

September 2010

## ***HOW SATISFIED ARE IMMIGRANTS WITH THEIR JOBS AND BENEFITS?***

By

John Shields, Ann Marie Murnaghan, Philip Kelly, Maryse Lemoine

### **Inside this report:**

Introduction to TIEDI	2
Research question	3
Background	3
The Data	4
Results	8
Conclusions	14
Appendix	15
Bibliography	16
Further reading	17

### **KEY POINTS:**

- Only small differences in levels of job satisfaction appear in the data used here between Canadian-born and immigrants.
- Canadian-born and immigrants are less satisfied with the pay and benefits that they receive from their jobs, even though the majority is still satisfied. The longer immigrants reside in Canada, the higher their satisfaction, especially with regards to benefits and pay. The only exception was for immigrants who had arrived in the early 1990s, they were the least satisfied when asked about their current job.
- Latin Americans and Blacks had the lowest levels of satisfaction with regards to their job, pay and benefits, while Aboriginals, White and the 'Other' category had the highest levels of satisfaction.
- There are no consistent differences in satisfaction between men and women, except that women report a broader range of satisfaction levels.

## ***INTRODUCTION TO TIEDI***

The Toronto Immigrant Employment Data Initiative (TIEDI) seeks to assist organizations whose mandate includes the better integration of immigrants into Toronto's labour force. Such partner organizations include immigrant service agencies and advocacy groups, labour organizations, regulatory bodies, professional associations, training organizations, and credential assessment agencies.

The purpose of the project is to provide organizations with free access to statistical data and analysis on various aspects of immigrant labour market integration. The goal is to help organizations access the quantitative data they need in order to: identify priorities, develop programs and services, compose proposals and reports, and carrying out advocacy and public education endeavours.

TIEDI provides a unique service in which community organizations' data needs are met by a team of academic researchers and student analysts. Our partners define the data that they need - the project is thus driven by their agendas and not by academic research priorities.

TIEDI is based at York University, with a team of academic researchers drawn from York, the University of Toronto, and Ryerson University. Core members of the project team also include representatives of the Ontario Council of Agencies Serving Immigrants (OCASI), the Toronto Region Immigrant Employment Council (TRIEC) and World Education Services. The project is funded by the Social Sciences and Humanities Research Council of Canada under its Knowledge Impact in Society program, and by York University.

The datasets used by the project include a range of large-scale surveys such as the Census, the Longitudinal Survey of Immigrants to Canada, the Ethnic Diversity Survey, the Workplace and Employee Survey, the Survey of Labour and Income Dynamics, the Labour Force Survey and the Permanent Residents Data System.

TIEDI Analytical Reports provide tabulations of data, some brief analysis and contextualization, and some necessary caveats about the limitations of the data and analysis. Since the data presented have not been treated to detailed statistical analysis, any conclusions must be seen as preliminary and as starting points for further, more detailed, research.

For further information, contact the TIEDI Principal Investigator, Dr Philip Kelly ([pfkelly@yorku.ca](mailto:pfkelly@yorku.ca)), or the TIEDI Project Coordinator, Maryse Lemoine ([mlemoine@yorku.ca](mailto:mlemoine@yorku.ca)).

*While the research and analysis are based on data from Statistics Canada, the opinions expressed do not represent the views of Statistics Canada.*

## ***RESEARCH QUESTION***

How satisfied are immigrants with their current jobs and the pay and benefits of these jobs?

## ***BACKGROUND***

Employment is one of the most integral aspects of immigrant settlement. After the struggle of finding a job, the position's appropriateness, the suitability of the work environment, and the pay and benefits are all factors contributing to whether employees are happy, and ultimately healthy (Mustard, Lavis, and Ostry, 2006; Pottie, et al., 2008). Holding a satisfying job has been shown to be integral to immigrant integration, both economically and psychosocially (Sakamoto, 2004). Levels of job satisfaction often stand in as a measure of job quality and the overall condition of the labour market (Lowe, 2007).

The most common definition of job satisfaction draws on Locke (1976): "Job satisfaction can be defined as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences" (as cited in Ensher, Grant-Vallone, and Donaldson, 2001: 56). Thus, job satisfaction is a subjective measure in which several psychological factors are integrated (Oshagbemi, 1999). To deal with the complexity of job satisfaction and address the problem of relying on a single question (i.e. single-item measures) to evaluate job satisfaction (Wanous, Reichers, and Hudy, 1997), researchers have examined how satisfaction can be measured by breaking up satisfaction into different aspects and using a scale ranging from very satisfied to very dissatisfied (Oshagbemi, 1999). Measures can also incorporate different values, for example, monetary remuneration or pay satisfaction which have been shown to have significant effects in improving overall job satisfaction (Richardson, von Kirchenheim and Richardson, 2006). On the other hand, perceived workplace discrimination has been shown to have significant effects on decreasing levels of job satisfaction (Ensher, Grant-Vallone, and Donaldson, 2001).

Using the Longitudinal Survey of Immigrants to Canada, Xue (2007) has shown that most immigrants (around 60%) are 'satisfied' with their jobs, across all classes of immigrants. Many immigrants are 'very satisfied' with their jobs, around 20% for all classes, except for refugees (15% of them are very satisfied). Few respondents to this survey are 'very dissatisfied' with their jobs.

Using the 2005 Workplace and Employment Survey, Gilmore (2008) has reported that landed immigrants of working age (25-54) are more 'satisfied' with their jobs than Canadian-born persons (64.9% vs. 55.7% are satisfied, respectively). Among landed immigrants, those who arrived 5-10 years prior to the survey have the highest level of satisfaction of all periods of arrival. That said, Canadian-born workers are much more likely to be 'very satisfied' (36.2%) with their jobs than landed immigrants (24.5%).

Also using the Workplace and Employment Survey, 1999 and 2003, Lowe (2007) has argued that gender did not have an influence on job satisfaction while age cohort did. Lowe does not disaggregate for place of birth, but found that satisfaction with pay was lower than satisfaction with job in both 1999 and 2003. Women were also less satisfied with their pay than men in both years. Those who were 'very satisfied' with their pay were from the upper age cohorts, while there has been

a shift between 1999 to 2003 in those who were satisfied with their pay from the largest number coming from those under 25, to those who are between the ages of 25-44.

