

# EMPLOYEES' EXPECTATIONS IN CARE HOMES VS. REALITY

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MARJO-RIITTA RIKALA  
FINLAND

# Background

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- Finland is one of the most rapidly aging countries in Europe
- The change in the age structure will affect the society as a whole
- The need for workforce in the coming years will be mainly focused on housing services, institutional care and home care
- The health, social services and regional government reform will enter into force in 2020

# Employees' expectations of work

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- Employees expect interactive and humane work
- Work influence and development is important
- The work is known to be demanding but rewarding
- Care workers expect fair and equal treatment, involvement and feedback from managers

# Experiences of work

1/2

- Work with the elderly is meaningful, motivating and humane
- Work is mentally and physically demanding
- When employees have opportunities to influence, the workload causes less stress
- Changes in the work are increasing



# Experiences of work

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2/2

- Experiences with supervisory work vary, on the municipality level management has improved
- Positive attitude is important and helps to cope
- The working community is an important resource
- Challenging situations from the residents have increased
- The number of sick leaves are increasing



# Expectations

vs

# Reality

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- Employees' expect interactive and humane work
  - The work is known to be demanding
  - There are challenges in elderly care
  - Expectations to influence are important
  - Management expectations are high
  - A good and open workplace environment
- The work is rewarding and satisfying
  - Work is mentally and physically demanding
  - More training is needed to face challenging situations
  - The possibilities to influence vary widely
  - Experiences of management vary a lot
    - In municipal sector experiences are positive
  - The work community is seen as a valuable resource

# Case Tampere



# Case Tampere: the Finnish 10-Town Study

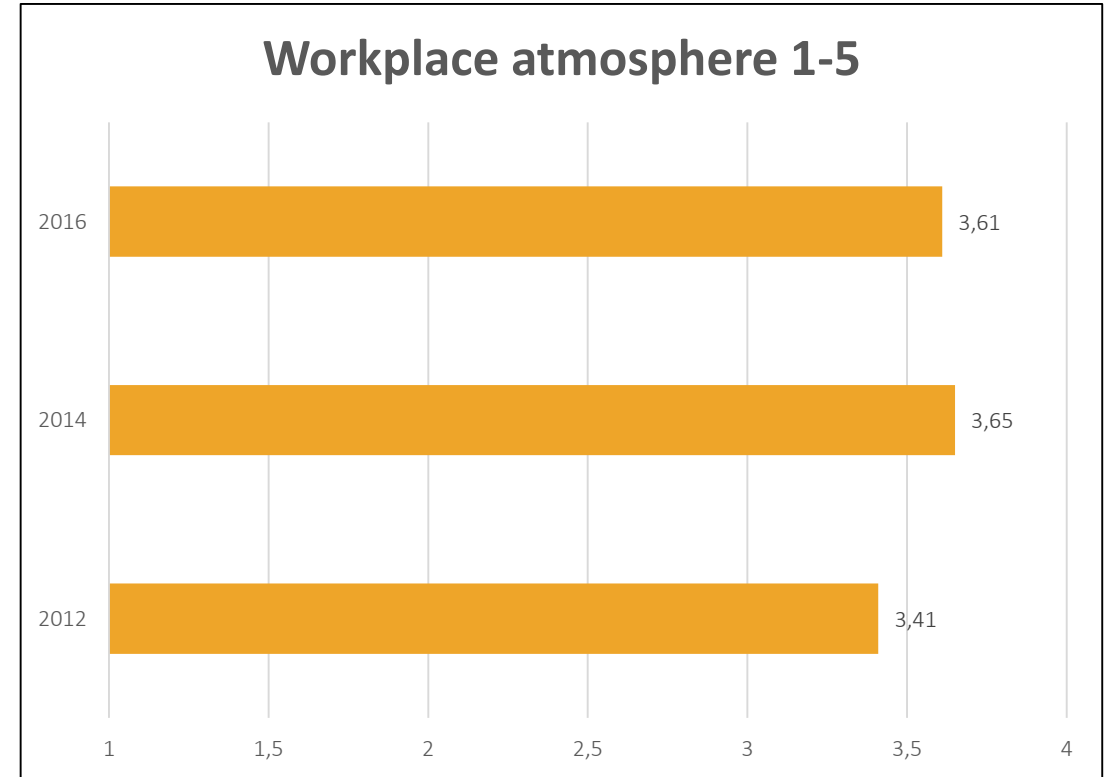
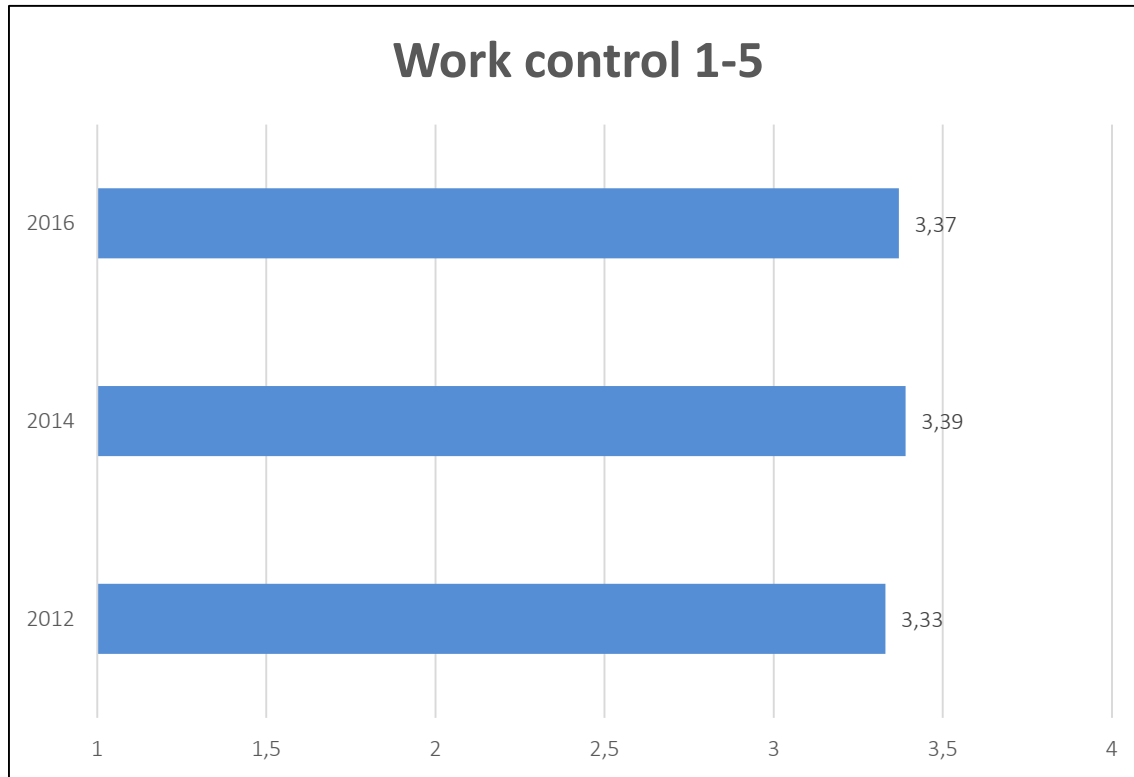
- City of Tampere employees well-being is measured every second year by the Finnish 10-Town Study
- A follow-up study of the Finnish Institute of Occupational Health (FIOH), which studies the work of the municipal staff and changes in work and their impact on the health and well-being of the staff
- The study includes five big cities in Finland and six smaller cities (Espoo, Helsinki, Vantaa, Tampere, Turku, Oulu, Raisio, Nokia, Valkeakoski, Naantali ja Virrat)



