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Rukhsana Syed
San Jose State University

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MULTIGENERATIONAL NURSES’ PERCEPTIONS OF THEIR WORK ENVIRONMENT

Rukhsana Syed RN, Diane Stuenkel, EdD, RN, Bobbye Gorenberg, DNSc, RN.

Authors’ Affiliations: Assistant Manager (Rukhsana Syed), Kaiser Permanente, Hayward, Associate Professor (Dr. Stuenkel), Professor (Dr. Gorenberg), School of Nursing, San Jose State University, San Jose, Calif.

Corresponding Author: Rukhsana Syed, RN, MS, Kaiser Permanente Medical Center
ABSTRACT

Objective: To examine the differences in multi-generational nurses’ perceptions regarding their work environment.

Background: Today’s nursing workforce is comprised of individuals of many generations. Individuals of different generations share some values and beliefs, but they also vary in their perceptions regarding their work environments. It is a challenge for managers to create environments in which all staff members feel welcome and appreciated, a situation which ultimately leads to decreased turnover, increased productivity, and a high quality of patient care.

Methods: Survey packets (n = 850) were distributed to all RNs employed at an acute care hospital. To assess RNs’ perceptions of their workplace, Moos Work Environment Scale-Form R (1986) was utilized. A one-way ANOVA was calculated for all 10 subscales to compare the perceptions of the work environments cited by the Generation Xers, Baby Boomers, and Veterans. Post Hoc analysis was done to further delineate differences among the three generational groups.

Results: A statistically significant difference (F = 5.068, p = 0.007) was identified for the Work Pressure subscale. LSD post hoc identified that Baby Boomers perceived higher levels of work pressure than the other two generational groups (p = 0.002). No statistically significant differences were found for the remaining nine subscales. However, mean scores for all generational groups were above Moos’ normed average range, with the exception of Physical Comfort.
Conclusion: It is very important for an RN manager to develop strategies to reduce work pressure at work for individuals of all generations providing strong support to the nurses and allowing them to have input into the decision-making process.
Background

Today's nursing workforce is multi-generational; it is not uncommon to see employees from four generations in acute care hospitals (Wieck, 2005). Although these generations share some values and beliefs, they also exhibit several differences. Potential misunderstandings regarding generational values and work beliefs contribute to conflict in the workplace (Wieck, 2005). Therefore, an understanding of the multi-generational workforce's perceptions of their work environment may help nurse managers understand areas of difference as well as provide new directions for recruiting and retaining nurses.

According to Buerhaus, Staiger, and Auerbach (2003), by 2020, the available registered nurse (RN) workforce will be 20% below projected requirements. The challenge for nurse managers will be to create a work environment were everyone feels welcomed, appreciated, and respected to maintain stable workforce. Gaining insight into nurses' perceptions regarding their work environment will assist nurse managers to develop effective interventions to attract new nurses and decrease turnover rates.

An organization with a stable workforce reduces direct and indirect costs associated with turnover (Anthony et al., 2005). High staff turnover not only decreases the quality of patient care and overall productivity levels, but it also affects the organization financially. Reviews of nurse turnover expenses conducted by four hospitals determine that replacement costs are approximately 1.2 to 1.3 times the average RN salary (Jones, 2005). During this time of economic instability and rising health care costs, it is imperative for nurse managers to maintain a stable work environment.

In today's economic climate, productivity and job performance are extremely important. Studies indicate that nurse-patient satisfaction is related to job satisfaction.
According to Saver and Lacey (2003), job satisfaction is inversely related to nurse turnover rates. Whenever job satisfaction decreases, nurse turnover increases. High turnover rates result in a decreased quality of patient care and nurse-patient satisfaction. Therefore, to provide quality patient care and maintain nurse-patient satisfaction, nurse managers must be aware of the key factors that affect the RN work environment.

Multi-generational Age Group

Wieck (2005) states, "the workplace is the home of several generations of nurses" (p. 1). The multi-generational nursing workforce is composed of 4 specific age groups: Veterans, who are 62-83 years old (born between 1922-1943); Baby Boomers, who are 45-62 years old (born between 1944-1960); Generation Xers, who are 25-45 years old (born between 1961-1980); and Generation Yers, who are the children of Baby Boomers and 25 years old and under (born between 1981-2000). All four generations have different work ethics, styles, and methods of working in the unit.

Purpose

The purpose of this descriptive study is to examine the differences in multi-generational nurses' perceptions regarding their work environment.

Research Question

Are there statistically significant differences in staff RN perceptions of work environment by generational groups?