## ***THE DATA: THE WORKPLACE AND EMPLOYEE SURVEY***

The Workplace and Employee Survey (WES), conducted by Statistics Canada, is designed to explore a broad range of issues relating to employers and their employees. The survey is unique in that employers and employees are linked at the microdata level; employees are selected from within sampled workplaces.

The WES offers potential users several unique innovations: chief among these is the link between events occurring in workplaces and the outcomes for workers. In addition, being longitudinal, it allows for a clearer understanding of changes over time. The WES permits the examination of the effect of workplace characteristics, in addition to industry and firm size effects (Statistics Canada, 2009).

This report uses survey data collected in 2005. The time period leading up to the WES data collection in 2005 was marked by economic growth, strong employment gains, and earnings growth in Canada (Lin, 2008: 5). Existing economic conditions (see Table 1 for basic economic data) and government policies may affect the trajectories of respondents. The outcomes of the respondents presented in this report may not therefore be comparable to the experiences of employed immigrants at other points in time.

*Table 1: Economic Performance Indicators, Canada, 2001-2005*

	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>Overall average</b>
Growth in Real GNP	1.8 %	2.9 %	1.9 %	3.1 %	3.1 %	2.6 %
Unemployment Rate	7.2 %	7.6 %	7.6 %	7.2 %	6.8 %	7.3 %

Source: Maslove, 2008: 228

Job satisfaction is usually measured for those who currently hold jobs, and in the case of the WES 2005, the participants were asked about the job they held the year prior to the survey (March 2004-March 2005). In Canada, job satisfaction has been relatively high since the 1970s (Lowe, 2007), but it should be noted that these measures examine those who have been successful in the labour market, leaving those who have not been hired or able to hold a job for a prolonged period of time out of the analysis. Significantly, immigrants, in particular the more recent newcomers, have much higher unemployment rates than the Canadian-born.

The sample design for workplaces is based on a fixed panel of workplaces; this means that the panel is subject to attrition over time. A second concern with the use of a fixed panel design is the deterioration in the efficiency of the stratification over time as the business universe changes – surveyed workplaces may become less representative of the overall business environment.

There are other limitations in using the WES data. The most important of which – for this report – is that the sample size restricts the use of local data. In 2005, the final year of the survey, 24,000

employees answered the survey across Canada. When cases are selected to limit the data to respondents in Toronto, the cell counts become too small for meaningful results. For this reason, the results in this report are for Canada as a whole. The sample moreover excludes most government employees and is thus not directly comparable to other surveys such as the Census.

Table 2 shows the distribution of men and women by immigrant status and period of arrival in the WES using weighted values.

Immigrants represented slightly less than 20% of the sample, with proportions ranging from 17.4% for immigrant women to 18.4% for immigrant men. Recent immigrants, who arrived between 2001 and 2003, represented 7.1% of all immigrants.

*Table 2: Distribution of Respondents by Immigrant Status, Period of Arrival and Gender, Canada, 2005*

	Total		Men		Women	
	N	%	N	%	N	%
Canadian-born	10,022,016	82.1	4,758,125	81.6	5,263,891	82.6
All Immigrants	2,185,718	17.9	1,074,478	18.4	1,111,240	17.4
Before 1991	1,488,729	68.1	725,779	67.5	762,950	68.7
1991-1995	234,241	10.7	109,238	10.2	125,003	11.2
1996-2000	308,320	14.1	141,454	13.2	166,866	15.0
2001-2003	154,428	7.1	98,006	9.1	56,422	5.1
<b>Total Population</b>	<b>12,207,734</b>		<b>5,832,603</b>		<b>6,375,131</b>	

Table 3 shows the distribution of respondents (including immigrants and Canadian-born) by ethnoracial groups and gender using weighted values. White respondents represented 77.4% of the sample, followed by other visible minorities with 10.3%, East Asians (3.6%) and East Indian (2.2%).

*Table 3: Distribution of respondents by Ethnoracial Groups\* and Gender, Canada, 2005*

	Total		Men		Women	
	N	%	N	%	N	%
Aboriginal	203, 759	1.7	73, 422	1.3	130, 337	2.0
Arab, West Asian, or North African	124, 428	1.0	61, 555	1.1	62, 873	1.0
Black	126, 311	1.0	57, 335	1.0	68, 975	1.1
East Asian <sup>1</sup>	435, 449	3.6	193, 108	3.3	242, 340	3.8
East Indian	274, 580	2.2	169, 547	2.9	105, 033	1.6
Filipino	119, 516	1.0	53, 039	0.9	66, 477	1.0
Latin American	105, 098	0.9	57, 307	1.0	47, 791	0.7
South East Asian	113, 584	0.9	53, 296	0.9	60, 288	0.9
White	9, 447, 956	77.4	4, 515, 635	77.4	4, 932, 322	77.4
Other visible minority	1, 257, 054	10.3	598, 358	10.3	658, 696	10.3
<b>Total population</b>	<b>12, 207, 734</b>		<b>5, 832, 603</b>		<b>6, 375, 131</b>	

\* The ethnoracial group category is a variable that combines place of birth with a visible minority category. More information on the construction of this variable can be found in the Appendix.

<sup>1</sup> includes Chinese, Japanese and Korean.

Table 4 shows the distribution of the ethnoracial groups by immigrant status and period of arrival. This table helps to illustrate the intersections of these variables in the sample. Among Canadian-born, 87.1% were white, 2% were Aboriginal, 1.1% were East Asian and 8.2% fell in other categories. Among all immigrants, 33.0% were white, 14.9% were East Asian, 9.7% were East Indian and the rest came from various other visible minority groups. It also points to the reality that since 1991 immigrant newcomers are overwhelmingly from visible minority backgrounds (greater than 80% in surveyed population).

