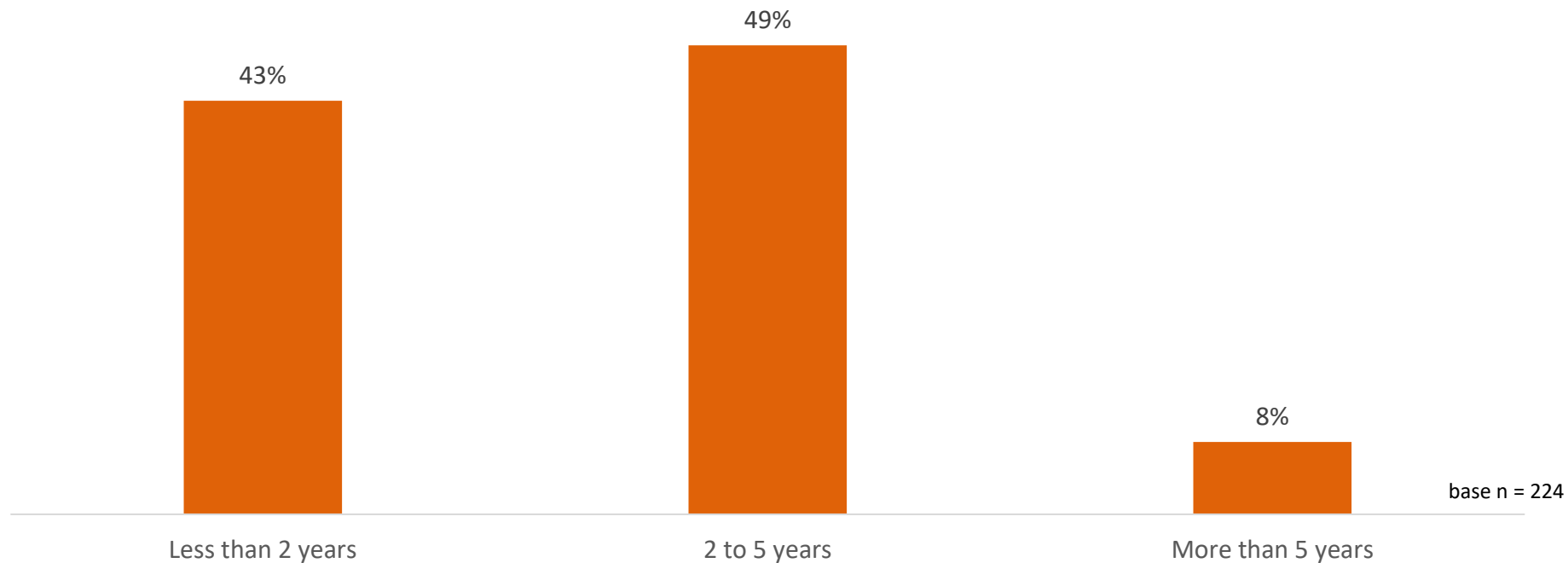
Evident in the qualitative themes when asked what they liked about their job – Filipinos' most common answers revolve around their interaction with people particularly their colleagues and people representing their organization with whom they spend time with on an almost daily basis further expounding on the importance of increasing awareness, understanding and sensitivity of local German employees towards working with Filipino / foreign nationals in the healthcare sector.

SUMMARY TABLES

A closer look on participant responses in the 2023 study

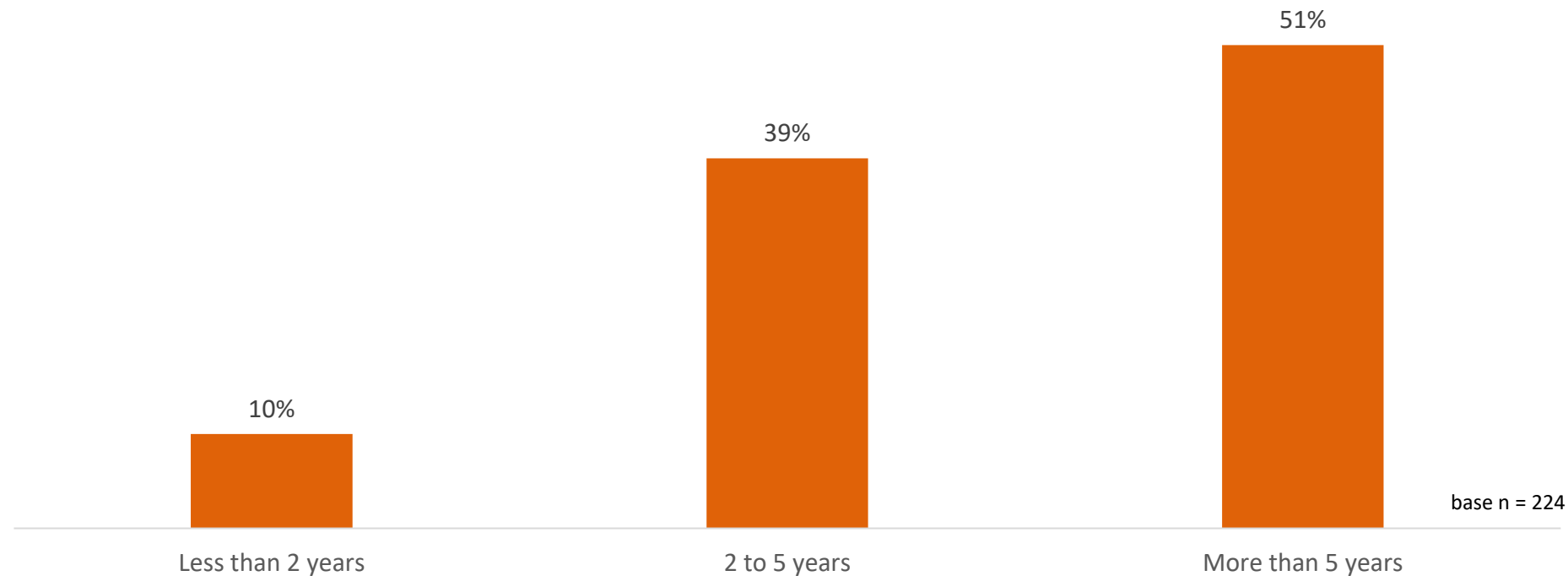
HOW LONG HAVE YOU BEEN LIVING IN GERMANY?

Almost half of respondents at 49% have been living in Germany for 2 to 5 years while 43% have been in the country for less than 2 years. 8% have been living for more than 5 years in Germany.



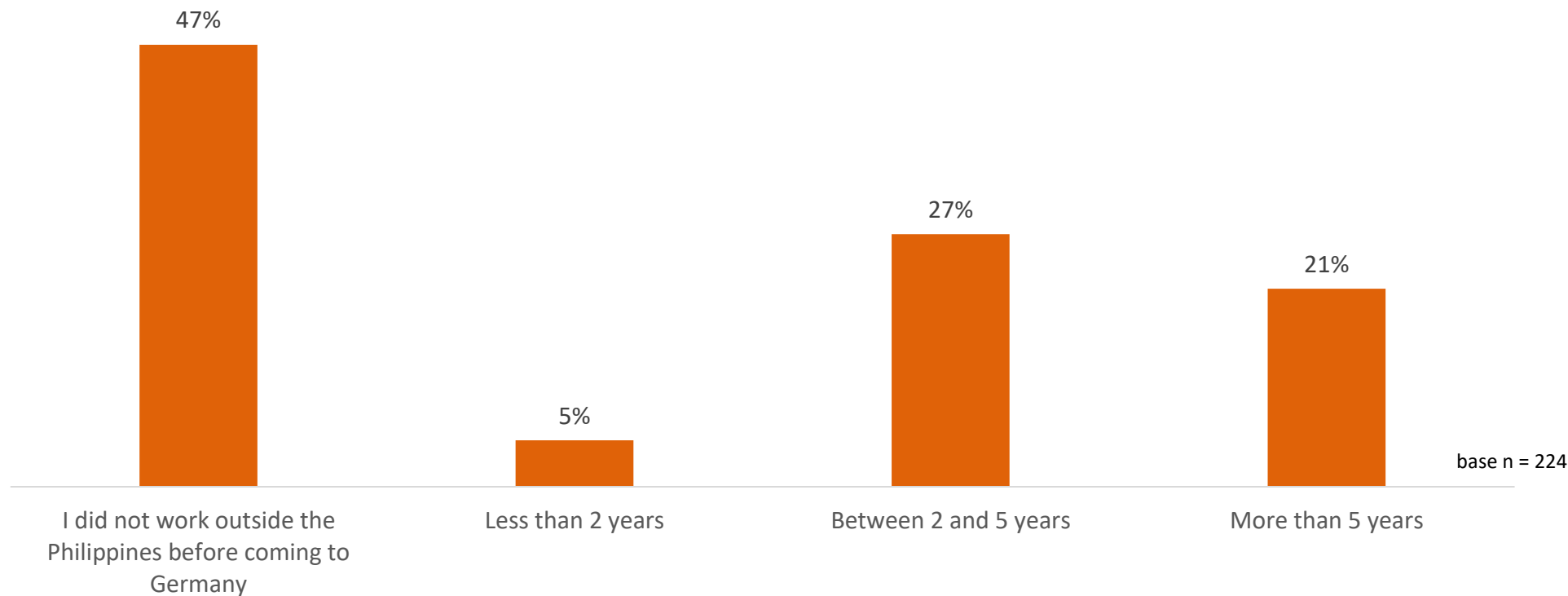
HOW MUCH PRIOR WORKING EXPERIENCE AS A PROFESSIONAL NURSE DID YOU HAVE BEFORE COMING TO GERMANY?

