

ENGAGING INNOVATIVE KNOWLEDGE THROUGH APPLIED QUALITATIVE RESEARCH

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Development of a Model for Personal, Social and Professional Acculturation of Indian Nurses in Malta: A Qualitative Case Study Using Gioia Methodology

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Background

- The Maltese population is living longer and aging rapidly bringing about a need for more services and nursing personnel.
- The hiring of overseas nurses is a practical solution to tackle existent shortages; however, retention is challenging and crucial to the sustainability of healthcare provision.



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Aim

The study aimed to explore the experiences of Malayalee nurses as they seek to achieve cultural competence and become acculturated into society.

Research Questions

- (1) What are the experiences of Indian (Malayalee) nurses in Malta, as they seek to achieve cultural competence and become acculturated into Maltese society?
- (2) What do Indian (Malayalee) nurses perceive as barriers to settlement and acculturation, following migration to Malta?
- (3) How do Indian (Malayalee) nurses overcome the challenges encountered in acculturating and delivering culturally competent nursing care in Malta?

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Ethical considerations

- Approvals from the Research Ethics Approval Committee for Health (REACH) at the University of Bath, United Kingdom (Ref: EP 20/21 036) and the Ethics Committee at the Malta College of Arts, Science and Technology (Ref: I003_2021).
- Before giving their consent, all participants were informed that participation was voluntary and of their rights to privacy, confidentiality, and the right to withdraw from the study at any time.
- All study materials including transcripts and other documents related to the participants were coded and a pseudonym was assigned to protect identities and ensure confidentiality.

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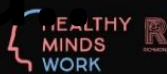


Methods

- Purposive sampling (poster placed on staff notice boards/ Malta Malayalee Association Facebook).
- In the study 25 nurses have been recruited fitting the following pre-established participation criteria:
 - (a) An Indian nurse from Kerala, fully licensed and registered with the Council for Nurses and Midwives in Malta,
 - (b) Officially engaged on a full or part-time basis in a licensed elderly nursing home and
 - (c) Has been working as a registered nurse in Malta for more than six (6) months.
- The data was collected through online individual semi-structured interviews.

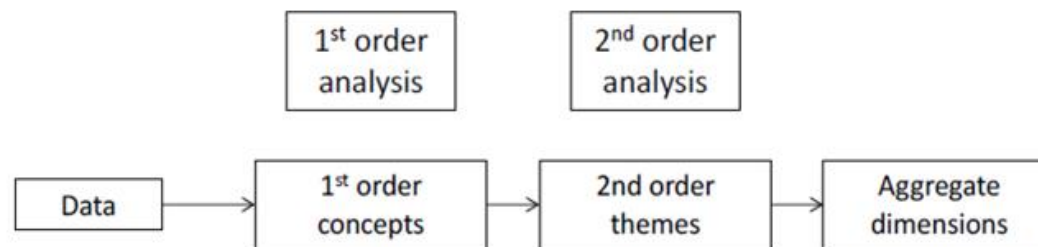
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Methods (contd.)

- Within a period of one (1) week following each interview, I carried out transcription *ad verbatim*, while listening to the individual recordings.
- Data analysis was carried based on Gioia Methodology (an inductive logic approach to interpretive grounded theory)



- Process conducted by use of manually highlighting text and creating codes (in the form of comments), within the Microsoft Word transcript document through a downloaded free add-on entitled DocTools.

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The Gioia Methodology

- Designed and developed with the aim of assisting the inductive researcher in applying a **“systematic conceptual and analytical discipline that leads to credible interpretations of data and also helps to convince readers that the conclusions are plausible and defensible”**.
- The method is based on assumptions that the organisational world is socially constructed, whereby **people construct their organisational realities as ‘knowledgeable agents’** who are well informed of their actions and can explain their thoughts and intentions.