*Table 4: Distribution of respondents by Immigrant Status, Period of Arrival and Ethnoracial Groups, Canada, 2005*

	Total Population		Canadian Born		All Immigrants		Immigrants (Period of Arrival)							
	N	%	N	%	N	%	Before 1991		1991-1995		1996-2000		2001-2003	
							N	%	N	%	N	%	N	%
Aboriginal	203, 759	1.7	197, 851	2.0	5, 907	0.3	4, 201	0.3	n/a	n/a	n/a	n/a	n/a	n/a
Arab, West Asian, or North African	124, 428	1.0	24, 981	0.2	99, 447	4.5	54, 298	3.6	6, 391	2.7	27, 174	8.8	11, 584	7.5
Black	126, 591	1.0	26, 192	0.3	100, 398	4.6	68, 989	4.6	14, 696	6.3	11, 405	3.7	5, 308	3.4
East Asian	435, 449	3.6	109, 249	1.1	326, 201	14.9	185, 886	12.5	60, 294	25.9	54, 769	17.8	25, 252	16.3
East Indian	274, 768	2.2	63, 065	0.6	211, 703	9.7	105, 801	7.1	34, 569	14.8	41, 102	13.3	30, 231	19.6
Filipino	119, 516	1.0	17, 812	0.2	101, 703	4.6	32, 896	2.2	24, 127	10.4	37, 260	12.1	7, 420	4.8
Latin American	105, 098	0.9	20, 552	0.2	84, 546	3.9	66, 776	4.5	3, 509	1.5	8, 213	2.7	6, 048	3.9
South East Asian	113, 584	0.9	13, 922	0.1	99, 662	4.6	57, 118	3.8	13, 831	5.9	24, 303	7.9	4, 410	2.9
White	9, 452, 194	77.4	8, 731, 244	87.1	720, 950	33.0	593, 892	39.8	42, 686	18.3	56, 393	18.3	27, 979	18.1
Other Visible Minority	1, 259, 924	10.3	822, 448	8.2	437, 476	20.0	320, 680	21.5	32, 746	14.1	47, 703	15.5	36, 347	23.5

n/a: Data suppressed due to reliability and/or confidentiality issues

Table 5 shows the distribution of the occupational categories for respondents by immigrant status and period of arrival. While the occupational categories are quite broad, this table helps to illustrate differences in the distribution of jobs held by Canadian-born and immigrants in general. For example, when contrasted with the Canadian-born, immigrants are overrepresented in the occupational categories of processing, manufacturing and utilities (especially among those newcomers who arrived in 1991 and after) and in natural and applied sciences and related. Underrepresentation of newcomers can, for instance, be found in the occupational categories of trades, transport, equipment operators and related, as well as in social science, education, government service and religion.

*Table 5: Distribution of respondents by Standard Occupational Classification, Immigrant Status and Period of Arrival, Canada, 2005*

	Canadian-born	All Immigrants	Immigrants (Period of Arrival)			
			Before 1991	1991-1995	1996-2000	2001-2003
Management (A)	12.2 %	14.4 %	15.5 %	10.1 %	13.7 %	13.1 %
Business, Finance and Administrative (B)	21.7 %	22.2 %	22.5 %	20.1 %	24.6 %	19.0 %
Natural and Applied Sciences and Related (C)	4.9 %	8.5 %	7.7 %	8.0 %	11.8 %	12.0 %
Health (D)	7.8 %	7.6 %	8.5 %	4.6 %	7.0 %	n/a
Social Science, Education, Government Service and Religion (E)	6.5 %	4.5 %	4.9 %	2.8 %	4.1 %	4.4 %
Art, Culture, Recreation and Sport (F)	2.1 %	2.1 %	2.5 %	n/a	n/a	n/a
Sales and Service (G)	25.5 %	21.2 %	19.0 %	25.9 %	25.5 %	29.4 %
Trades, Transport and Equipment Operators and Related (H)	12.4 %	8.5 %	9.3 %	11.6 %	5.0 %	4.4 %
Primary Industry (I)	0.9 %	n/a	n/a	n/a	n/a	n/a
Processing, Manufacturing and Utilities (J)	6.0 %	10.9 %	10.1 %	16.7 %	8.4 %	17.6 %

n/a: Data suppressed due to reliability and/or confidentiality issues

Table 6 shows the distribution of respondents by occupational category and ethnoracial group. Because of sample size concerns immigration status could not be directly factored into this table distribution. Here we find that in contrast to the white sample population, visible minorities tend to be overrepresented in the occupational categories of processing, manufacturing and utilities and in natural and applied sciences and related and underrepresented in social science, education, government service and religion. Many useful observations regarding ethnoracial status and occupational employment can be gleaned from a close study of this table. What the data do not show, however, is the distribution of populations within occupational categories – for example, between professional, secure and well-paid employment in a sector versus precarious and low paid jobs in the same sector.

*Table 6: Distribution of respondents by Standard Occupational Classification and Ethnoracial Groups, Canada, 2005*

	Aboriginal	Arab, West Asian, or North African	Black	East Asian	East Indian	Filipino	Latin American	South East Asian	White	Other Visible Minority
Management (A)	6.7 %	16.2 %	9.6 %	17.4 %	14.1 %	5.3 %	6.0 %	10.3 %	12.4 %	15.1 %
Business, Finance and Administrative (B)	24.0 %	26.2 %	29.1 %	23.0 %	16.6 %	30.7 %	28.5 %	20.2 %	21.5 %	22.2 %
Natural and Applied Sciences and Related (C)	3.4 %	7.0 %	4.2 %	9.8 %	5.4 %	5.8 %	6.8 %	8.7 %	5.0 %	8.3 %
Health (D)	7.7 %	7.7 %	10.1 %	7.5 %	11.8 %	12.8 %	n/a	n/a	7.7 %	7.7 %
Social Science, Education, Government Service and Religion (E)	10.2 %	5.2 %	3.2 %	7.0 %	3.5 %	0.0 %	4.8 %	0.7 %	6.5 %	4.9 %
Art, Culture, Recreation and Sport (F)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2.3 %	2.0 %
Sales and Service (G)	27.1 %	23.7 %	21.8 %	23.2 %	25.6 %	18.9 %	25.4 %	38.0 %	25.0 %	23.0 %
Trades, Transport and Equipment Operators and Related (H)	10.6 %	5.3 %	6.7 %	5.5 %	7.2 %	7.7 %	10.7 %	4.5 %	12.6 %	10.4 %
Primary Industry (I)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.9 %	0.4 %
Processing, Manufacturing and Utilities (J)	10.4 %	8.7 %	15.4 %	6.6 %	16.0 %	18.9 %	17.8 %	17.6 %	6.2 %	6.0 %

n/a: Data suppressed due to reliability and/or confidentiality issues

**Definitions:** Immigrants are defined as permanent residents, naturalized Canadian citizens, visa holders and temporary foreign workers. Basically, all respondents who are not Canadian-born are included in the immigrant category.