51% of participants have more than 5 years of working experience as a professional nurse before coming to Germany. 39% have 2 to 5 years of experience under their belt and 10% have less than 2 years of experience.



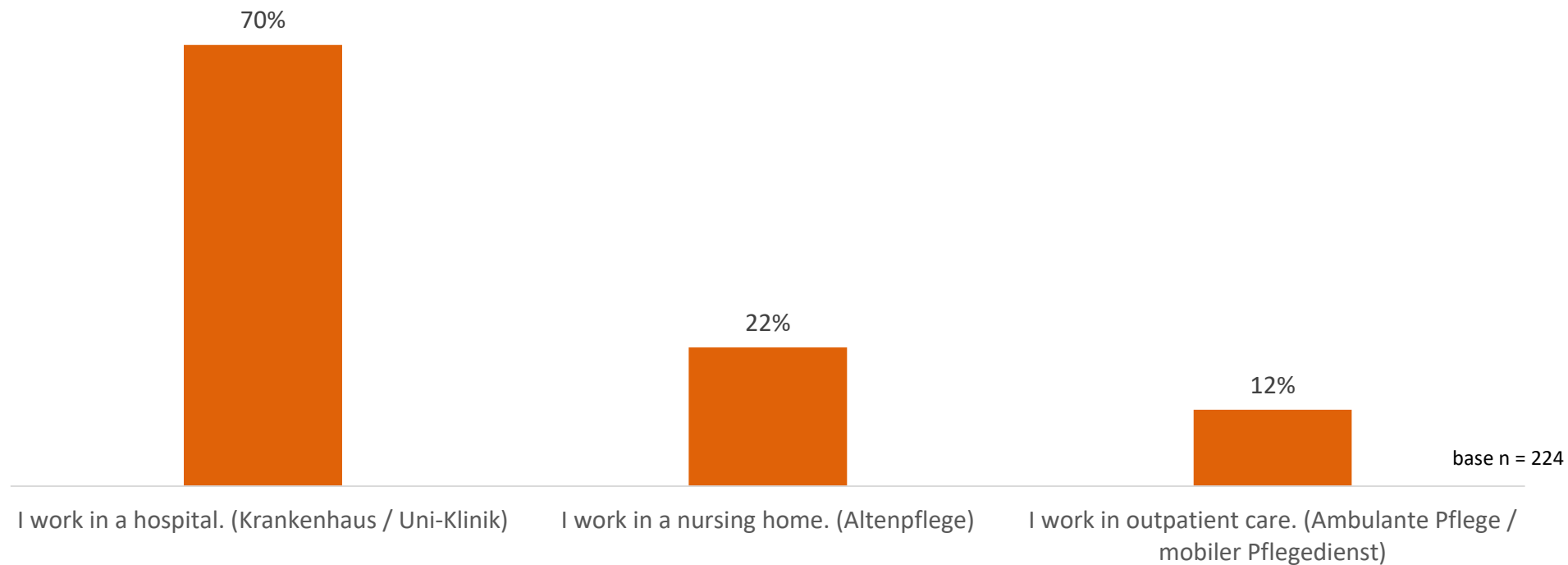
HOW LONG DID YOU WORK OUTSIDE THE PHILIPPINES BEFORE COMING TO GERMANY?

47% of respondents have never worked outside the Philippines before coming to Germany. 53% have worked in another country outside the Philippines beforehand.



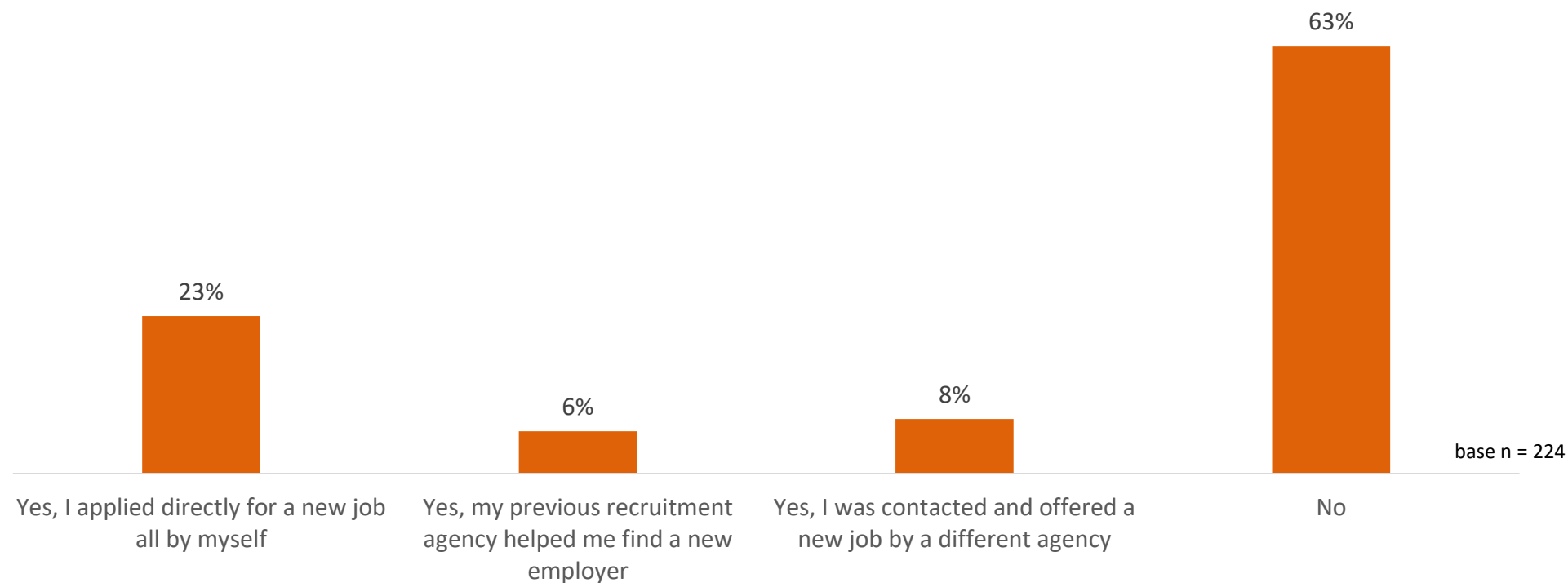
WHAT TYPE OF NURSING WORK DO YOU DO IN GERMANY?

70% of respondents work in a hospital, 22% work in a nursing home and 12% work in outpatient care.



HAVE YOU PREVIOUSLY CHANGED YOUR EMPLOYER IN GERMANY?

64% of respondents have not changed employer since arriving in Germany. 23% changed employer by finding and applying for a new job directly, 6% were helped by their recruitment agency and 8% were contacted and offered a new job.



