The Effects of Nationality Differences and Work Stressors on Work Adjustment for Foreign Nurse Aides in the Long-Term Care Facilities, Tao Yuan County, Taiwan

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Abstract: The main purpose of this study is to discuss about the nationality differences of foreign nurse aides, and the effect of work stressors influencing work adjustment. From the viewpoint of caring the disadvantaged, we summarized the difficulties of the foreign nurse aides in order to help them adopt into Taiwanese society. The validated instruments of Hershenson’s (1981) and Schaefer and Moos (1993) were adopted to measure work stressors and work adjustment respectively. The subjects are 71 foreign nurse aides of long-term care facilities in Tao Yuan County. Their nationalities are Philippines, Indonesia, and Vietnam. It was found that nationalities of foreign nurse aides had significant correlation with work adjustment; work stressors also had significant correlation with work adjustment. Based on the findings, it is suggested that the training program should be designed according to their nationalities.

Key-Words: work stressors, work adjustment, foreign nurse aides

1 Introduction

As the National Health Insurance has been implemented in Taiwan, the average life-span is increased. According to the report of the Ministry of the Interior, the population aged over 65 will have grown from 10% of the total population in 2006 to 13% in 2114, and continue increasing to 37% in 2151. Many aged people have to live in long-term care facilities and depend on nurse aides to provide direct care. Specially the elders senior than 75 years old will increase from 950 thousand people in 2006 to 1million 260 thousand in 2116, and 3 million 690 thousand in 2151. Among citizens senior than 65 years old will increased from 42% in 2006 to 54% in 2151 [1].

The increasing of maturing population, the elder aged and the fewer children make the structure of the family changed. The younger will not be able to take care of their elder parents. They have to employ care giver or send their parents to long-term care facilities. Since 1992, foreign labors have started to immigrate in Taiwan. There are 167,980 foreigners came into Taiwan and became foreign nurse aides and care givers. [2]. Foreign nurse aides became an important human resource in long-term care facilities. However, the differences of languages, living habits, and culture bring some problems and frictions between the foreign nurse aides and Taiwanese which affect the quality of cares. The impact may influence their adjustment. Obviously, the work adjustment of foreign labors is the most important issue. It is important to explore the effects of nationality differences, categories of facilities and work stressors on work adjustment. The purpose of this study is to explore the influencing factors of work adjustment.

Nationality differences of foreign nurse aides

The most foreign nurse aides we invited are from Vietnam, Philippines, and Indonesia. Characters of Indonesian are down to earth and obey. Because the concept of the social class is important in their country, so they had learned self control as they young. When they get along with the employer, they will well co-operate with employer. Their society custom is very care about the balance of society and the problem controls. In the recent years, Indonesia government energetically encourage agency provide trainings ahead, so even they came Taiwan with easy conversation skill, but still needs some times to get into the society.

Characters of Filipino are vivacious, independent, respect the primrose; but their concept more likely toward western culture, high consciousness about the labor rights, and have nice response and understandings. Characters of Vietnamese are frugal because most of them come from the countryside, but their personality is strong, to bear hardships and hard
works, studious, assiduous, strive, and well learning ability.

Concluded the above analysis, administrator of long-term care facilities have the requisite to understand the basic about nationality differences, otherwise the improper behavior and words may cause the unnecessary misunderstanding and affect the achievement of work. Now, the method that administrator manage these foreign nurse aides in Taiwan are most ignored the problems and occurred the negative effects. Therefore, the administrators need to be guidance and educated.

Foreign nurse aides leaving their country and family came to an unknown place for work; the difference of culture, personal conditions, society background, and etc., also the difficulty of finding assistance will cause the stress problems on work. If the work stressors did not have an ideal way to release it, it will affect these foreign nurse aides on the adaption of work, and then affect to the quality of cares. therefore, the aims of the present studies are identified: (1) To discuss nationality differences has affect to work adjustment; (2) To discuss foreign nurse aides work stressors problem has affect to work adjustment; (3) From the viewpoint of care disadvantaged, to find the way that solve the problem of foreign nurse aides will meet that cause from the nationality differences and give them the best helps for adopting Taiwanese society, also make those foreign nurse aides have work dignity in Taiwan.