Related Literature

Maloney, Bartz, and Allanach (1991) assert that a RN’s job satisfaction is directly related to adequate staffing, agreeable working hours, a pleasant work environment, supervisory support, team spirit, and a feeling of accomplishment. Environmental
influences also play an important role in the determination of individual behaviors. According to Prescott (1989), the lack of a pleasant work environment interferes with nurses’ attempts to perform as professionals to their expectations. The disparity between the desired and the perceived work environment contributes to a disengagement and withdrawal from the profession of nursing. Thus, by examining and improving the work environment, an organization’s retention rate may be improved.

According to Irvine and Evans (1995), job satisfaction is linked to nurses’ commitment to their organization. A nurse’s intention to leave or stay with the organization depends on how satisfied he or she is with his or her job. In this study, job satisfaction and commitment were related; nurses who reported higher levels of job satisfaction also reported a greater likelihood of remaining in their current institution. A study conducted by Davidson, Folcarelli, Crawford, Duprat, and Clifford (1997), indicate that effective communication patterns contributes favorably to nurses’ perceptions of professional practice model employed, the social climate, and salary also play an important role in staff retention.

To foster a stable workplace environment, studies suggest that social support from both the nursing supervisor and co-workers is crucial. The relationship between the staff nurses’ perceptions of their collegial support and the frequency of job stressors in the hospital work environment were examined by Chapman (1993). Chapman’s findings suggest that as staff nurses perceive a decrease in their level of collegial support, they perceive an increase in the frequency of job stressors.

Santos and Cox (2000), explored factors influencing work environment adjustment at a mid-western pediatric hospital. Crucial differences among the inter-
generational groups include a difference in work adjustment and inter-generational
conflicts. According to Santos and Cox, both real and perceived workplace stress lead to
an increase in staff turnover, absenteeism and negative work behavior.

**Conceptual Framework**

The conceptual framework that was used for this study to assess work
environment was developed by Rudolph Moos (1994). He examined the work
environment in a variety of settings. The work environment, as defined by Moos (1994),
includes all the conditions and settings that can affect employees' work settings. Work
environment is affected by both internal and external factors, and the work environment
is defined as the social climate of the work setting (Moos, 1994).

Moos' (1989) model was developed utilizing system's theory. His model helps
managers to assess individual employees' perceptions of their work settings and helps
managers to compare actual and preferred work environments. Moos' Work
Environment Scale Form-R (WES, 1994) helps managers to learn more about their
employees' qualities and a staff's perception of their work environment. The WES
assists managers in planning new programs to retain old staff and attract new staff to their
unit and monitoring changes in work settings by identifying factors that affect the work
environment.

Moos has done extensive research on work environments using the WES to
measure various areas that can affect the milieu of the workplace. Several studies were
conducted in different health organizations that identified nurse dissatisfaction and
allowed nurse managers to develop helpful tools to address specific areas of concern
(Koran, Moos & Zasslow, 1983).
Koran, Moos, and Zasslow (1983) conducted extensive research using the WES in a burn unit of a general hospital. Nurse burnout in the burn unit is usually high when compared to other units that deal with emotional stress. The WES was administered to identify the work environment issues contributing to the units' stressful work environment. Findings suggest that RN managers' communication increased involvement and lead to a reevaluation of organizational policies.

Methodology

After receiving approval from both the University and Hospital institutional review boards (IRB), survey packets (n=850) containing a cover letter with a description of the project, Moos' WES-Form R, a $3 coupon for the hospital café, and a participant consent form with a return envelope were distributed to all RNs employed at the hospital. Survey packets were distributed by RN managers at staff meetings and via employee mailboxes. The staff RNs were asked to complete the instruments (estimated time was 20 minutes) on their own time and return the two surveys to the researchers in the self-addressed stamped envelope provided in the packet. The response rate was 20% (n = 181). Only data from the acute care RN's (n = 169) were used for analysis because of the small number of community based and long term RN's data received.

Instrument

To assess RN's perceptions of their workplace, Moos WES-Form R (1986) was utilized. The "Real form" or from R measures an employee's perceptions of his or her current work environment. The WES is composed of 90 true or false questions that comprise 10-sub scales. The 10 subscales are grouped in 3 dimensions: the Relationship
Dimension, the Personal Growth Dimension, and the System Maintenance and System Change Dimension.

The Relationship Dimension distinguishes the nature and strength of personal relationships. This is the extent to which people work with one another and support and assist one another. Related subscales are Involvement, Peer Cohesion, and Supervisor Support.

The Personal Development Dimension is characterized by personal growth and self-enhancement opportunities offered by the environment. Related subscales are Autonomy, Task Orientation, and Work Pressure.