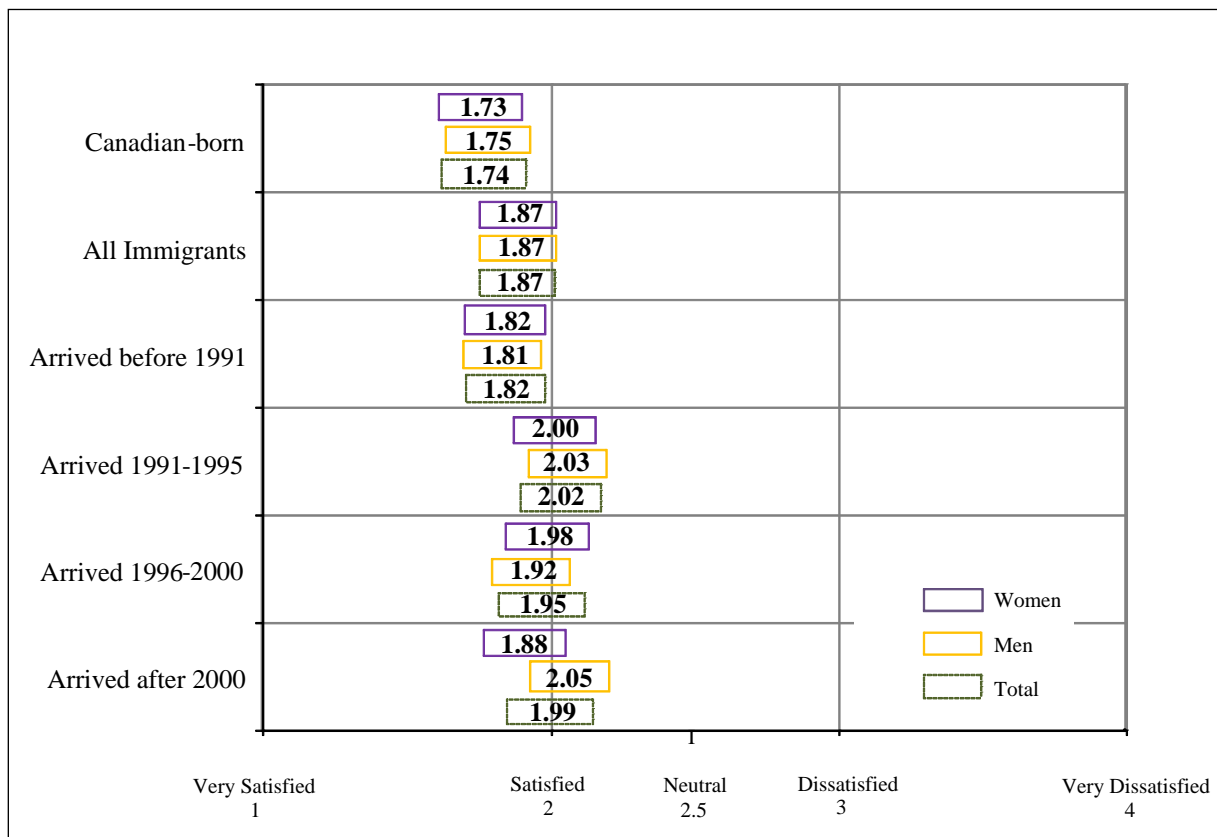
## **RESULTS**

### **a) Overall Satisfaction with Current Job**

Figure 1 shows the average satisfaction of Canadian-born and immigrant women and men with their current job by period of immigration. A value of 1 signifies that the respondent is very satisfied with their current job and a value of 4 indicates that they are very dissatisfied. A figure of 2.5 would signal a neutral response.



Figure 1: Satisfaction with Current Job for Canadian-born and Immigrants by Period of Immigration and Gender, Canada



Canadian-born and immigrants are generally satisfied with their current job. When looking at average satisfaction, most groups reported being satisfied or very satisfied.