Step	Key features
<i>Research Design</i>	<ol style="list-style-type: none"> 1. Articulate a well-defined phenomenon of interest and research question(s) (research question[s] framed in “how” terms aimed at surfacing concepts and their inter-relationships) 2. Initially consult with existing literature, with suspension of judgment about its conclusions to allow discovery of new insights
<i>Data Collection</i>	<ol style="list-style-type: none"> 1. Give extraordinary voice to informants, who are treated as knowledgeable agents 2. Preserve flexibility to adjust interview protocol based on informant responses 3. “Backtrack” to prior informants to ask questions that arise from subsequent interviews
<i>Data Analysis</i>	<ol style="list-style-type: none"> 1. Perform initial data coding, maintaining the integrity of 1st-order (informant-centric) terms 2. Develop a comprehensive compendium of 1st-order terms 3. Organize 1st-order codes into 2nd-order (theory-centric) themes 4. Distill 2nd-order themes into overarching theoretical dimensions (if appropriate) 5. Assemble terms, themes, and dimensions into a “data structure”
<i>Grounded Theory Articulation</i>	<ol style="list-style-type: none"> 1. Formulate dynamic relationships among the 2nd-order concepts in data structure 2. Transform static data structure into dynamic grounded theory model 3. Conduct additional consultations with the literature to refine articulation of emergent concepts and relationships

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Emergent Data Structure

First Order Concepts

The processing time of adaptation and getting a registration, it's too long.
Very difficult for us to do this visa process and ID card issues
Some, they still see us as like foreigners only
There was a little bit of difficulty for the acceptance.
You don't have any rights in Malta. She talked to me like that

I came alone to here in Malta and I didn't have any friends
Because my family is there and I'm staying here alone
I'm right, but I feel I'm still like that I'm alone here.
Need to get from my husband, from the family.....That's the guilty feeling.
It was a big responsibility on my head when I came here
I can't help my family, I'm not there
It's in our culture that we want our family with us
Everything is fine, but that doesn't complete us.
I miss my parents, obviously, and sometimes I think, why am I here?

We have language problem in our work as well as living
Some of the elderly people, it is very difficult for them to understand and speak in English.
We have a language barrier. We don't know that much Maltese.
it's a different country and we have food difference
One thing which I can't understand why Maltese people can't take care of their elders in their home

I realized that there was there was much more the nurse could do independently
The respect that that the nurses have and ...even the responsibilityis much more here.
Because here we have more acceptance as a nurse
We are not familiar with the case, medicines, everything is different
We have difference with the needles, with the sharps, with the biohazardous waste
But here we have carers care workers for that
We don't have that likea lot of old age homes like nursing homes
We haven't heard a lot of disabilitiespsychiatric patients they are not treated like this.

I maintain a good and healthy relationshipthey all care for me like their family
Sometimes they will take food for me and it's really very nice
I have two home two families one is here and one is my home.
I wish to learn the new language
If I know Maltese language..... because it is it is a part of acceptance
We will talk in our mother tongue and we are really happy for it.
I see a person from my community, I will talk in my language..... share thoughts and memories
Eating from the outside but also, when we came back to home, we need to eat some rice.
I search the temple here but I couldn't findI realized that it is better to change my attitude.
We have churches. Anyone anyone can go there, anyone can pray there
I believe in prayer and I believe in God....to adapt with all the situation

The family for us and in Malta that we are not getting that..... that's why we are moving
Most of the countries, especially in UK, they are giving more priority...to their family also.
Everyone have some problems....but when the burden is lifted, when we are free, we try to move.

If I had the choice of a permanent residency, I wouldn't even think of going to other places