Work adjustment is when a person face to his work, has to adapt the work, included work content, work character, working time, work contract, relationship with co-worker, management from boss, adapt environment differences, working compatible, and working regulations, and etc. When discuss the theory of work adjustment, Parsons trait-and-factor theory is a base [3]. Also, the model of Hershenson’s work adjustment, and the theory of work compatible of Dawis and Lofquist are important [4]. Work adjustment in this study is based on theory of Hershenson’s work adjustment, it is about the working values of one person can be bring into fall play in a welfare institution, became the atmosphere of the institution; also internally satisfied with the work and the observation of supervisor and Taiwanese co-work as the standard of external satisfaction. When internal and external satisfactions Work adjustment measures

To measure the work adjustment, we use the measurement of Hershenson (1981) and revise some of the points to make it fit to our research [5]. In the measurement of Hershenson, it illustrated as follows: “the model posits that work adjustment involves the development of three domains: work personality (i.e., self-concept as a worker and a personal system of motivation for work), work competences (i.e., work habits, physical and mental skills applicable to jobs, and work-related interpersonal skills), and appropriate, crystallized work goals” (Hershenson, 1981:92). Work adjustment questionnaire includes 3 sections: work competence, work personality and work goal. There are 20 questions to measure the personal conditions of work adjustment (Hershenson, 1981). Including:

2. Work personality: Foreign nurse aide self-concept as a worker and motivation for work.
3. Work goals: The target that would make foreign nurse aides satisfied spiritually.

The Cronbach’s α of the total questions is 0.89, and the Cronbach’s α of coincidence of construct are 0.81, 0.79, and 0.77. It means the questionnaire has good reliabilities.

Work Stressors Inventory (WSI)
The questions in this part are referring to the work stressors Inventory (WSI) of Schaefer and Moos (1993) [6], also invited researchers and professionals from agency of foreign workers to verify the questions from the point of view about the purpose the topic, and revise some of the questions and translated them into 3 different languages. Work stressor can be categorized as 3 parts: task stressor, relationship stressor, system stressor; there are 23 questions for measuring the feeling of work stressors (Schaefer and Moos, 1993). Including:

1. Task stressor: The opinions and feelings of the foreign nurse aides about their work.
2. Relationship stressor: The situation of the foreign nurse aides getting along with their boss or coworkers.
3. System stressor: The opinions of the foreign nurse aides about the environment of the facilities.

The Cronbach’s α of the total questions is 0.85, and the Cronbach’s α of coincidence of construct are 0.76, 0.72, and 0.71. It means the questionnaire has good reliabilities.

Schaefer and Moos illustrated Work Stressors Inventory (WSI) subscale descriptions and item examples as follows (Schaefer and Moos, 1993:290):

...
Hypothesis 1
Nationality differences of foreign nurse aides will influence the work adjustment

There must have differences between any country and any culture. For example, like the personality, living habit, religion, food, especially culture taboos. The most foreign nurse aides we invited are from Vietnam, Philippines, and Indonesia. The languages they speak are English, Filipino, Vietnamese, French, and Indonesian. In the religion differences, they have Buddhism, Catholicism, and Islam. When in a different environment, human personality will be affected. According to the data, Filipino’s personality is vivacious, independent and sticks to promise, also because their society is well developed, they are familiar with electronics. For Vietnamese, don’t touch their head or point their face, these are very impolite to them; also to avoid discussing the political topic with them. Indonesians are down to earth and more likely comply with the requests. Base on the Taipei County Government (2007) foreign nurse aides Administration data; it shows there are great differences between religions and foods. And these differences reflect the problems of administration from administrators [7].