The System Maintenance and System Change Dimension assesses the work settings and focus on the organizational rules and policies. Related subscales are Clarity, Control, Innovation, and Physical Comfort.

Each subscale has 9 questions that can measure both the positive and negative aspects of the work environment. Validity and reliability were established by Moos (1986). Normative data were obtained from more than 3,200 employees in general work groups and 4,879 employees in the health-care work groups (Moos, 1986).

**Data Analysis**

Each subscale in the Moos' WES is scored on a 0 and 9.0 scale where each "True" statement received a score of 1. Mean scores for all WES subscales were calculated to compare the perceptions of work environment by the generational groups. A demographic instrument included an item on age, and nurses were asked to classify themselves into 1 of 9 age groups. Respondents were then grouped into the identified multi-generational age categories. Three multi-generational categories were compared:
Veterans ($n = 21$), Baby Boomers ($n = 104$), and Generation Xers ($n = 44$). Descriptive statistics were obtained for the demographic variables. A one-way ANOVA was calculated for all 10 subscales to compare the perceptions of the work environment for the Generational Xers, Baby Boomers, and Veterans. Least significant difference Post hoc (LSD post hoc) analysis was done to further delineate differences among the 3 generational groups.

Results

Sample Description

The majority of the respondents were women (95.6%) who had been in the nursing profession for more than 10 years (14.9%). Seventy-one percent of these RNs were Caucasian. Other ethnicities represented were: Filipinos (12.2%), Asian – non Filipinos (11.0%), African Americans (0.6%), and Hispanic (0.6%) (Table 1).

Perceptions of Work Environment

To evaluate the differences in perceptions of workplace among the 3 generational groups (Veterans, Baby Boomers, and Generation Xers), a one-way ANOVA was performed for all 10 WES subscales. The confidence level was set at $p \leq 0.05$. A statistically significant difference ($F = 5.068, p = 0.007$) (Table 2) was identified for the Work Pressure subscale. The LSD post hoc test was conducted to delineate the differences among groups. Baby Boomers perceived higher levels of work pressure than the other two generational groups. The difference was statistically significant ($p = 0.002$) (Table 3).

No statistically significant differences were noted for the remaining nine subscales. However, mean scores for all generational groups were above Moos’ normed
average range of 5.5 – 6.5 for the remaining subscales with the exception of Physical
Comfort. For this sample, Baby Boomers, Generation Xers, and Veterans perceived the
level of Involvement (job commitment), Peer Cohesion (support from colleagues),
Supervisor Support, Autonomy (employees being allowed to make decisions), Task
Orientation (organization planning and completion), Clarity (employees receiving
information from their managers), Control (management’s control over employees), and
innovation (how management values employees) similarly.

On the Physical Comfort subcale, a mean of 4.7 (SD = 1.6) for the Generation
Xers, 4.9 (SD = 1.9) for the Baby Boomers, and 5.7 (SD = 1.6) for the Veterans,
Veterans’ scored above Moos’ normed average range of 4.5 – 5.0 with mean 5.76 (SD =
2.6). Thus, Veterans viewed their physical surroundings, space, access to equipment,
etc., more positively than their younger colleagues.

Limitations

The limitations of this study include sample, size and setting. Even though a large
number of survey packets were mailed out, the return rate was low (19%), which resulted
in a small sample size. In addition, the nursing staff was primarily Caucasian, and so, the
results may not represent the perceptions of nurses from other ethnic groups. The
hospital is in a suburban area and the results may not generalize to hospitals in other
areas.

Discussion

To promote nurses’ job satisfaction and to improve nurses’ perceptions of their
workplace environment, it is very important to create an environment where all four
generations (Veterans, Baby Boomers, Generation Xers, and Generation Yers) can work
It is very important for nurse managers to understand that there are certain characteristics shared among the generations, while diverging in others (Tulgan, 1997).

Moos’ WES helps nurse managers to assess the weaknesses and strength of an organization. For this sample, work pressure was perceived differently by the Baby Boomers and Generation Xers. This finding supports those of Wieck (2005) who stated that “generational values and work beliefs contribute to conflict in the workplace and which ultimately could lead to work pressure” (p 18). Nurses across generations believe work pressure stems from nursing shortages, changes in the organization (e.g. the introduction of new technology), inflexible work hours, improper communication between the management and staff, and myths about her generations (Tulgan, 1997).

