

COMPLETION REPORT

Analysis of Factors that Influence the Quality of Nursing Work Life of Nurse and Caregiver Working in Japan

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Japan is currently undergoing a process called the aging society, which causes the need for nurses and care workers to increase. However, the number of local nurses and care workers is insufficient, thus they receive many foreign nurses and care workers, one of which is from Indonesia. However, Indonesian nurses and care workers who work in Japan are indicated to have poor Quality of Nursing Work Life (QNWL) which leads to nurses' poor commitment and performance. This research aimed at portraying Indonesian nurses' quality of life in Japan, explaining demographic factors and its effects on QNWL, and explaining the four- dimension of QNWL.

This research used mixed method design in the form of sequential explanatory strategy, and was conducted from April 1, 2018 to March 30, 2020. In the initial stage, researchers collecting and analyzing quantitative data, followed by collecting and analyzing qualitative data in the second stage. Quantitatively, this research involved 94 Indonesian nurses/ care workers who work in Japan to fill in the modified QNWL questionnaire adapted from Brooks & Anderson (2005). Qualitatively, researchers use interview and focus group discussion (FGD) techniques to make a specific description of QNWL and its problems.

The results of quantitative study indicate that Indonesian nurses and care workers who work in Japan have overall QNWL values and dimensions in a good category. However, there are still some less satisfactory QNWL components, including: (1) the lack of support and assistance from other employees; (2) the lack number of nurses/care workers ;(3) Inadequate salary; (4) Less friendly environment; and (5) Heavy workload. In addition, this research also showed that there is no significant influence of demographic factors (gender, age, marital status, education level, employments' status, income, expenditure, and length of experience) on Quality of Nursing Work life (QNWL).

The results of qualitative study show: (1) some of Indonesian nurses and care workers who works in Japan, are mostly intend to work temporary to get enough money, and did not intend to work for a long time; (2) the cause of their lack satisfaction with salary is due to an unclear, incomplete, and exaggerate explanation of salary when they are still in Indonesia; (3) the lack number of nurses and care workers lead to a heavy workload; (4) some workplace have a less friendly environment, such as: appearing more individualistic, verbal abuse, and seniority; (5) some workplaces do not facilitate the spiritual/religious need of workers, for example: do not allow them to wear the hijab, do not allow Friday prayers, do not facilitate places for praying, and no specific regulation that facilitate workers for praying.

The implication of this research is the need for efforts to improve some components of QNWL that are less satisfactory. The main key lies in the need to: (1) increase the number of nurses/care workers (2) increase salary and more detailed explanations on salary (3) improve a friendly environment; (4) selection based on the consideration of prospective employees' commitments; (5) increase in facilities for spiritual needs in workplace.

Publication of the Results of Research Project:

Verbal Presentation (Date, Venue, Name of Conference, Title of Presentation, Presenter, etc.)
Thesis (Name of Journal and its Date, Title and Author of Thesis, etc.) Nursing Management (Harrow London, England, on process) or Jurnal Pendidikan Keperawatan Indonesia/JPKI (on process)
Book (Publisher and Date of the Book, Title and Author of the Book, etc.)