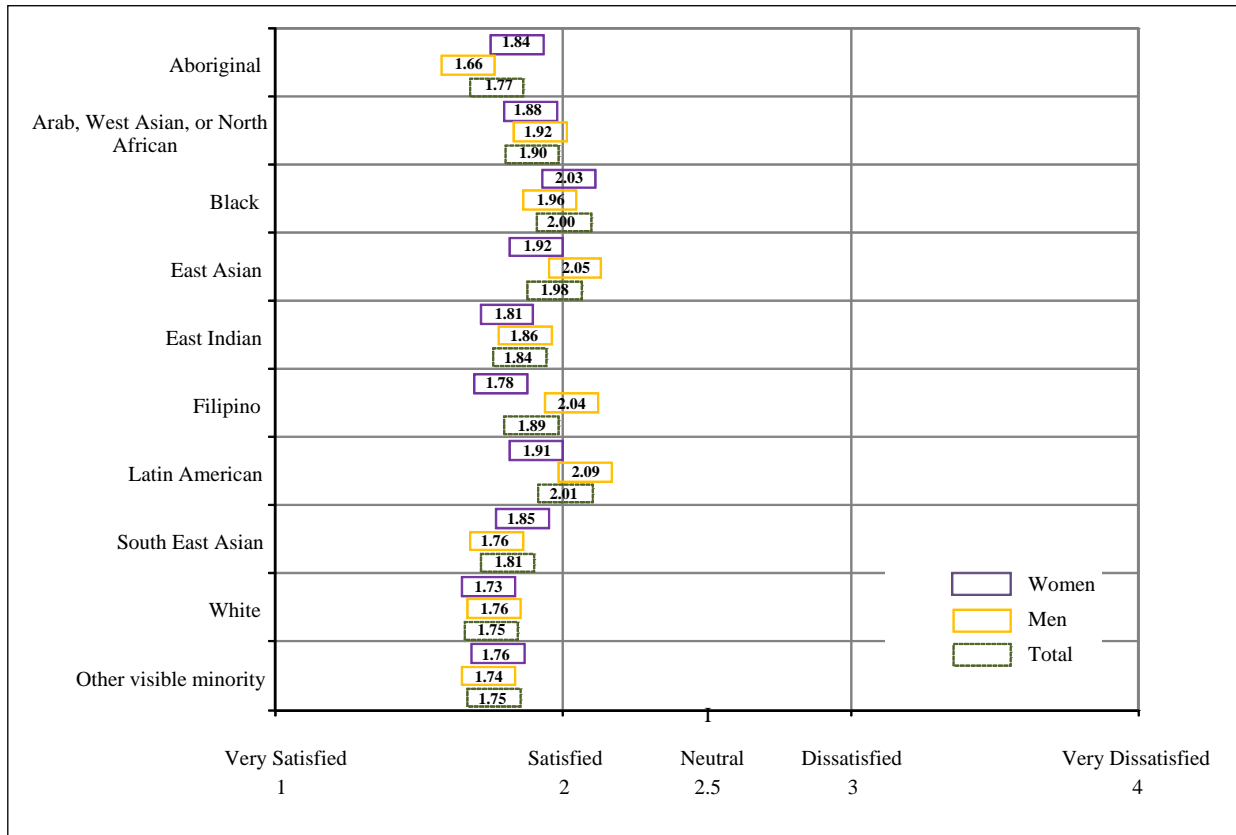
In general, Canadian-born respondents had higher levels of satisfaction than immigrants, similar to the results reported by Gilmore (2008). Canadian-born women were the most satisfied among all groups, with an average satisfaction of 1.73. Immigrants who arrived before 1991 were the most similar in values to the Canadian-born with average satisfaction of 1.82.

The lowest levels of satisfaction were reported by immigrant men who arrived after 2000 (with 2.05) and immigrants who arrived in the early 1990s (2.02). Recent immigrant women however had much higher levels of job satisfaction (1.88) than immigrant men, higher in fact than immigrant women who arrived in the 1990s (2.00 and 1.98).

There were no consistent gender differences across immigrant category or period of arrival.

Figure 2 shows the satisfaction of all women and men with their current job by ethnoracial category.

Figure 2: Satisfaction with Current Job by Ethnoracial Group and Gender, Canada



Overall, most ethnoracial groups are satisfied or very satisfied with their current job. Those in the white and other visible minority categories had the highest levels of satisfaction (each with 1.75), followed closely by Aboriginals (1.77), while Latin Americans, Blacks and East Asians had the lowest level of satisfaction (2.01, 2.00 and 1.98, respectively).

When looking at satisfaction across gender, Aboriginal men are the most satisfied with their jobs with an average response of 1.66. Latin American men are the least satisfied, with 2.09, followed closely by East Asian and Filipino men (with 2.05 and 2.04, respectively). The most satisfied women were whites (1.73), other visible minorities (1.76) and Filipinas (1.78). The least satisfied women were found among Blacks (2.03), East Asians (1.92), and Latin Americans (1.91).

The gender differences show women in some ethnoracial groups as less satisfied with their jobs than men, namely those in the other visible minority, South East Asian, Black, and Aboriginal categories. On the other hand, Latin American, Filipino, East Indian, Arab, West Asian or North African, East Asian, and white women reported higher levels of satisfaction than men from their own group.

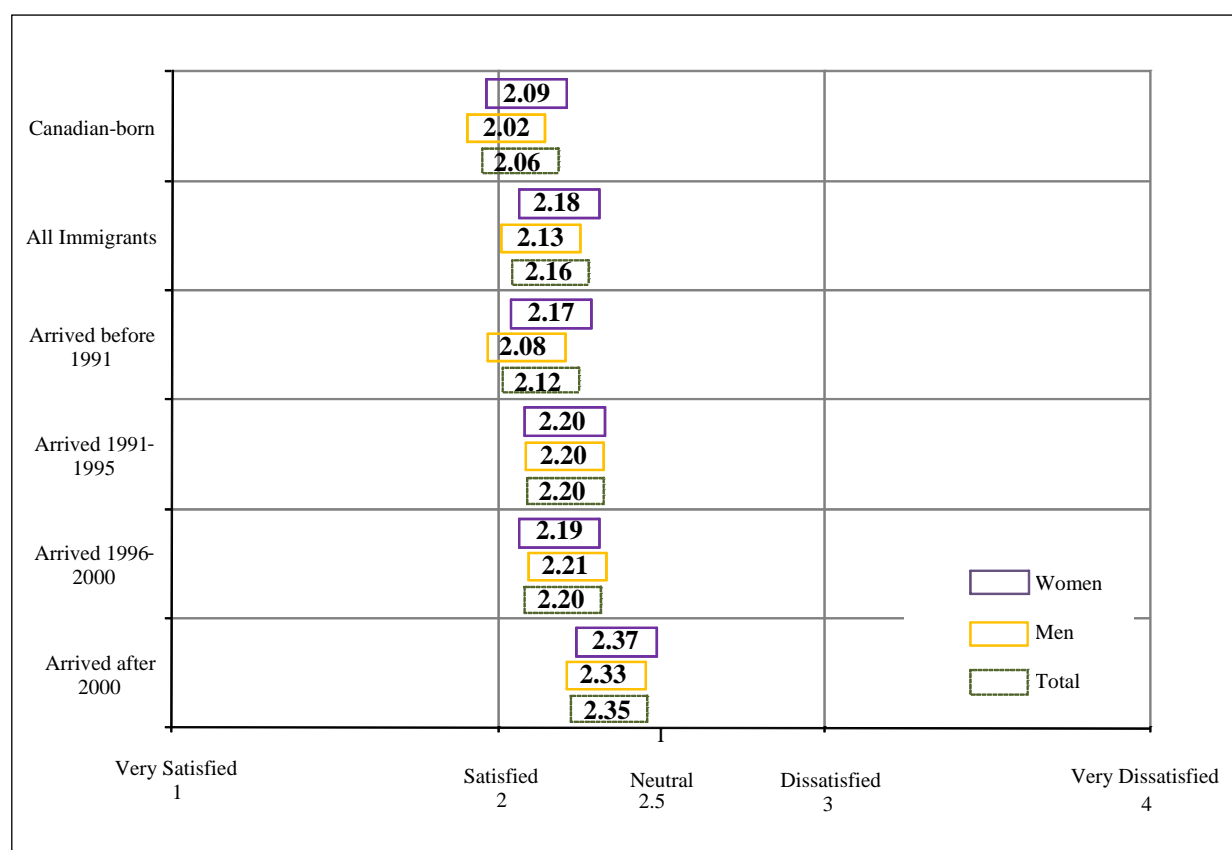
While it is generally the case that more recently arrived immigrants are less satisfied with their jobs than the Canadian-born and immigrants who arrived in Canada before 1991, Figure 2 points to the salience of ethnoracial group in any consideration of job satisfaction. For instance, the majority of