Generation Xers’ attitudes and views are different from those of the Baby Boomers. Because Generation Xers were brought up surrounded by technology; they are far more comfortable with digital and global communication when compared with their older colleagues (Kruse, 2004). Generation Xers also expect information to be instantly accessible, and they expect to be able to transmit it globally. These RNs grew up with computers, the Internet, and access to advanced technology, which has changed the way information is processed, transmitted, and received. Generation Xers are also considered to be more independent, whereas Baby Boomers are just learning to be independent. For Baby Boomers to perform their job to their fullest, they require clearly stated goals and communication from their managers.

Zemke et al. (1999) asserted that while dealing with generational diversity in a single workplace, it is important to understand the dynamic ideological viewpoints. This is an important element to take into consideration when different generations interact...
with one another. Organizations and managers should consider how this in turn may
affect the organizational structure in the workplace. Clashes between different
generations are likely to be unavoidable because different groups will approach the
concepts of cooperation and balance from different perspectives.

All generations need social support from their managers. Organizations where
nurses receive such support have produced nurses who have remained committed to the
organization and are satisfied with their work and career opportunities. Having good and
cordial interpersonal relationships with co-workers and managers also reduces friction
between the generations and improves the work environment (Irvine & Evans, 1995).

Job satisfaction can be improved by not only providing strong support to the
nurses and allowing them to have input into the decision-making process. Encouraging
input from nurses will foster involvement in the organization. Baby Boomers and
Veterans are more concerned with active participation, and team-building is highly
valued. Generation Xers enjoy challenging work projects and take pride in the effort they
put forth.

Conclusion

Perceptions of Work Environment for multi-generational groups were examined
using the Moos WES-Form R. There were no statistically significant differences for 9 of
the 10 Moos subscales. A statistically significant difference \((F = 5.06, p \leq 0.007)\) was
found for the Work Pressure subscale. It is very important for an RN manager to develop
strategies to reduce work pressure by providing flexibility at work. Specific strategies
such as implementing reduced work hours with benefits, or granting vacation times may
meet the needs of RNs at varying stages in their professional careers. Therefore, to
maintain sufficient staff on the unit, managers need to develop new programs that are suitable for RN's who are currently working and that can attract a new stream of nurses. Finally, managers should interact frequently with the different generational groups to foster staff RN morale. Providing a supportive work environment for today's multi-generational nursing workforce may decrease unit turnover, increase productivity, and help insure the delivery of quality patient care.
Table 1. Staff Nurse Background Characteristics (N = 181)

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<th>Sub Category</th>
<th>Frequency (n)</th>
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<td>(60 and above)</td>
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Note: Numbers do not sum to N = 181 due to missing data.
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Innovation</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>44</td>
<td>104</td>
<td>21</td>
</tr>
<tr>
<td>Mean</td>
<td>4.68</td>
<td>4.64</td>
<td>5.28</td>
</tr>
<tr>
<td>Std. Deviation</td>
<td>2.37</td>
<td>2.41</td>
<td>2.49</td>
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<tr>
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<tr>
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<tr>
<td><strong>Physical Comfort</strong></td>
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<tr>
<td>N</td>
<td>44</td>
<td>104</td>
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<tr>
<td>Mean</td>
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<tr>
<td>Average Range</td>
<td>4.5-5.0</td>
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</table>
### Table 3. LSD Post Hoc Tests

**Dependent Variable – Work Pressure**

<table>
<thead>
<tr>
<th>Age regrouped</th>
<th>Age regrouped</th>
<th>Mean difference (I-J)</th>
<th>Std. Error</th>
<th>Significance</th>
<th>95% Confidence Level</th>
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</thead>
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<tr>
<td>(I)</td>
<td>(J)</td>
<td></td>
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<td>Lower Bound</td>
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<td>X Generation</td>
<td>Baby Boomers</td>
<td>-1.26573(*)</td>
<td>0.40989</td>
<td>0.002</td>
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<td>Veterans</td>
<td>-0.47727</td>
<td>0.60451</td>
<td>0.431</td>
<td>-1.6708</td>
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<tr>
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<td>X Generation</td>
<td>1.26573(*)</td>
<td>0.40989</td>
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<td>Veterans</td>
<td>0.78846</td>
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<td>0.60451</td>
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<td>-0.78846</td>
<td>0.54527</td>
<td>0.150</td>
<td>1.6708</td>
</tr>
</tbody>
</table>

Note: p ≤ .05 level.