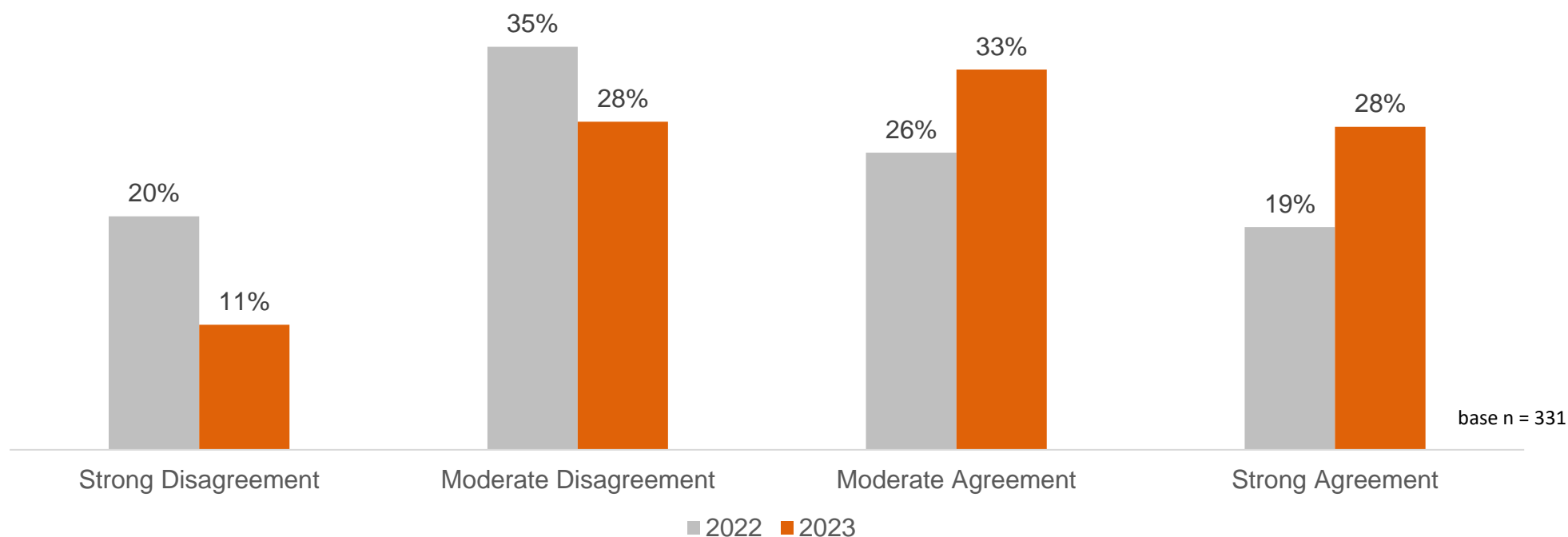
HAVE YOU ALREADY COMPLETED YOUR PROFESSIONAL RECOGNITION PROCESS (BERUFLICHE ANERKENNUNG) AS A PROFESSIONAL NURSE (PFLEGEFACHKRAFT)?

79% of participants have completed the professional recognition process and 21% have not yet done this.



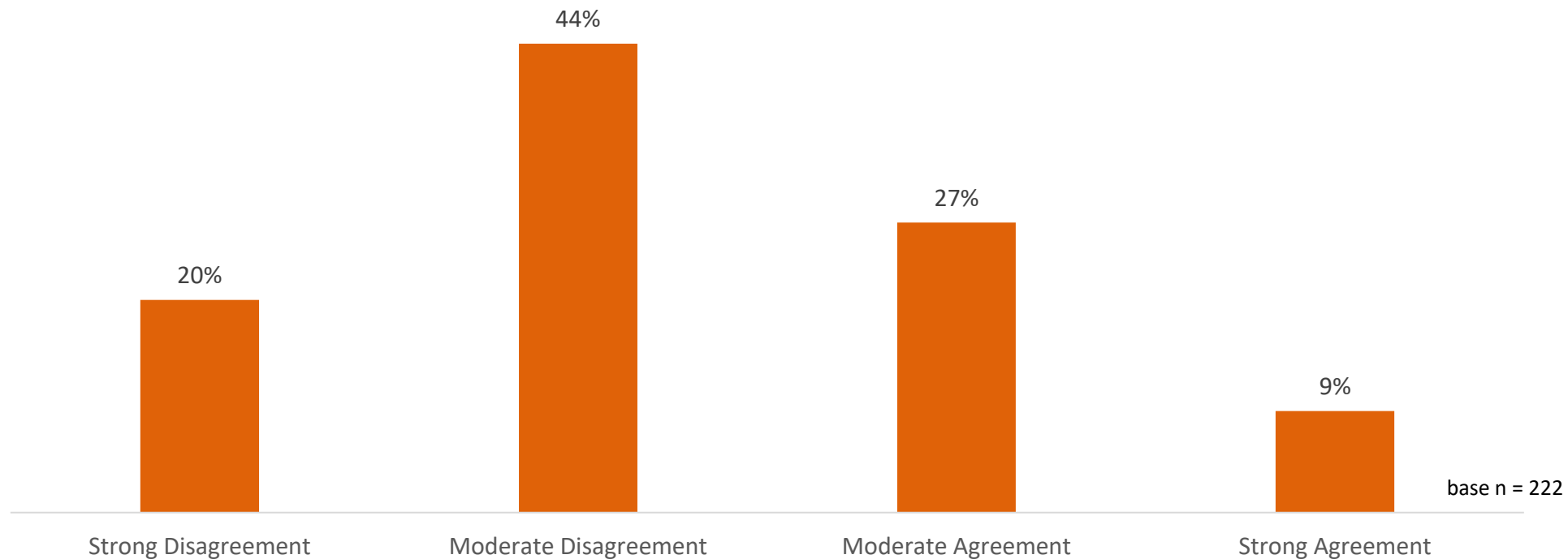
I WAS PROVIDED ACCURATE INFORMATION ABOUT MY CURRENT JOB AND EMPLOYER DURING THE RECRUITMENT PROCESS.

Total agreement is higher in 2023 versus last year when it comes to being provided accurate information on their current job and employer during the recruitment process.



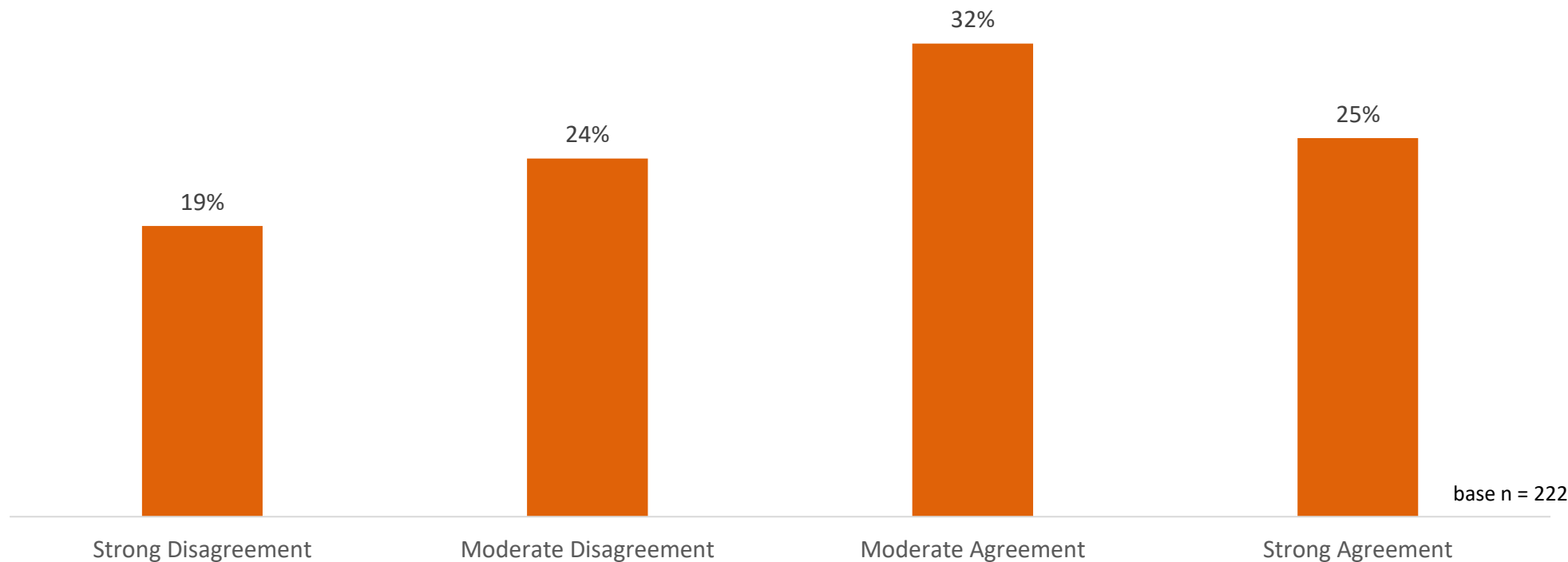
BEFORE COMING TO GERMANY, I WAS ADEQUATELY PREPARED TO WORK WITH GERMAN COLLEAGUES IN TERMS OF INTERCULTURAL COLLABORATION.