Latin Americans interviewed in this survey arrived in Canada before 1991 (see Table 4), which would imply that their satisfaction levels should be similar to those of the Canadian-born, while in fact, their satisfaction levels are much lower than the Canadian-born (2.01 vs. 1.74, respectively).

## b) Satisfaction with Pay and Benefits at Current Job

Figure 3 shows Canadian-born and immigrant women and men’s satisfaction with the pay and benefits of their current job, by immigration status and period of arrival.

*Figure 3: Satisfaction with Pay and Benefits for Canadian-born and Immigrants by Period of Immigration and Gender, Canada*



Overall, Canadian-born and immigrants were more or less satisfied with the pay and benefits of their current job, with all values falling between the satisfied and neutral points on the scale. All values however fell below 2.5, indicating that the average satisfaction levels were all positive.

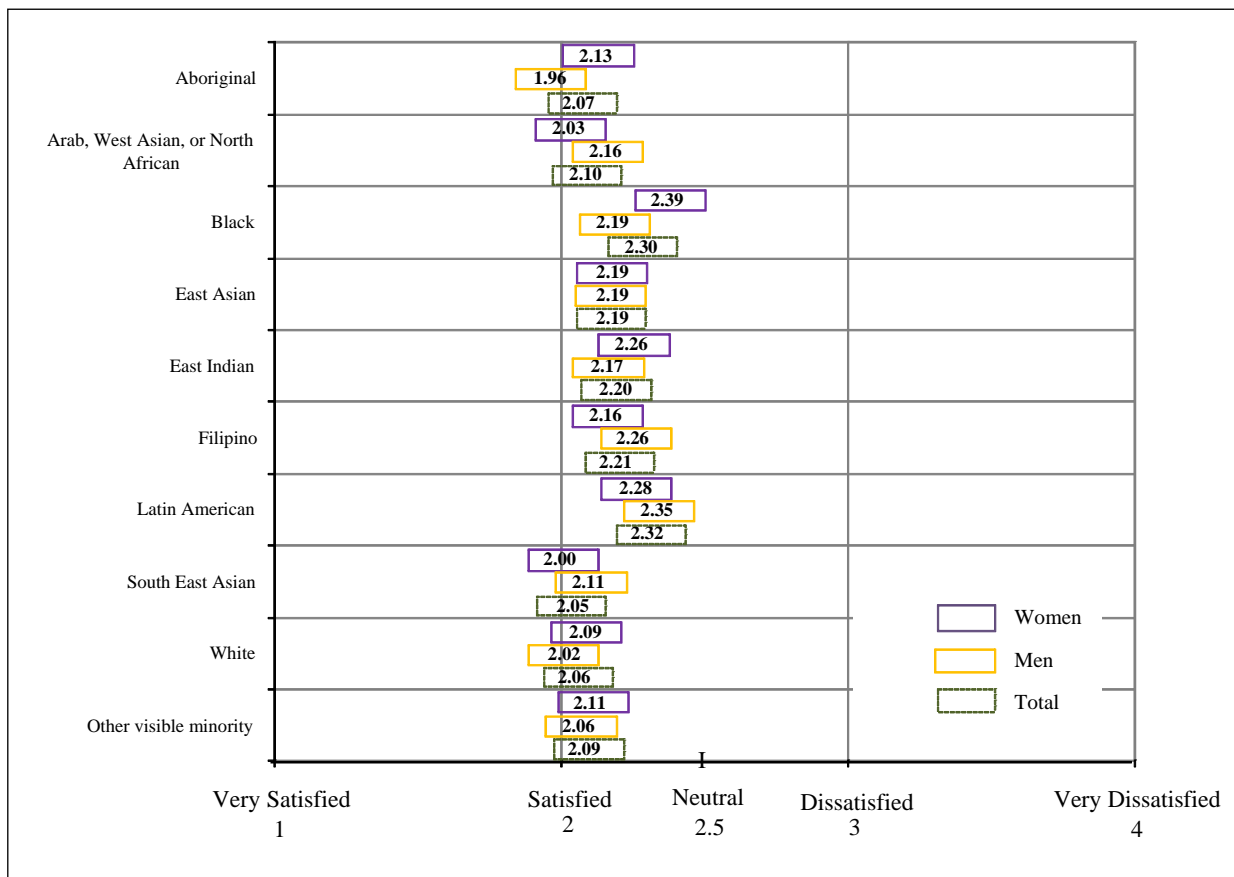
Canadian-born were the most satisfied with their remuneration and benefits, while recent immigrants arriving after 2000 were the least satisfied (2.06 and 2.35). Figure 3 also shows that immigrants who had been longer in Canada were somewhat more satisfied than recent immigrants. Moreover, immigrants who arrived before 1991 had satisfaction levels close to the levels of satisfaction of the Canadian-born.