MULTIGENERATIONAL NURSES' PERCEPTIONS OF THEIR WORK ENVIRONMENT

Presented to
The Faculty of the School of Nursing
San Jose State University
In Partial Fulfillment
Of the Requirements for the Degree
Master of Science
by
Rukhsana Syed, RN, MS (1st author)
Diane Stuenkel, EdD, RN (2nd author)
Bobbye Gorenberg, DNSc, RN (3rd author)
Why I Chose this topic

- Medical/Surgical area has a high nurse turnover.
- The opportunity to make a difference at my work place.
Introduction

- Multi-Generational work force

  - it is not uncommon to see employee’s from four generations in acute care hospitals
  - misunderstandings regarding generational values and work beliefs contribute to conflict in the workplace
  - understanding of the perceptions of their work environment may help nurse managers to recruitment and retaining nurses.
Multigenerational Nursing Workforce

- Composed of 4 specific age groups:
  - Veterans who are aged 62-83 (1922-1943),
  - Baby Boomers who are 45-62 (1944 – 1960),
  - Generation Xers who are 25-45 years (1961-1980);
  - Generation Y are the children’s of Baby Boomers who are 25 and younger (1981-2000).
The purpose of this descriptive study was to examine the differences in multi-generational nurses' perceptions regarding their work environment.
Research Question

Are there statistically significant differences in staff RN perceptions of work environment by generational groups?
The conceptual framework was used for this study to assess work environment developed by Rudolph Moos (1994)
Moos Model

- Developed utilizing System’s Theory
- Work Environment Scale (WES) assists manager in
  - planning,
  - monitoring changes in work settings,
  - identifying the factors that are affecting the work environment or climate.
- The WES is composed of 90 true or false questions that comprise the 10-subscrases of the work environment. The 10 subscales are grouped in 3 dimensions. Scores range from 0 to 9.0.
Moos WES consists of 3 dimensions
- the Relationship Dimension
  - Involvement
  - Peer Cohesion, and
  - Supervisor Support
- System Maintenance and System Change Dimension
  - Autonomy,
  - Task Orientation and
  - Work Pressure.
- the Personal Growth Dimensions
  - Clarity
  - Control, Innovation and
  - Physical Comfort.
Data Analysis

- Mean Scores for the WES subscales were obtained and compared to the normed group mean scores.
- One-way ANOVA was used to compare the perceptions of the work environment among the generational groups.
- $p \leq 0.05$. 
Results

- Sample Size of 169 (23%)
  - Veterans \( N = 21 \)
  - Baby Boomers \( N = 104 \)
  - X-Generation \( N = 44 \)
  - Total \( N = 169 \)

To evaluate the differences in perceptions of workplace among the 3 generational groups (Veterans, Baby Boomers, and Generation Xers), a one-way ANOVA was performed.
- A statistically significant difference of \( p = 0.007 \) was identified for the Work Pressure subscale with a degree of freedom (df) 168 and mean squares of 5.1 between groups.
Results Con’t

- LSD Post hoc test was conducted to delineate the differences among the 3 multigenerational groups
  - Baby Boomers perceived higher levels of work pressure than the other two generational groups
    - statistically significant difference of $p = 0.002$ and a mean difference of 1.277 and SD of 0.4 with Generation Xers and a mean difference of -0.788 and a mean difference of 0.54 with the Veterans
  - No statistically significant differences were noted for the remaining nine subscales
  - However, mean scores for all generational groups were above Moos' normed average range of 5.5 - 6.5 for the remaining subscales with the exception of Physical Comfort subscale
The Physical Comfort subscale

- Generation Xers  Mean = 4.7 SD = 1.6
- Baby Boomer     Mean = 4.9 SD = 1.9
- Veterans       Mean = 5.7 SD = 1.6
  - Veterans’ scored above Moos’ normed average range of 4.5–5.0
  - Thus, Veterans viewed their physical surroundings, space, access to equipment, etc., more positively than their younger colleagues.
  - Nevertheless, no statistically significant difference was noted between or within the generational groups ($p = 0.29$).
Limitations

The limitations of this study included:

- the return rate was low which resulted in a small sample size
- geographic location (suburban area)
- different settings (research was carried out at a different hospital)
Conclusion

- To promote job satisfaction and to improve nurses’ perceptions, it is very important to create an environment where all four generations work together.
- More training for Managers in dealing with different generational groups.
- Reasons for work pressure are:
  - nursing shortages,
  - changes in the organization (e.g., the introduction of new technology),
  - inflexible work hours
  - improper communication between management and staff, and
  - myths about other generations (Tulgan, 1997)
Recommendations

- social support from their managers for all generational RN’s may decrease unit turnover, and increase productivity, and help insure the delivery of quality patient care.
- implementing reduced work hours with benefits, or
- granting vacation times
- managers need to develop new programs that are suitable for RN’s who are currently working and that can attract a new stream of nurses.
Reference