| 2016               | Response rate | N      |
|--------------------|---------------|--------|
| 24/7 care Tampere: | 63 %          | 372    |
| City of Tampere:   | 70 %          | 8800   |
| All cities:        | 72 %          | 65 089 |



# Experiences of Work (The Finnish 10-Town Study, FIOH)

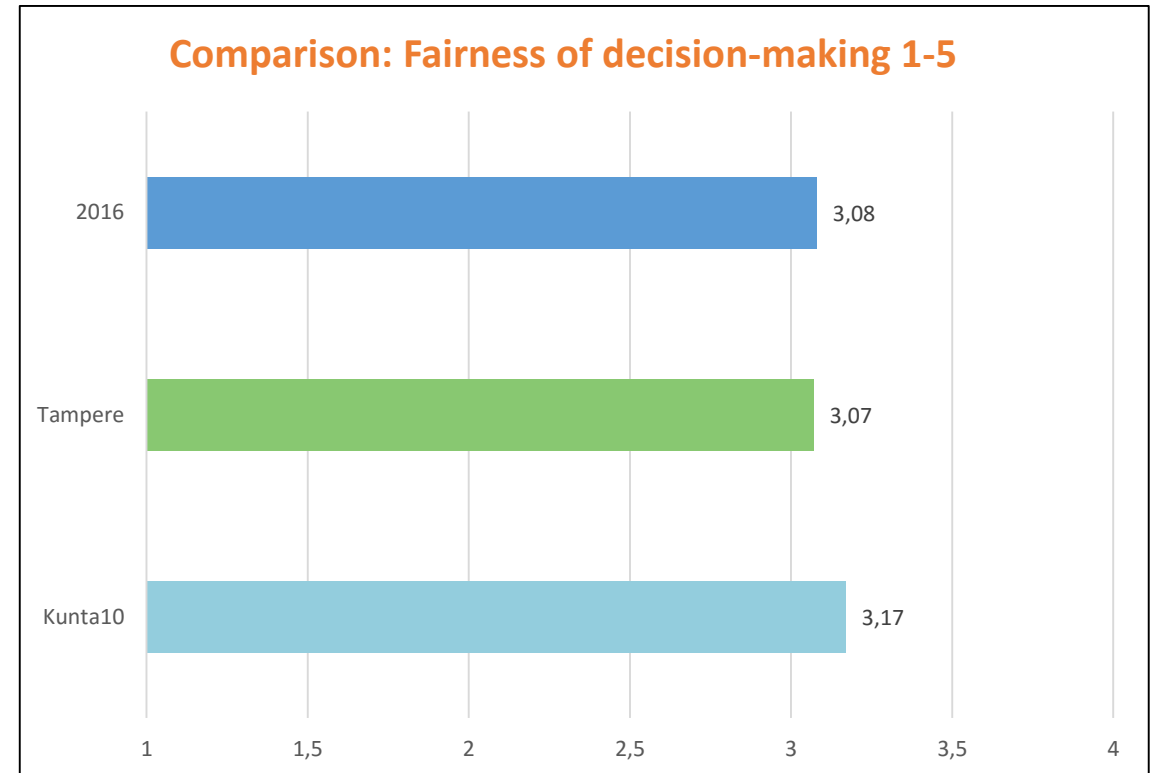
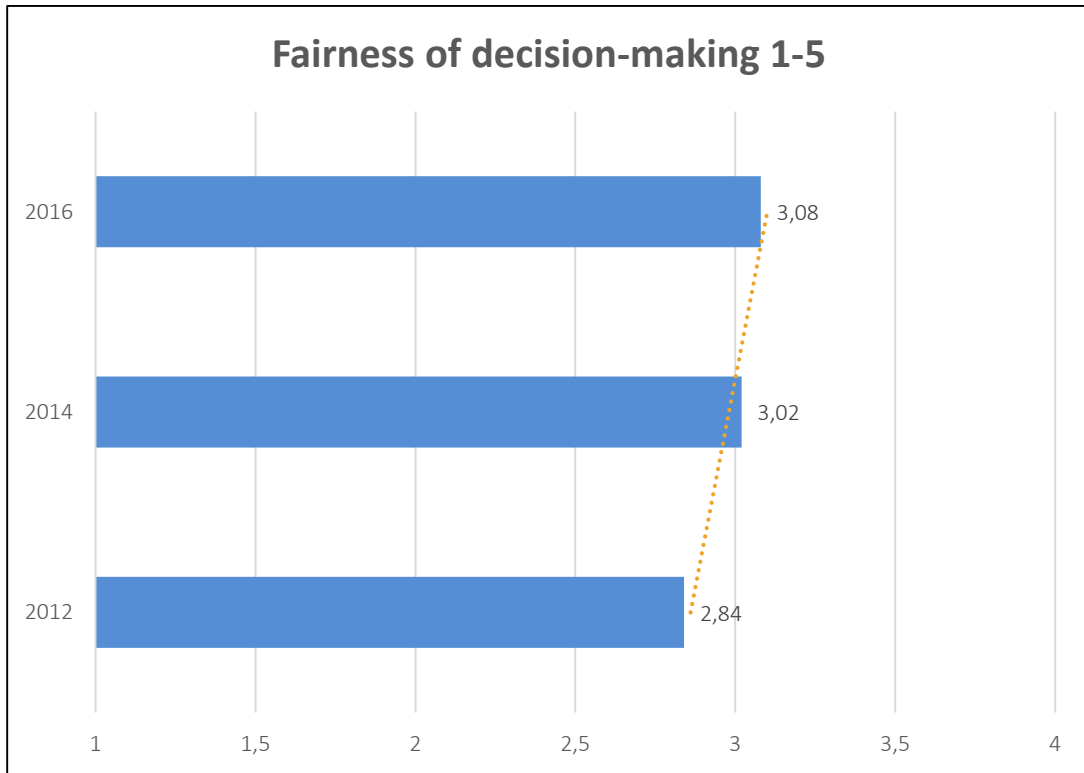


2012: 307 (64 %)

2014: 366 (66 %)

2016: 372 (63 %)

# Experiences of Management (The Finnish 10-Town Study, FIOH)





# How to increase employees positive experiences

The Finnish 10-Town results are processed in all units. Topics for development will be selected together with the staff

## Development priorities

- Management training
- Occupational well-being coach – training, 'Work Well-being Week'
- Developing discussions
- Employee involvement
- Operational guidelines and training to challenging situations
- Safety and ergonomics training

# Thank you!

Marjo-Riitta Rikala



**THE CITY OF TAMPERE**