44% answered with moderate disagreement when it comes to being adequately prepared to work with colleagues in Germany in terms of intercultural collaboration prior to arriving in the country.



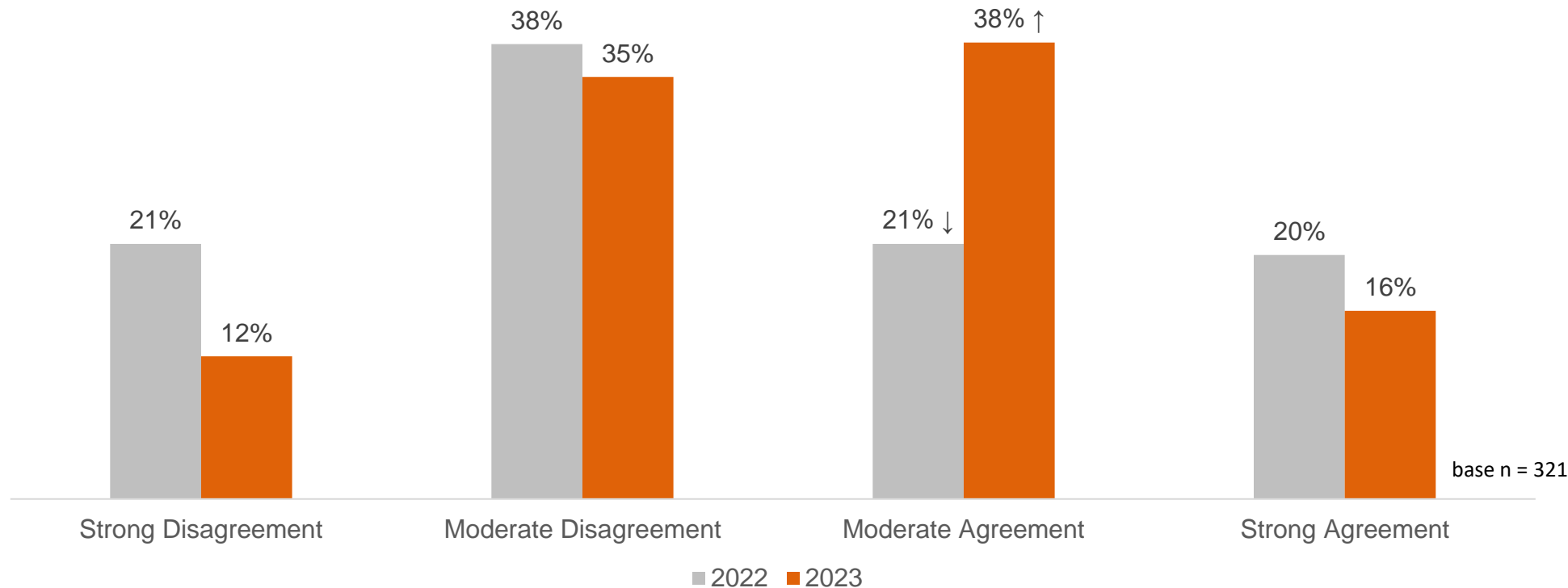
I WOULD RECOMMEND WORKING WITH MY RECRUITMENT AGENCY TO FRIENDS AND COLLEAGUES.

25% strongly agreed when asked if they would recommend working with their recruitment agency to friends and colleagues.



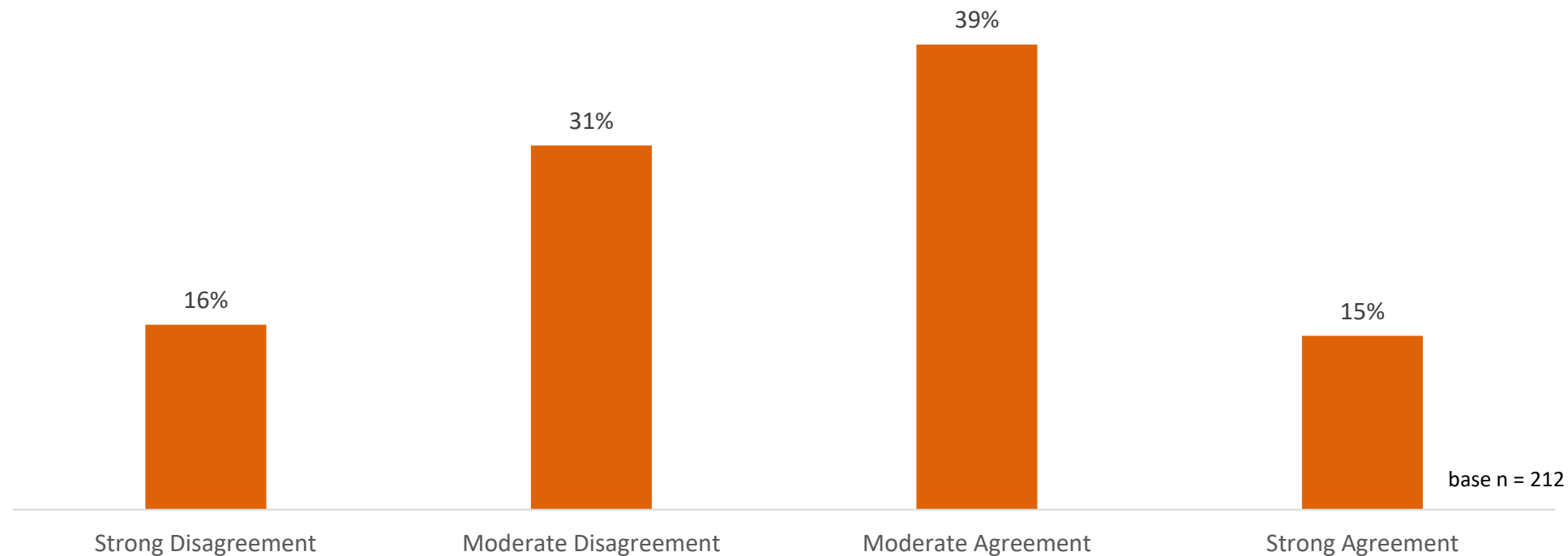
I FEEL WELCOME HERE.

A significant increase in moderate agreement (38% versus 21%) is observed in 2023 when respondents were asked if they feel welcome in Germany.



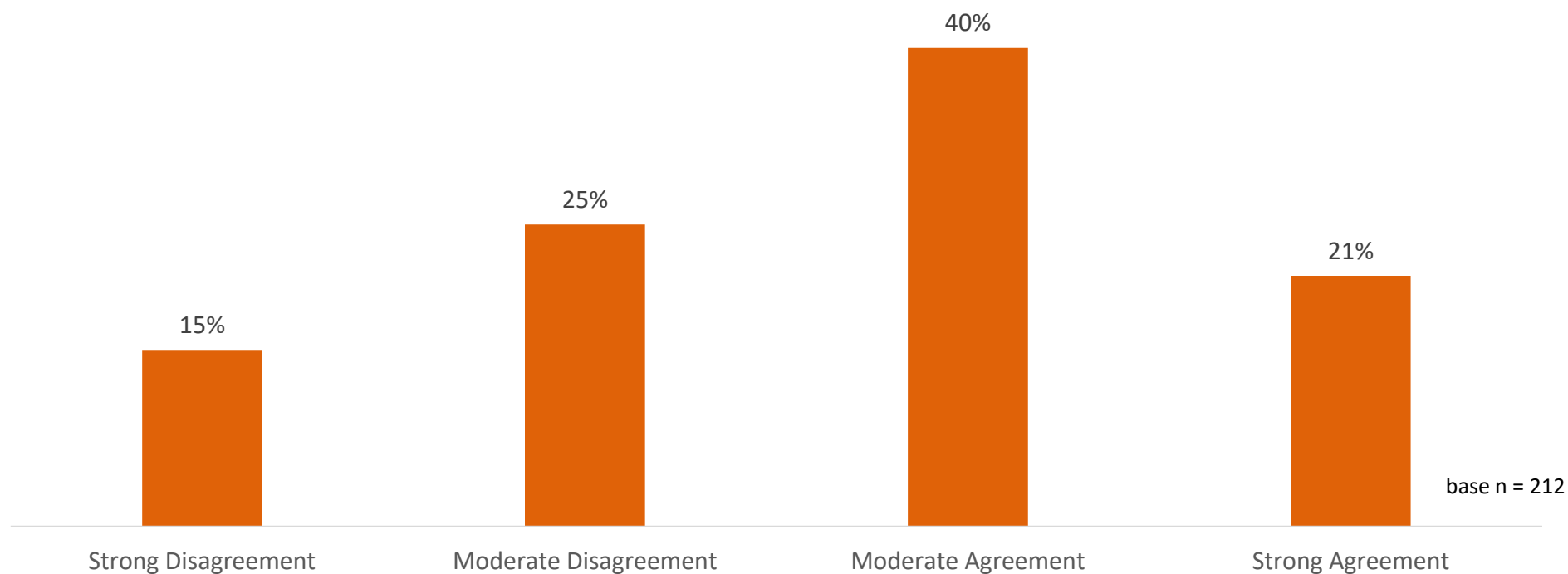
MY COLLEAGUES HAVE A POSITIVE ATTITUDE TOWARDS WORKING WITH INTERNATIONAL COLLEAGUES.