Women, in most instances, were less satisfied with their pay and benefits than men. However, the differences between man and women's satisfaction levels were minimal.

Canadian-born and immigrants were less satisfied with their pay and benefits than with their current job. The level of satisfaction with current job for all Canadian-born was 1.74, falling between satisfied and very satisfied, while the satisfaction with pay and benefits for all Canadian born was 2.06, falling between satisfied and neutral responses. In both cases, immigrants were somewhat less satisfied with their current job (1.87) and the pay and benefits from that job (2.16) than the Canadian-born. On the whole, the differences between satisfaction levels registered by respondents with their job versus satisfaction with their pay and benefits from those jobs was noticeable.

Figure 4 shows women and men's satisfaction with the pay and benefits of their current job by ethnoracial category.

*Figure 4: Satisfaction with Pay and Benefits by Ethnoracial Group and Gender, Canada, 2005*



As was reported above, Canadian-born and immigrants are more satisfied with their current job than with their pay and benefits and average satisfaction falls between satisfied and neutral points on the

scale. Ethnoracial groups express a wide range of satisfaction scores with respect to pay and benefits which are not solely attributable to length of residence in Canada.

Aboriginal men have the highest levels of satisfaction of all the groups (1.96), followed by South Asian men (2.00) and white men (2.02). Black women report the least satisfaction (with a value of 2.39), followed by Latin American men (2.35), and Latin American women (2.28).

As was reported above, there are important – but not consistent – gender differences in satisfaction with pay across ethnoracial groups. East Indian, black, Aboriginal, white and other visible minority women report lower satisfaction with pay than males of the same ethnoracial groups. South East Asian, Latin American, Filipino, and Arab, West Asian, or North African women report higher levels of satisfaction with pay than men in the same ethnoracial category.

### c) Gaps between Mean Satisfaction with Job and Remuneration

Table 4 compares overall job satisfaction with satisfaction with pay by calculating the numerical difference between average satisfaction with current job and the average satisfaction with pay and benefits. The results below show the level of difference between these two measures for immigration status, period of arrival and ethno-racial and gender status. As mentioned above, satisfaction with work is higher than satisfaction with benefits and pay across all groups. Differences between the reported levels of satisfaction between these questions are important to examine as they can point to the fact that people may have different expectations between their pay and a job itself.

*Table 4: Difference between Average Satisfaction with Current Job and Average Satisfaction with Pay and Benefits, by Immigration Status, Period of Arrival, Ethnoracial Groups, and Gender, Canada*

	Total	Men	Women
Canadian-born	0.31	0.27	0.36
All Immigrants	0.29	0.26	0.32
Before 1991	0.31	0.26	0.35
1991-1995	0.19	0.17	0.20
1996-2000	0.25	0.29	0.21
2001 and after	0.36	0.29	0.49
Aboriginal	0.30	0.30	0.29
Arab, West Asian, or North African	0.20	0.25	0.15
Black	0.30	0.23	0.36
East Asian	0.22	0.14	0.28
East Indian	0.36	0.31	0.45
Filipino	0.32	0.23	0.39
Latin American	0.31	0.26	0.37
South East Asian	0.24	0.35	0.14
White	0.31	0.26	0.36
Other visible minority	0.34	0.33	0.35
Total population	0.31	0.26	0.35

The biggest differences in satisfaction when looking at period of arrival and gender are found among immigrant women who arrived after 2001. They report higher levels of job satisfaction but lower levels of satisfaction with pay (a difference of 0.49). Canadian-born women and established immigrants who landed before 1991 also reported a large difference between their satisfaction with job and pay (0.36 and 0.35, respectively). Among men, immigrants who arrived after 1996 reported the largest difference between satisfaction with job and pay for period of arrival (0.29), although these gaps are significantly smaller than those reported by women.

When looking at ethnoracial groups, East Indian women reported the highest gap between satisfaction with their current job and their pay (0.45), followed by Filipino women (0.39), and Latin American women (0.39), white and black women, both with 0.36. All groups of men reported smaller gaps between their levels of satisfaction with their job and their pay, with the greatest gap reported by South East Asian men (0.35) followed by those in the other visible minority category (0.33).

East Asian men and South East Asian women reported the lowest gaps between their satisfaction with their current job and their pay (both with 0.14), followed by Arab, West Asian and North African women (0.15), and immigrant men who arrived in Canada between 1991 and 1995 (0.17).

## ***CONCLUSIONS***

Clearly, only tentative conclusions can be reached from the data compiled in this report. In part, this is because immigrant status, period of arrival, ethnoracial group and gender are only a few of the factors that might contribute to job satisfaction. It is also worth bearing in mind that the data provided here represent a relatively small sample of employed immigrants that does not differentiate between permanent residents, naturalized Canadian citizens and visa holders. In addition, it is obviously important to note that these data relate only to individuals with jobs, rather those who are most economically marginalized because they have not found employment.

With these caveats in mind, the following conclusions emerge:

- Only small differences in levels of job satisfaction appear in the data used here between Canadian-born and immigrants. Overall, both are generally satisfied with their jobs and report similar levels of satisfaction.
- Canadian-born and immigrants are less satisfied with the pay and benefits that they receive from their jobs, even though the majority still reports positive satisfaction levels. The longer immigrants reside in Canada, the higher their satisfaction, especially with regards to benefits and pay. The only exception was for immigrants who had arrived in the early 1990s. They were the least satisfied when asked about their current job.
- Latin Americans and Blacks had the lowest levels of satisfaction with regards to their job, pay and benefits, while Aboriginals, white and the 'Other' category had the highest levels of satisfaction.
- There are no consistent differences in satisfaction between men and women, except that women report a broader range of satisfaction levels.

## *APPENDIX*

### **RELEVANT QUESTIONS FROM WES SURVEY QUESTIONNAIRE:**

1. **38** – Considering all aspects of this job, how satisfied are you with the job? Would you say that you are:
  - a. Satisfied?
  - b. Very satisfied?
  - c. Dissatisfied?
  - d. Very dissatisfied?
  