Second Order Themes

Legislative struggles

Discrimination and rejection

Feelings of loneliness

Guilty feelings

Longing for family

Language barriers

Cultural differences

Professional fulfilment

Role development

Exploring care paradigms

Enjoying familial feelings

Language discovery

Motherland connections

Turning to GOD

Relocation push factors

Balancing out choices

Aggregate Dimensions

Settlement Dysfunctions

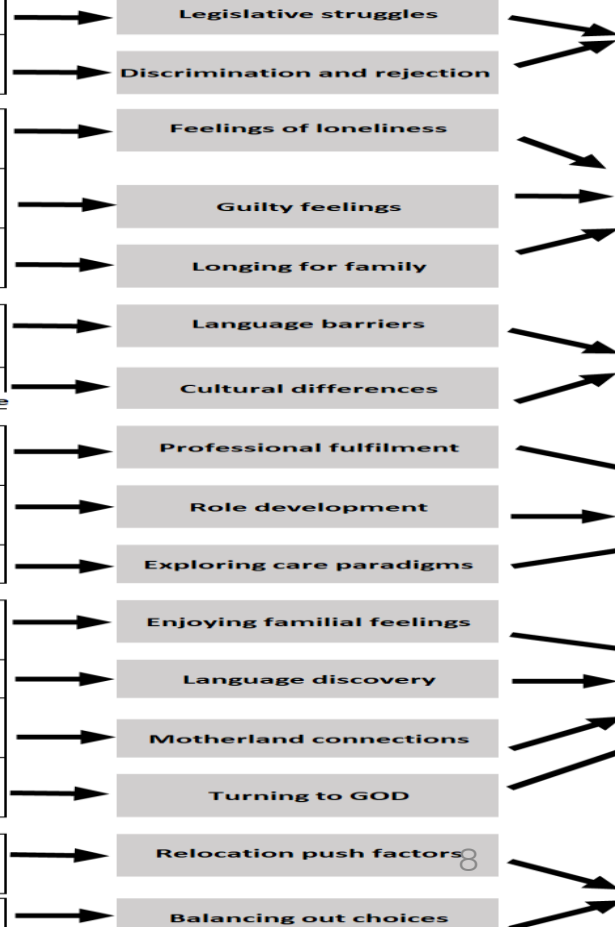
Distorted Support Dynamics

Communication & Cultural Diversity

Professional Sensemaking

Pomoters for Setteltment

Dispersion Dillemas

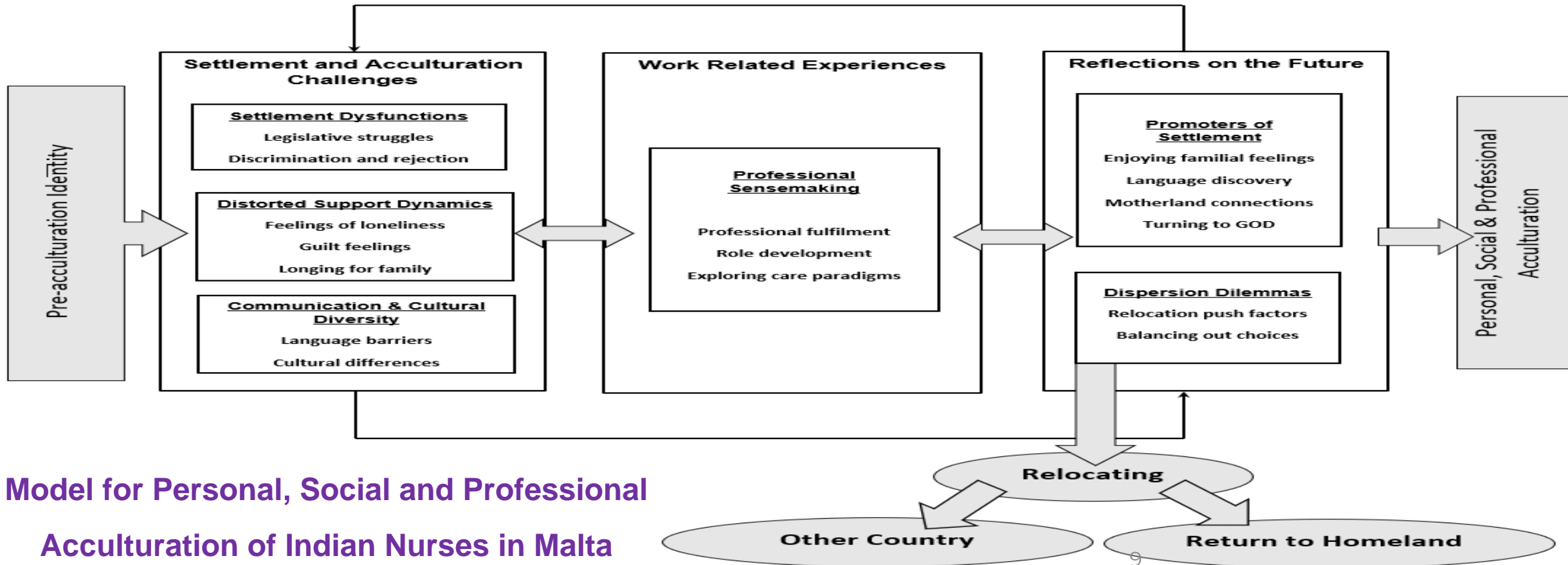


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From data structure to a representative theoretical model