39% answered with moderate agreement when asked if their colleagues have a positive attitude working with international colleagues.



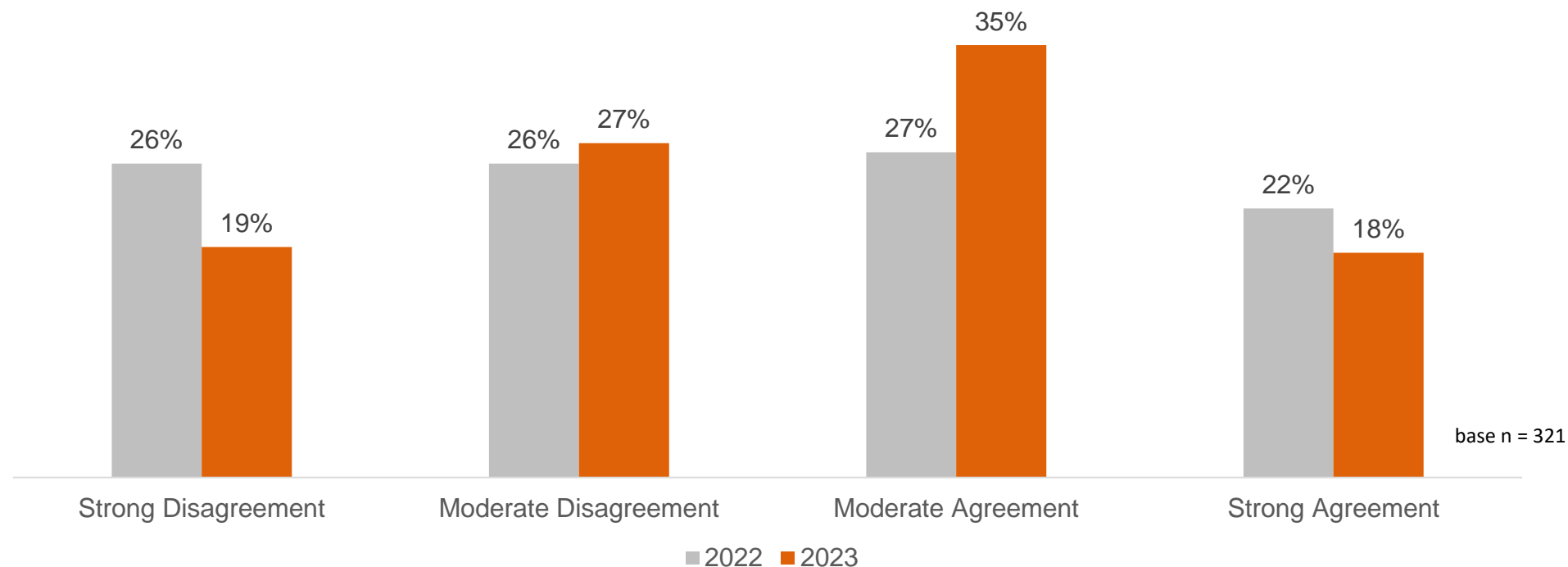
MY SUPERVISOR IS COMPETENT IN LEADING MULTICULTURAL TEAMS.

40% agreed moderately when asked if their supervisor is competent in leading multicultural teams.



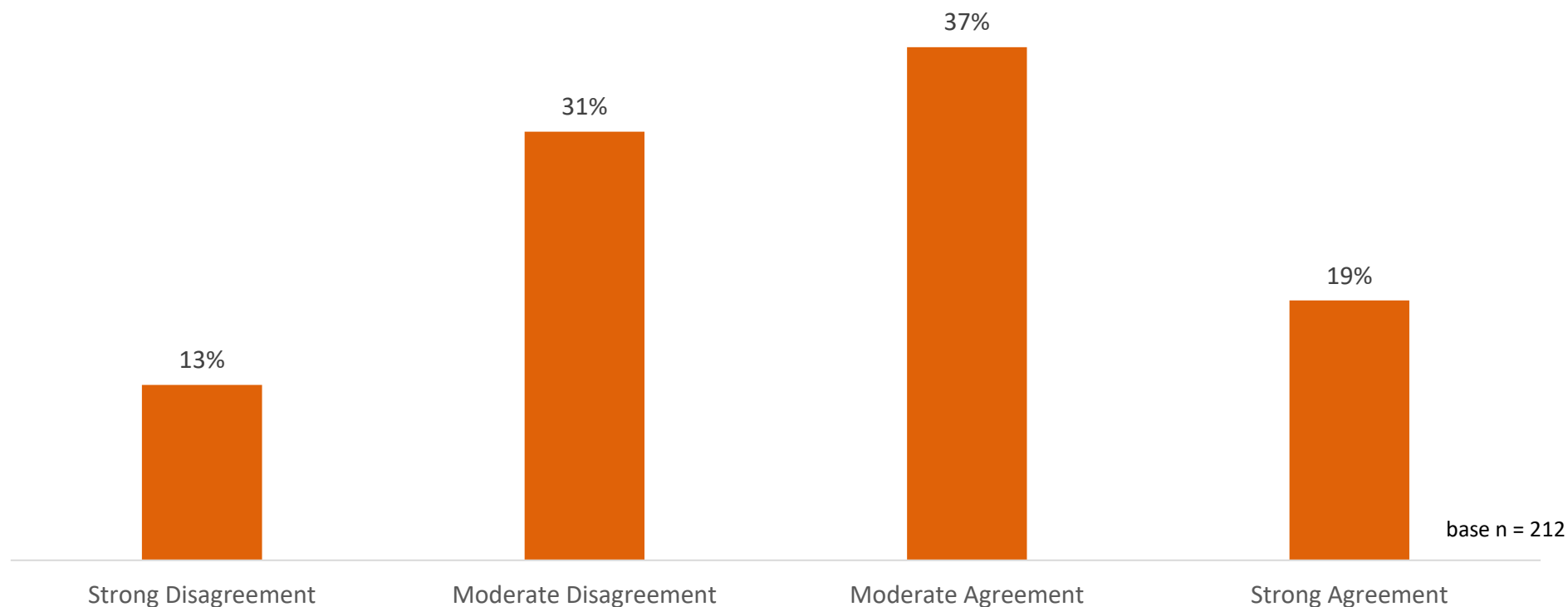
IN MY CURRENT JOB, I RECEIVED APPROPRIATE ON-THE-JOB TRAINING (EINARBEITUNG).

A higher 35% moderate agreement is observed in 2023 than 2022 when asked about the on-the-job training (Einarbeitung) they received at work.