In the past, researchers found that nationality has significant influence with work adjustment [8]. Because of the different custom and culture, different ways of thinking, so they made the differences of each nation. Our research targets are foreign nurse aides from Philippines, Vietnam, and Indonesia. The following are the characters of these three nations.

Hypothesis 2

Work stressors and work adjustment of foreign nurse aides had significant correlation.

There is no doubt about significant relations between work stressors and workers. To discuss in a simple way, if a person had some troubles in the work, and menace to the balance of mental, then it is stress. In the early studies, only discuss about the stress from the life, until French and Kahn (1962) bring the stress into the business administration [9], and face the stress problem from the work. Seeking that every researcher had different point of view about work stressors, like French, Rodgers and Cobb (1974) said that work stressors are occurred when there are differences between personal abilities, outside resources, and the need of work [10]. From the recent studies about the work stressors, work stressors is a situation that cannot get into the work, and there are some personal stimulation and threaten occurred to physical, and psychological change, and sometime may had behavior changes. The main purpose of these researches is mostly discussed about the correlation between working environments and work adjustment.

Research framework

The framework of this research is about the influences of work adjustment from nationality differences and work stressors which can be divided by 3 dimensions:
1. demographic profile which includes marriage status, category of facility and nationality of the foreign nurse aides;
2. the work stressors which include task, relationship and system stressor;
3. the work adjustment which includes work competence, work personality and work goal. The research framework is as following:
2 Methodology

2.1 Participants

The participants of this research are the foreign nurse aides invited from the long-term care facilities in Tao Yuan County in Taiwan. They came from Phillipine, Indonesia, and Vietnam. 80 foreign nurse aides had been invited, and 71 out of the 80 had completed the questionnaires. The return rate of the questionnaire is 88.75%. This questionnaire is anonymous, and when targets had finished it and insert it into the envelopes. It gives the safety feel of foreign nurse aides to complete it.

2.2 Data analysis

The inferential statistics used One-Way ANOVA for analysis, and mainly discuss about the influence of work adjustment of foreign nurse aides with nationality differences as a basis of the hypothesis testing. This study also use bivariate Pearson-product moment correlation analysis, to verify the correlation coefficient and significant between work stressors and work adjustment, to discuss the relationship between work stressors and work adjustment of foreign nurse aides.

All p-values given were two-tailed. A p-value of less than .05 was considered significant. Values are given as mean and standard deviation. Data were calculated using the SPSS 17.0 software package for social sciences.

3 Results

3.1 Demographic characteristics of participants

The ages of the sample foreign nurse aides are mostly 20 to 25 years old (44.3%). The nationalities are mostly Vietnamese (42.3%). The ratio of the sample foreign nurse aides who have children is 54.3% which means that the pressure of raising their children is pushing them to work in Taiwan.

As the religions, 53.5% of the sample foreign nurse aides are Islam. 54.3% of the sample foreign nurse aides are married. Most of them came to Taiwan because of the economic pressure from their families.

As the language, there are 33.8% who can speak simple Chinese. It means that there are still some problems may cause while communicate. As the education, 67.6% graduated from high school. It means that most of the foreign nurse aides are well educated, and their education is higher than the regular foreign workers. As the duration stay in Taiwan, about 63.2% of them have work as the first year in Taiwan.

3.2 Work stressors and work adjustment

In the inferential statistics, Hypothesis 1: Use the one way ANOVA to test nationality differences of foreign nurse aides effect the work adjustment. Because of the questions are many, so this study only lists the parts that had significant differences. The degree of work successfully (19), obey the rules (21), made decision of came Taiwan (27), planning go back own country before contract end (26), and set study goals (28) had significant differences.

First, as the degree of work successfully, the F values is 6.903 (p=0.002), the average of Indonesian is 4.79, higher than 4.60 of Vietnamese, also higher than 3.65 of Filipino. According to this data, Indonesian has greater degrees of work successfully than Vietnamese; Vietnamese has greater degree of work successfully than Filipino.