Model for Personal, Social and Professional
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Conclusions and Recommendations

Conclusion

- General happy living in Malta and are not leaving because of the money, however they are mainly concerned about their family life.
- As expected, language and cultural diversity have been highlighted amongst the main challenges by participants in this study.

Recommendation

- Consider the possibility of easing restrictions and be more considerate in allowing family reunification (could be tied with the duration of the contract of employment).
- Formal Maltese language training program including elements of Maltese culture, history and lifestyle will be made available to all overseas nurses working in Malta.
- Training in intercultural competence can be included in nursing bridging programs/ included as part of the undergraduate nursing curriculum.

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Conclusions and Recommendations

Conclusion

- FENs are finding the local work experience meaningful and developing them professionally. However, differences in practices, standards of care, and local policies are difficult, especially in the early stages.

Recommendation

- Official preceptorship program be introduced and tailored to the needs of FENs on commencement of employment.
- The preceptors or mentors engaged need to be specifically trained to be competent in mentoring migrant nurses coming from different healthcare delivery systems and diverse cultural backgrounds.
- Engagement of FENs who have been working in Malta for a significant number of years and accustomed to the local culture to serve as 'cultural mediators' to help the new recruits.

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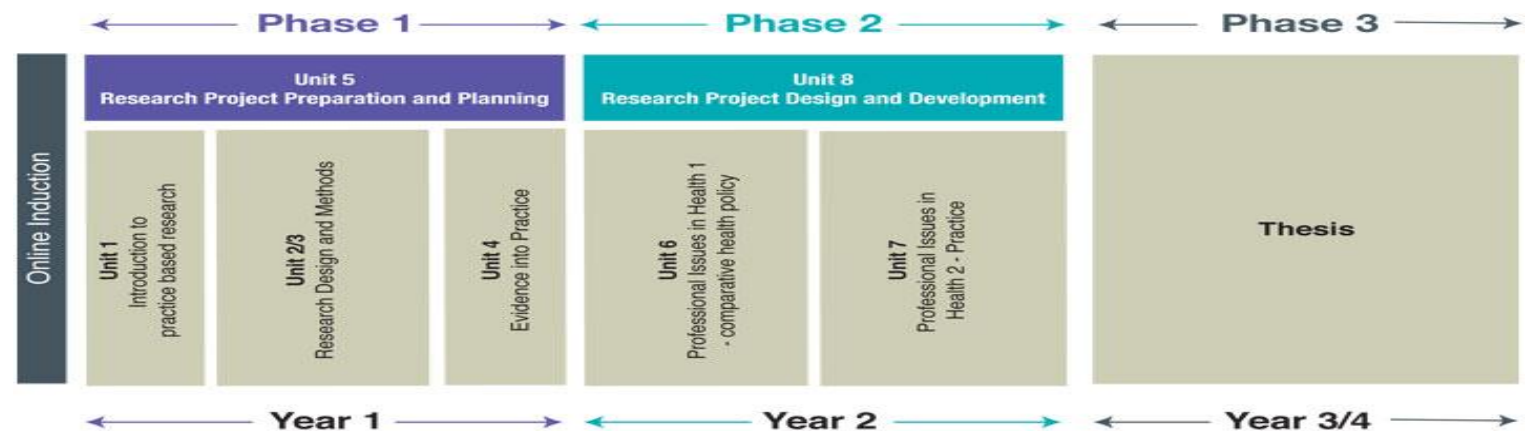


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Professional Doctorate



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THANK YOU

