

## Job Satisfaction among Foreign-educated Nurses: a systematic review

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### 【Introduction】

Globally, a shortage of nurses is a critical problem. One strategy to solve this shortage in many countries is to recruit foreign-educated nurses (FENs). It is well known that job satisfaction can be an influential factor in turnover, which can effect critical nursing shortages. Although FENs' job satisfaction has been investigated by several studies, there is no systematic review that synthesized FEN job satisfaction level and contributing factors.

The purpose of this study was to systematically review the empirical research on FEN job satisfaction and to summarize associated factors.

### 【Method】

Electronic databases such as PubMed, Medline, CINAHL, Google Scholar, Web of Science, Cochrane library, Japan Medical Abstract Society (医中誌) and Scholarly and Academic Information Navigator (CiNii), were used. The keywords 'foreign', 'international', 'oversea', 'migrant', 'expatriate', 'registered nurse', 'nurse', 'work satisfaction' and 'job satisfaction' in English and '満足度', '外国人', '国際', '看護師' in Japanese were used to retrieve studies published in English or Japanese between January 1990 and December 2020. Studies were included if they met the inclusion criteria: original studies with over 70% of study participants registered FENs that investigated FEN job satisfaction in a new country. Exclusion criteria were: 1) Participants were students, nurse assistants, or persons who want to be FENs but are not registered; and 2) Studies investigating patients' satisfaction towards nursing, or quality of care.

The first and second authors independently searched articles using the review protocol and a total of 1878 original studies were assessed. Fifteen articles were selected for quality assessment, which was assessed by the three authors using the Joanna Briggs Institute (JBI) Critical Appraisal tools (JBI, 2017). Two articles were excluded because of low quality.

A standardized score (Dilig-Ruiz et al., 2018) was calculated to compare overall job satisfaction level across included studies on a range from 1 to 10. Similar factors related to FENs' job satisfaction were categorized after extracting the significant factors reported in the results of included studies, and presented as a narrative summary.

### 【Results】

A total of 13 studies (12 were quantitative studies with cross-sectional correlation design and one was qualitative design) published between 1992 and 2020 were selected and synthesized. Regarding methodological quality of included studies, ten (77%) were rated strong, and three (23%) were rated moderate. The average standardized overall job satisfaction score was 6.71 (from nine studies), indicating that FENs were moderately satisfied with their job.

Twenty-seven factors related to FEN's job satisfaction were categorized into personal factors (16 factors), interactional factor (1 factor) and organizational factors (10 factors). Among them, 14 predicting factors were identified in the studies that used multivariate analysis for adjusting

confounding variables. Predicting factors included: Personal factors of acculturation, demands of immigration, life satisfaction, socio-demographic factors (age, gender, educational level, length of residency, working in intensive care unit and English taught in country of origin); Interactional factor of peer support; and Organizational factors of adequacy of orientation, perceived discrimination, cultural orientation and protégé (mentoring) experience. Crucial factors that were addressed in two or more studies included socio-demographic factors (age and length of residency) and organizational support.

### 【Discussion】

Acculturation was influenced by FEN's origin country and adaptation process into new country. This highlights the importance of adaptation processes to FEN's job satisfaction. A supportive working environment was also suggested to be an important factor. It is necessary for organizations to develop orientation or support programs which can enhance FENs' adaptation process and increase their job satisfaction.

In this systematic review, nearly 80% of studies were determined to have a strong level of methodological quality, but all quantitative studies were cross-sectional study design, which is a low evidence level methodology. Prospective cohort and intervention studies are necessary to reduce bias and increase the evidence level. It is also necessary to explore factors related to job satisfaction such as communication barriers including language or different cultural values. More qualitative research to deeply understand how these factors affect FEN job satisfaction is necessary.

### 【Conclusion】

The present review showed that the overall job satisfaction among FENs appears to be at a moderate level while predicting crucial factors related to FEN job satisfaction were socio-demographic factors and organizational support. Therefore, it is necessary to conduct more research to investigate the relationship between various factors and FEN job satisfaction and evaluate the effectiveness of support programs which can be used to improve job satisfaction.

Dilig-Ruiz, A., et al. (2018). Job satisfaction among critical care nurses: A systematic review. In *International Journal of Nursing Studies*.

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