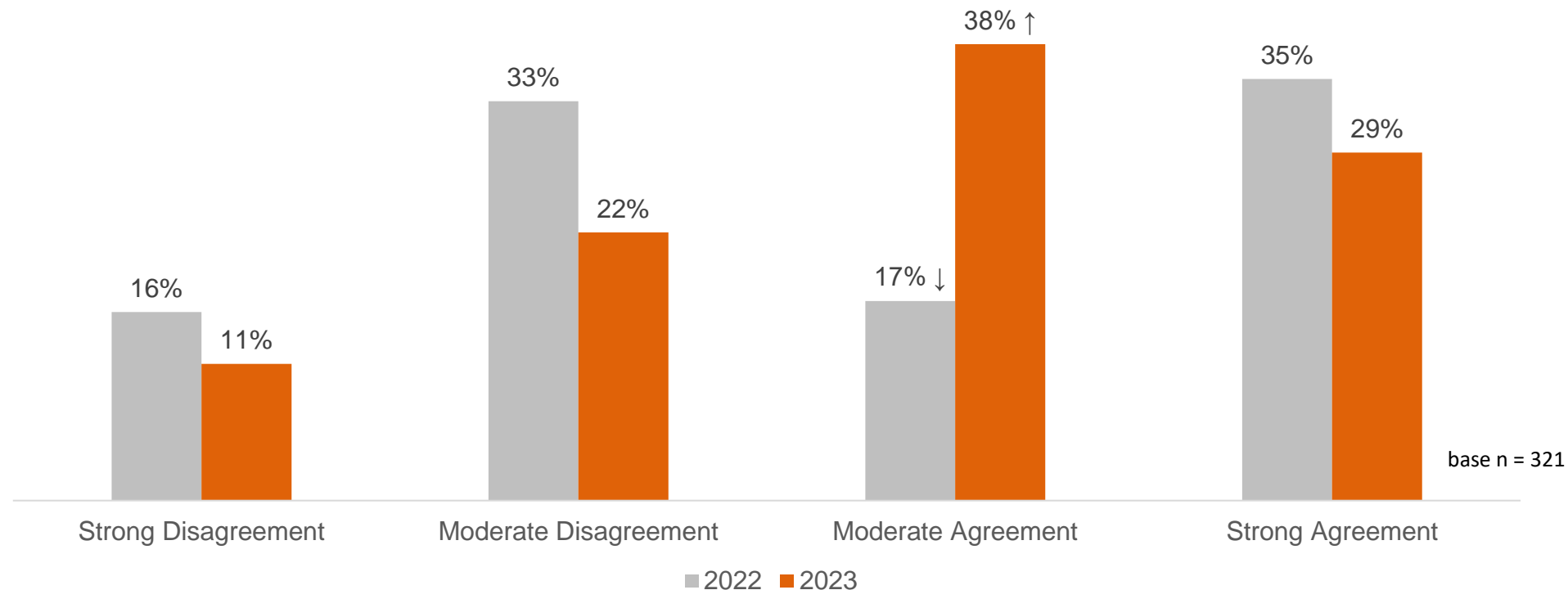
I FEEL SUFFICIENTLY SUPPORTED IN IMPROVING MY GERMAN LANGUAGE SKILLS.

37% answered with moderate agreement when asked if they were sufficiently supported in improving their German language skills.



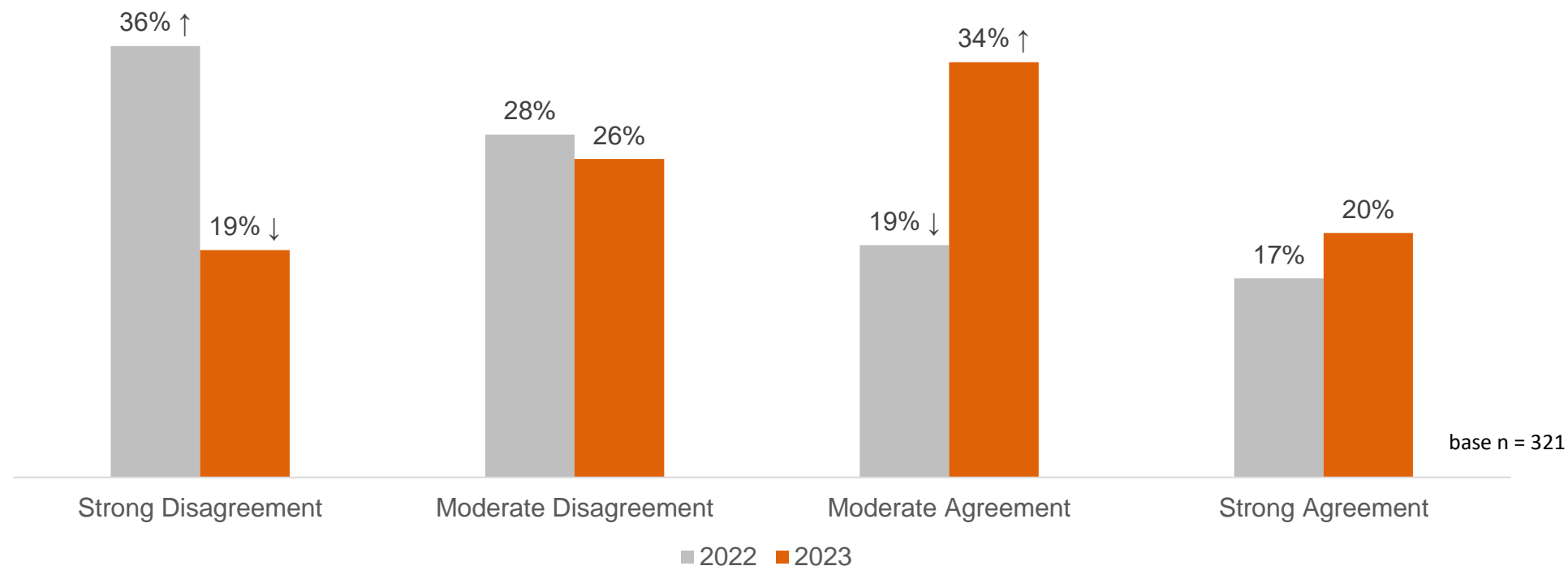
IN MY ORGANIZATION, I FEEL SUPPORTED IN PASSING THE PROFESSIONAL RECOGNITION (BERUFLICHE ANERKENNUNG).

A significantly higher 38% moderately agreed in 2023 versus only 17% in 2022 when asked if they feel supported in passing the professional recognition process.



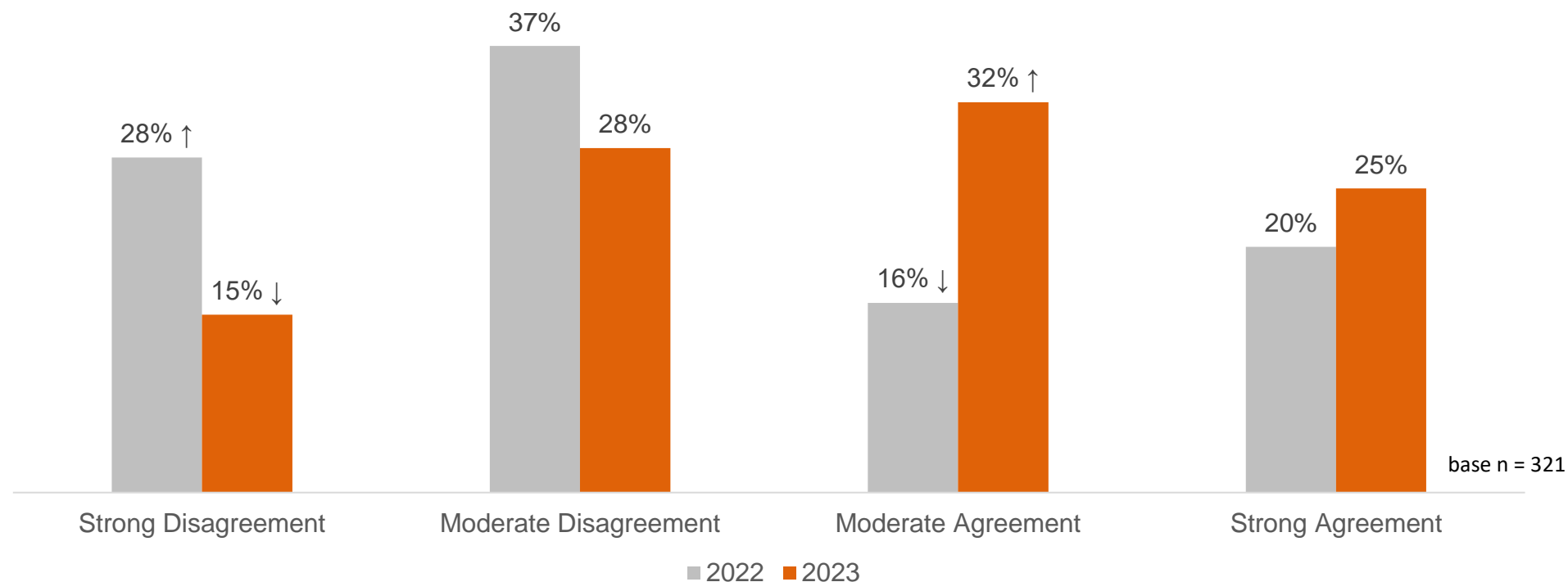
I FEEL THAT MY QUALIFICATIONS AND PRIOR WORKING EXPERIENCE ARE VALUED IN MY CURRENT JOB.