2. **39** – Considering the duties and responsibilities of this job, how satisfied are you with the pay and benefits you receive? Would you say that you are:
  - a. Satisfied?
  - b. Very satisfied?
  - c. Dissatisfied?
  - d. Very dissatisfied?
  
3. **44** – Gender
  
4. **46** – Were you born in Canada?
  
5. **46 (a)** – In what year did you immigrate to Canada?
  
6. **55** – Canadians come from many ethnic, cultural and racial backgrounds. From which groups did your parents or grandparents descend? (Check all that apply.)
  - a. Canadian
  - b. American
  - c. British (from England, Scotland, Ireland, etc.)
  - d. French
  - e. Any other European groups
  - f. Arab (from Egypt, Jordan, Lebanon, Iraq, etc.)
  - g. Black (from Africa, Caribbean, Haiti, U.S.A., Canada, etc.)
  - h. Chinese
  - i. East Indian (from India, Pakistan, East Africa, etc.)
  - j. Filipino
  - k. Inuit (Eskimo)
  - l. Japanese
  - m. Korean
  - n. Latin American (from Mexico, Central America or South America)
  - o. Métis
  - p. North American Indian (First Nations, Aboriginal persons, Native Peoples)
  - q. North African (from Egypt, Morocco, Algeria, etc.)
  - r. South East Asian (from Burma, Cambodia, Laos, Viet Nam, etc.)
  - s. West Asian (from Syria, Turkey, Afghanistan, Iran, etc.)
  - t. Other, specify

Questionnaire: [http://www.statcan.gc.ca/imdb-bmdi/instrument/2615\\_Q1\\_V7-eng.pdf](http://www.statcan.gc.ca/imdb-bmdi/instrument/2615_Q1_V7-eng.pdf)

## ***BIBLIOGRAPHY***

Ensher, Ellen A., Elisa J. Grant-Vallone, and Stewart I. Donaldson. 2001. "Effects of Perceived Discrimination on Job Satisfaction, Organizational Commitment, Organizational Citizenship Behavior, and Grievances." *Human Resource Development Quarterly*, 12(1): 53-72.

Gilmore, Jason. 2008. "The 2008 Canadian Immigrant Labour Market: Analysis of Quality of Employment." Research paper, The Immigrant Labour Force Analysis Series, Catalogue no. 71-606-X, no. 5, Ottawa: Statistics Canada. <http://www.statcan.gc.ca/pub/71-606-x/71-606-x2009001-eng.pdf>

Lin, Jane. 2008. "Trends in employment and wages, 2002 to 2007", *Perspectives on Labour and Income*, September, pp. 5-15.

Lowe, Graham. 2007. "21st Century Job quality: Achieving What Workers Want." *Canadian Policy Research Networks*. W|37. September 2007. [http://www.cprn.org/documents/48485\\_EN.pdf](http://www.cprn.org/documents/48485_EN.pdf)

Maslove, Allan M. ed. 2008. "Appendix B Fiscal Facts and Trends". *How Ottawa Spends, 2008-2009 A More Orderly Federalism?* (Montreal: McGill-Queen's University Press), pp. 211-228.

Mustard, C.A., J. Lavis & A. Ostry. 2006. New evidence and enhanced understandings: Labour market experiences and health. In: *Creating Healthier Societies: From Analysis to Action*. J. Heymann, C. Hertzman, M. Barer. & R. Evans (Eds.). NY: Oxford University Press. pp. 421-95.

Oshagbemi, Titus. 1999. Overall job satisfaction: how good are single versus multiple-item measures? *Journal of Managerial Psychology*, 14(5): 388-403.

Pottie, K., E. Ng, D. Spitzer, A. Mohammed, R. Glazier. 2008. Language proficiency, gender and self-reported health: An analysis of the first two waves of the Longitudinal Survey of Immigrants to Canada. *Canadian Journal of Public Health*, 99(6): 505-510.

Richardson, Warnie, Clement von Kirchenheim and Carole Richardson. 2006. Teachers and their international relocation: The effect of self-esteem and pay satisfaction on adjustment and outcome variables. *International Education Journal*, 7(7): 883-894.

Sakamoto, Izumi. 2006. Employment Challenges, Access to Services, and Resiliency: Experiences of "Earlier" Mainland Chinese Skilled Immigrants in Toronto. Final Summary Report Prepared for CERIS. <http://ceris.metropolis.net/Virtual%20Library/RFPReports/Sakamoto2004.pdf>

Statistics Canada, 2009. "Workplace and Employee Survey (WES)". November 23, 2009. <[www.statcan.gc.ca/imdb-bmdi/2615-eng.htm](http://www.statcan.gc.ca/imdb-bmdi/2615-eng.htm)>.

Wanous, John P., Arnon E. Reichers and Michael J. Hudy. 1997. Overall Job Satisfaction: How Good Are Single-Item Measures? *Journal of Applied Psychology*, 82(2): 247-252.

Xue, Li. 2007. The Labour Market Progression of Recent Immigrants: A Perspective from the Second Wave of the Longitudinal Survey of Immigrants to Canada (LSIC)-Two Years after Landing.



Presentation to the 9th National Metropolis Conference Toronto, March Research for Citizenship and Immigration Canada. [http://www.ceris.metropolis.net/9thMetropolisConference/WorkshopPresentations/E1\\_Xue.pdf](http://www.ceris.metropolis.net/9thMetropolisConference/WorkshopPresentations/E1_Xue.pdf)

## ***FURTHER READING***

Gilmore, Jason. 2008. The 2008 Canadian Immigrant Labour Market: Analysis of Quality of Employment. Research paper, The Immigrant Labour Force Analysis Series, Catalogue no. 71-606-X, no. 5, Ottawa: Statistics Canada. <http://www.statcan.gc.ca/pub/71-606-x/71-606-x2009001-eng.pdf>

Lowe, Graham. 2007. 21st Century Job quality: Achieving What Workers Want. *Canadian Policy Research Networks*. W|37 September 2007. [http://www.cprn.org/documents/48485\\_EN.pdf](http://www.cprn.org/documents/48485_EN.pdf)