Second, in the question #21 obey the rules, the F value is 5.672 (p=0.005), the average of Indonesian is 5.13, which greater than Vietnamese 4.33, also greater than Filipino 4.12. From there, we can found that Indonesian is more obey than Filipino.

Third, the F value of construct of made decision of came Taiwan is 4.588 (p=0.014), the average of Indonesian is 5.13, which greater than Vietnamese 4.33, also greater than Filipino 4.12. From there, we can found that Indonesian is more obey than Filipino.

Forth, in study goals, the F value is 4.308 (p=0.017), the average of Indonesian is 5.31, which higher than Filipino 4.17. According to the values, Indonesian is more likely to learn than Filipino. Refer as Table 1.

Conclude the analysis above, all the data and values are show that Indonesian foreign nurse aides had the best of work personality and work goals in these three nationalities. From the viewpoint of nationality, the most significant difference are occurred on work adjustment, and on work stressors had very less maybe no differences, which matches our hypothesis. May be because all human gets stress from work no matter what nationality he is, even the capability of adapt new society, culture and way of thinking are different. The reasons that made the differences of
adapt new society and had work stress are degree of work successfully, obey the rules, feeling it is correct decision to come Taiwan, no plan to go back before contract end, and learn new skills from the job.

In the discussion of relationship between work stressors and work adjustment, this study used bivariate Pearson-product moment correlation analysis, test the entire factor, correlation coefficient of construct and significant. Because there are too many questions, so the study only list the part of subscale correlation. In the analysis of correlation, we found that many construct of work stressors and work adjustment had significant correlation. Refer as Table 2.

In the task stressors, work-related interpersonal skills and work goals of patient care tasks had negative correlation with work competences; so the stress of foreign nurse aides’ gets from patient care tasks will influence their person relationship on the work, also affect their attitudes during work.

In the relationship stressors, the supervisor has negative correlation with work competences, work personality and work goals; therefore, the stress from supervisor and co-workers can affect the work skills, work habit, personal relationship and self concept, and work mode and work attitude of foreign nurse aides. In the system stressors, workload/scheduling has negative correlation with work-related interpersonal skills and work goals of work competences; consequently, the heavy the workload and bad scheduling will affect foreign nurse aides on the working personal relationship and work attitude.

In the system stressors, the facility design/maintenance has positive correlation with work habit; so the worse of working environment design and maintainer can affect the work habit. Therefore, we can say that hypothesis 1: nationality of foreign nurse aides will had significant correlation with work adjustment, and the result has been proved. Hypothesis 2: work stressors of long term care foreign nurse aides had significant correlation with work adjustment.

<table>
<thead>
<tr>
<th>Variable set</th>
<th>Pearson’s r</th>
<th>Ns</th>
<th>Significant</th>
<th>Sohafer’s post hoc test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degree of work incumbent</td>
<td>-0.05</td>
<td>4.00</td>
<td>0.79</td>
<td>0.695</td>
</tr>
<tr>
<td>Degree of obey the rules</td>
<td>-0.12</td>
<td>4.33</td>
<td>1.13</td>
<td>0.772</td>
</tr>
<tr>
<td>Decision making of course</td>
<td>0.35</td>
<td>4.77</td>
<td>1.17</td>
<td>0.566</td>
</tr>
<tr>
<td>Rules</td>
<td>Not plan to go back before contract</td>
<td>0.48</td>
<td>4.37</td>
<td>0.13</td>
</tr>
<tr>
<td>Setting of study goals</td>
<td>0.47</td>
<td>4.83</td>
<td>0.25</td>
<td>0.308</td>
</tr>
</tbody>
</table>