A significantly higher 34% of participants in 2023 moderately agreed that they feel their qualifications and work experience are valued in their current job. Last year, 36% responded with strong disagreement to this statement.



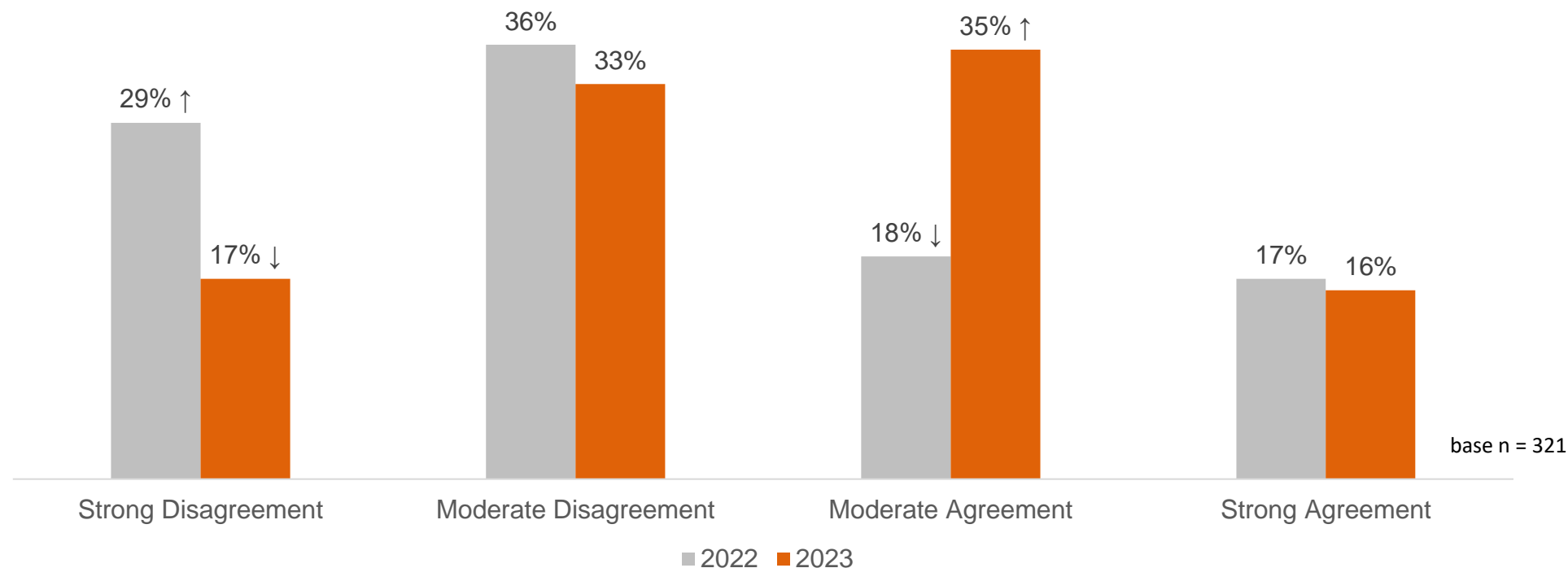
IN MY ORGANIZATION, THERE IS SOMEONE I TRUST AND WHO I CAN TALK TO ABOUT MY CHALLENGES.

Likewise, a higher 32% moderately agreed in 2023 that they have someone they trust in their organization. In 2022, a significantly higher 28% expressed strong disagreement to this statement.



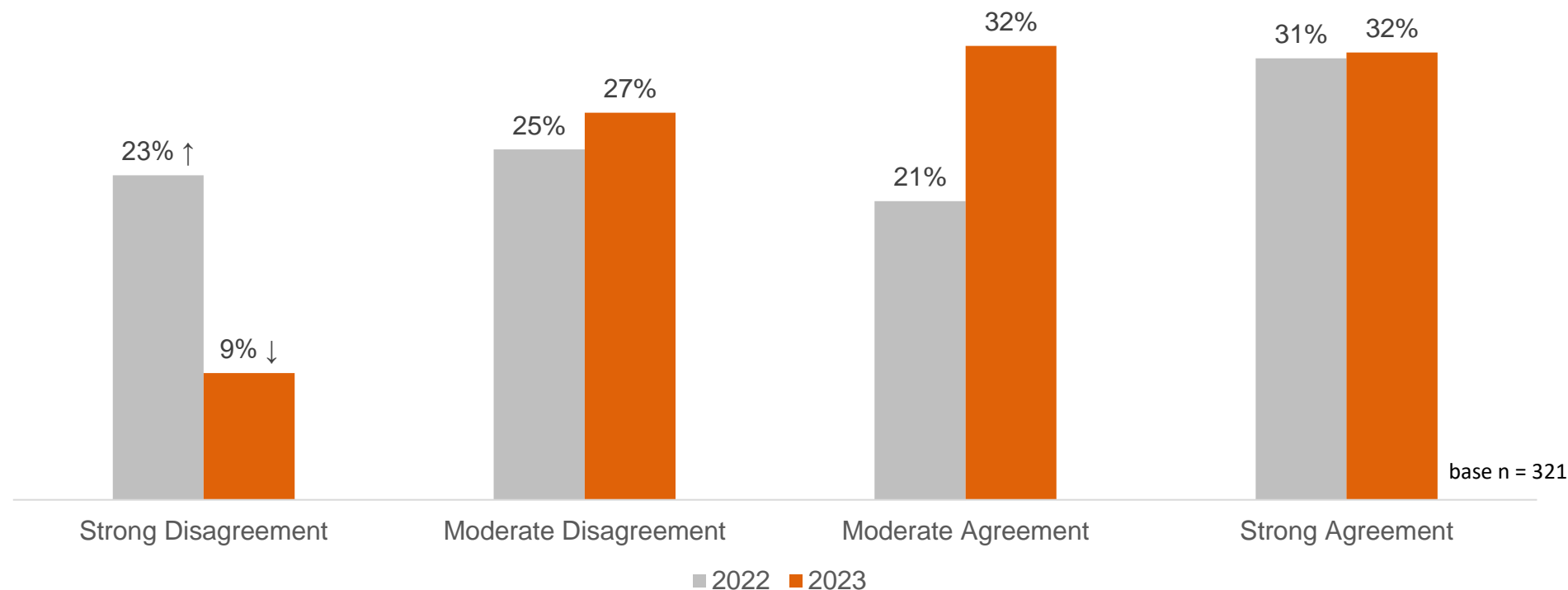
MY ORGANIZATION IS DOING A LOT TO IMPROVE THE WORKING CONDITIONS FOR FOREIGN EMPLOYEES.

35% of Filipino nurses moderately agreed that their organization is improving work conditions for foreign employees in 2023. Last year, a significantly higher 29% of participants responded with strong disagreement to this topic.



WHEN I AM OFF DUTY, I CAN REALLY ENJOY MY FREETIME.

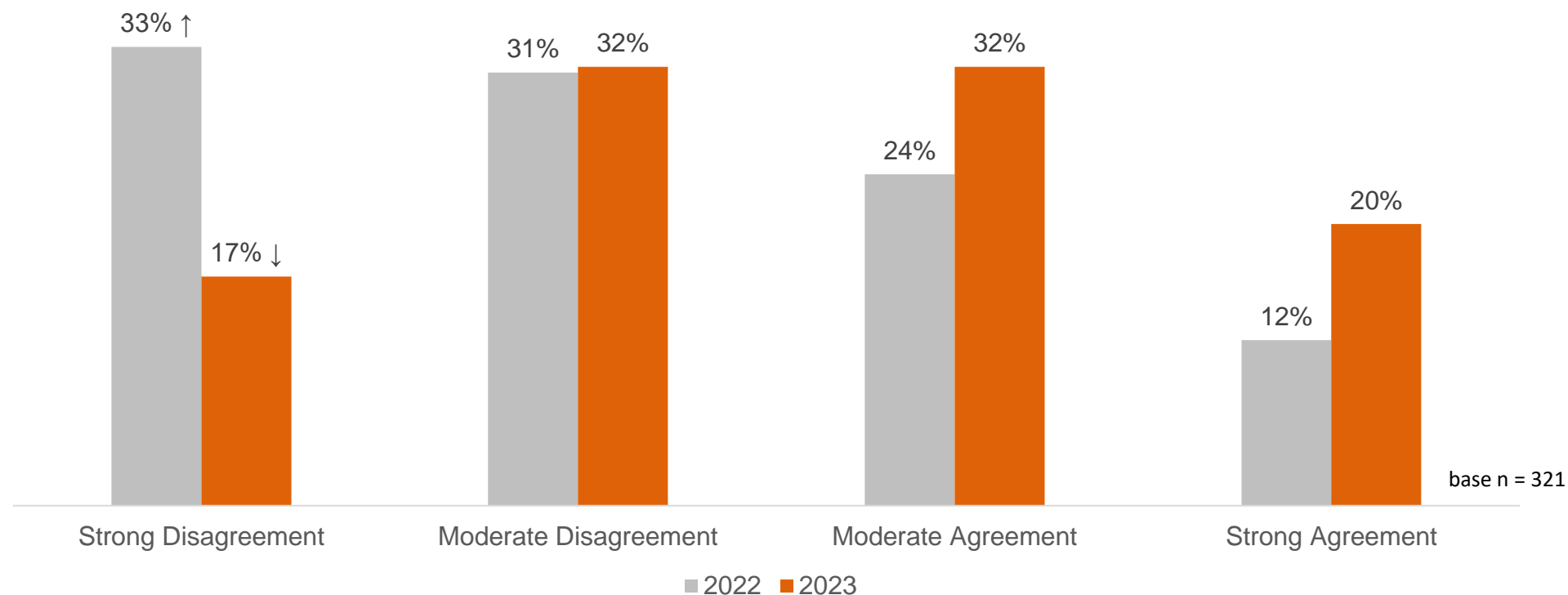
Filipino nurses are enjoying their free time more when off duty in 2023. Last year, 23% expressed strong disagreement to this statement.



↑ Significantly higher versus other year at 95% CL
 ↓ Significantly lower versus other year at 95% CL

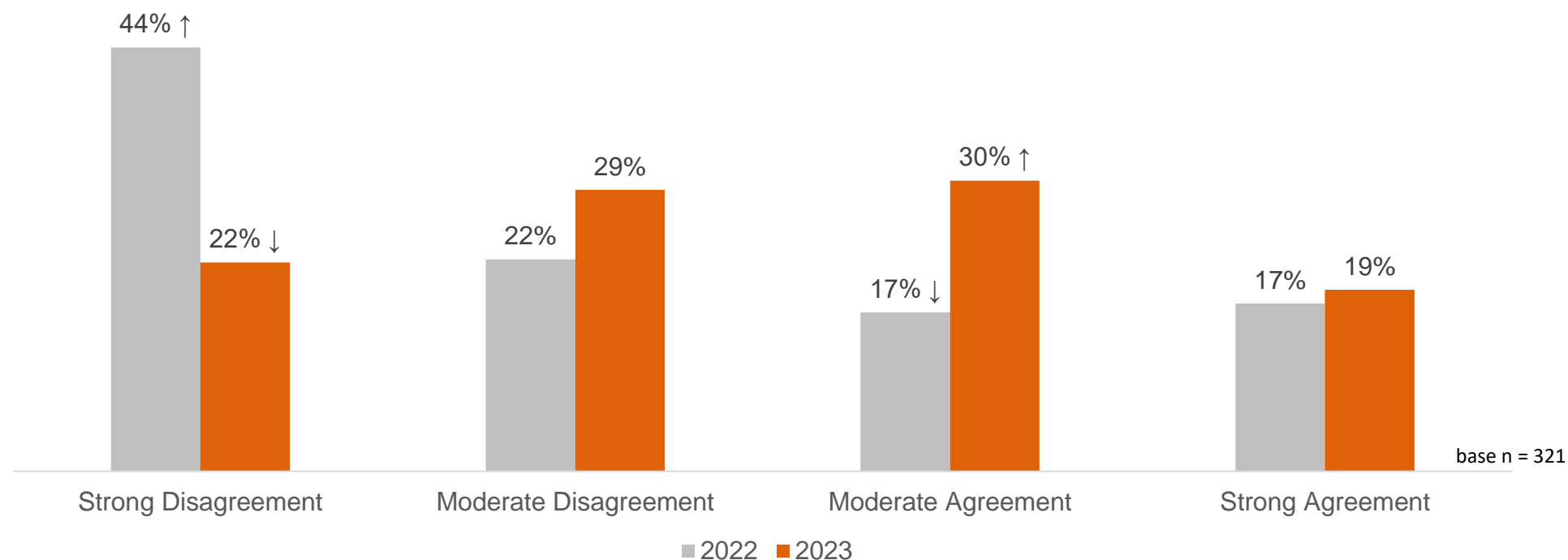
GENERALLY SPEAKING, I AM VERY HAPPY AT MY JOB.

In 2022, 33% of Filipino nurses reacted with strong disagreement when asked if they were happy with their job. Job happiness is relatively higher in 2023 when looking at moderate and strong agreement responses.



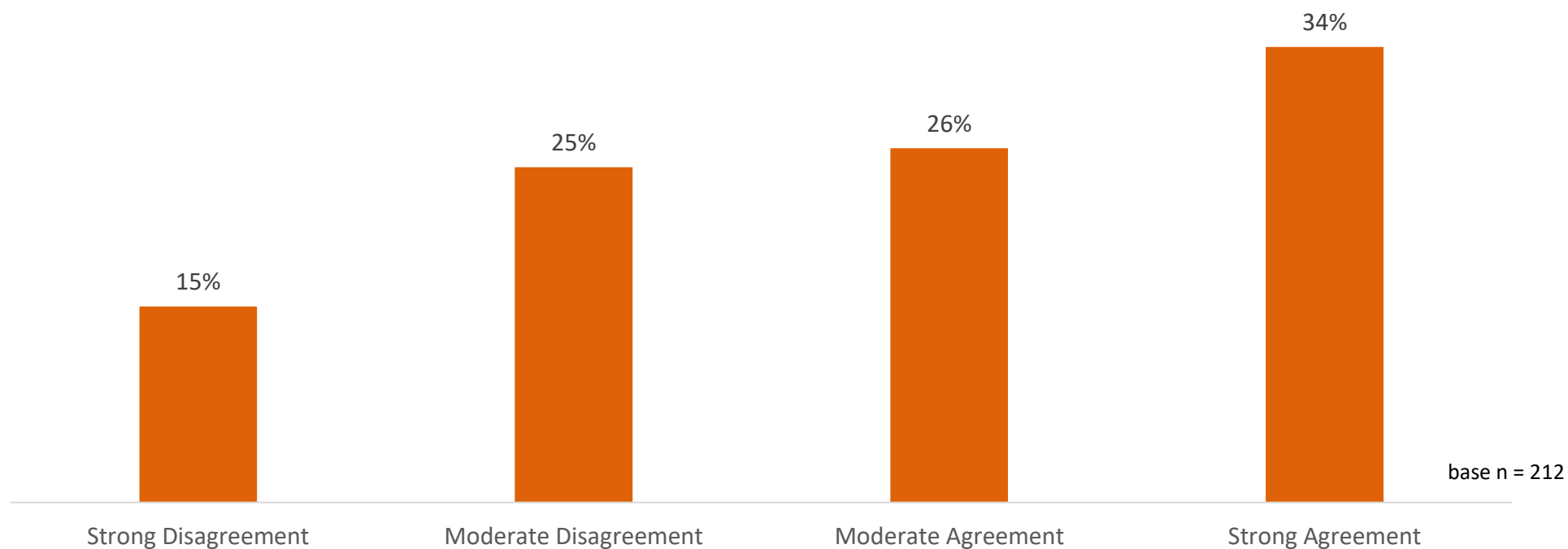
I WOULD DEFINITELY RECOMMEND THIS JOB TO A FAMILY MEMBER OR FRIEND IN MY HOME COUNTRY.

30% of Filipino nurses responded with moderate agreement in 2023 when asked if they would recommend this job to family or friends in the Philippines. This is a significant jump from 44% who stated strong disagreement last year 2022.



I WOULD LIKE TO STAY IN GERMANY FOR AT LEAST FIVE MORE YEARS.

A total of 60% agreed and would like to stay in Germany for at least five more years. 40% disagreed with the statement.



KEY TAKEAWAYS FROM THIS CHAPTER (PART 4)



Many satisfaction areas have shown improvement from last year 2022 to this year 2023

Filipino nurses are feeling more welcome, feeling more supported in professional recognition, feeling valued for qualifications and prior working experience, feeling that they have someone they can trust in their organization and feeling that the organization is improving work conditions for foreign employees. Areas that were getting flak from respondents in 2022 where strong disagreement was much higher than it is today.

Even though the NPS score for Filipino nurses working in Germany is still overall low, there is improvement over the past year and if this continues, we may be seeing a positive NPS score in 2024.

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