Table 2: the correlations between work stressors and work adjustment

<table>
<thead>
<tr>
<th>Work Setting</th>
<th>Patient care tasks</th>
<th>General job tasks</th>
<th>Relationship stressors</th>
<th>System stressors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work competence</td>
<td>Physical and mental skills applicable to jobs</td>
<td>—</td>
<td>—</td>
<td>—</td>
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<tr>
<td>Work-related interpersonal skills</td>
<td>—</td>
<td>—</td>
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<tr>
<td>Work habits</td>
<td>—</td>
<td>—</td>
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<td>—</td>
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<tr>
<td>Work personality</td>
<td>—</td>
<td>—</td>
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<td>—</td>
</tr>
<tr>
<td>Self-concept as a worker</td>
<td>—</td>
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<td>—</td>
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<tr>
<td>Personal system of motivation for work</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Work goals</td>
<td>—</td>
<td>—</td>
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</tr>
</tbody>
</table>

*| 0.005, **| 0.001,

+ means positive correlation, — means negative correlation

4 Conclusion

Even though, most of foreign nurse aides are came from Asia countries, but the nationality differences can affect them when facing work stressors, and made different responses on adapt new living behavior and cultures. Over all, between the nationalities of foreign nurse aides, there are effects on work when the work stressors appeared, but foreign nurse aides are more likely to adapt it, and finished the work; only few of them will evade the work stressors, and it is the attention point.

Indonesian foreign nurse aides respect the work, and on the most of dimension likes degree of working successfully, obey the rules, self decision making, level of education, and etc. are all greater than Vietnamese and Filipinos. And when face the work stressors; they also had great work adjustment than other two nationalities. It shows that differences of nationality of foreign nurse aides will affect work adjustment.

The viewpoint of care disadvantaged

We found few point that affect foreign nurse aides adapt new society even the nationalities are different, and give them the dignity of work in Taiwan. This study discovered the follow data from descriptive analysis; there are 54.3% of foreign nurse aides are married, had education between 11 to 15 years, 67.6% of them had high school or 2 year college degrees, 54.3% of them had children, 33.8% of them can speak well Chinese. A lot of data shows that most of foreign nurse aides had moderate education. From our data, the reasons for they come for Taiwan to work are want to improve their living qualities. Any person came to a foreign country, because of less people came from same countries, so they became the disadvantaged groups in Taiwan.
There are emphasized that must help disadvantaged group in any countries, especially in Taiwan. On the basis of global families, the variable of significant correlation we found above are the problems that these foreign nurse aides need helping for. For example, is the big amount of work will affect their rest and working abilities; is there equal returns for their working; is the work reasonable; when in a bad mood, is there any consolation and encourages; and when they have questions about the working regulation, it means there are uncertain reasons from supervisor; and the pays also are the biggest issue that administrator should pay more attention to. We believed these are the helps that foreign nurse aides need. Therefore, to help foreign nurse aides adapt Taiwanese culture we have to smile and give them good intention, pay them fairly and on time, so they will be relieved to work; also provide some celebration and leisure activities to release not only the work stress of foreign nurse aides but also the work stress of Taiwanese nurse aides.

Long term patient care is a professional work; the perception of supervisor about the professional of foreign nurse aides will direct affect the quality of foreign nurse aides. As a matter affect, there is a science instrument can be use in any works, but our study found that many supervisor of foreign nurse aides did not use the tools, out of consideration about the moods of foreign nurse aides, and caused misunderstanding and lower the quality of cares. There is no benefit between these relationships, so our study appeals the supervisors should be serious about the right of foreign nurse aides on the work, so they can work equally as Taiwanese. It will made win-win situation, lead the market of patient care to a new place, and improve in the professions.

Limitations
Because of the limitations of manpower, this study only takes the facilities in Tao Yuan County as the samples. It had lack of data and makes the limitation of hypothesis. Even though our questionnaire is simple, understandable, there still questions and opinions from the target sample and we have to explain the questions while they taking the questionnaire. It is very easy to lead the answer became unreal in mistake, and limited the authenticity of data. Also, during the questionnaire, some of foreign nurse aides still had defend against the study.

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References:
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