Experienced Workplace Incivility and Happiness Among Millennial Nurses in Pandemic Covid-19

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Abstract. In 2021, the number of cases individuals infected with Covid-19 in Indonesia is at a very high level. This has an impact on various sectors, one of which is the health sector including nurses as one of key person that solving Covid-19. Happiness at nurses during Covid-19 is getting in low level. There are many factors that can affect happiness. One of the factors that make people happy is relationship at workplace. Experienced workplace incivility maybe comes be the factor that causes happiness of nurses during pandemic Covid-19. This research was used convenience sampling with 38 millennial generation nurses, 10 males and 28 females nurses. 33 nurses are in establishment career and 5 nurses in exploration step in career. Instrument this research using scale of experienced workplace incivility and scale of happiness. Using Product Moment Pearson was found that there is no relationship between happiness and experienced workplace incivility at nurses. This result of research can give information for the future research and management happiness in nurse at workplace.

Keywords: Experienced Workplace Incivility · Happiness · Millennial nurses

1 Introduction

Indonesia first confirmed a case of COVID-19 on Monday, March 2, 2020. At that time, President Joko Widodo (Jokowi) announced that two Indonesians had tested positive for the Corona virus, namely, a 31-year-old woman and a 64-year-old mother [1]. The first case allegedly started with a meeting between the 31-year-old woman and a Japanese citizen who entered Indonesian territory. The meeting took place at a dance club in Jakarta on February 14.

However, this case is allegedly not the first. The expert team from the University of Indonesia's Faculty of Public Health (FKM UI) estimated that the Corona virus has entered Indonesia since the third week of January 2020 [1].

Worldmeters data in January 2022 showed an increase in positive COVID-19 patients, especially the Omicron variant [2]. This pandemic situation has an impact on various factors, such as education, health, transportation, and tourism. One sector that has been heavily impacted is the health sector. One of the professions that was greatly affected was nursing. The pandemic has made the workload of nurses even higher. The high

workload of nurses, accompanied by the high anxiety of facing a pandemic, has greatly impacted their happiness at work [3].

Happiness is one thing that is very important for human life. In addition, happiness is also the goal of human life. Likewise, with employees, happiness is important to be able to achieve success in carrying out their roles [4]. In other words, it can be said that happiness is one of the things that influences success at work. Happiness has a positive impact on one's success [5]. However, research results state that, in general, human happiness is not at a high level. It is characterized by high negative affect, low positive affect, and low life satisfaction. Happiness is one of the important things that needs to be in nurses, especially millennial generation nurses who have a large percentage of the health workforce in Indonesia. The millennial generation is a collection of individuals who share similar age ranges and traits based on prevalent traits throughout their time. With that definition, generation can be understood as a collection of people who were born in the same year or during a specific time period and who share the same values, beliefs, attitudes, way of thinking, lifestyle, and behavior that were portrayed as characters during that time. Based on research from Patricia, Melissa and Lori [6] the millennial generation are individuals who have years of birth from 1980–2000.

Amid the high workload of nurses, this profession is also not free from impoliteness problems. Data for 2018 [7] states that 88% of Indonesian employee's experience impoliteness at work. It is a worldwide phenomenon with negative global implications that occurs every day in any work context. Incivility at work has been linked to outcomes in some previous studies, while in others it was found to be a mediator of either positive or negative outcomes. The effects of rudeness can be felt by both people and organizations [8]. The effects of incivility on those who are the targeted might be psychological, physical, and financial [8]. She said that when people encounter rudeness, it has a psychological effect that causes people to endure psychological anguish. The signs of psychological discomfort, according to Roter's research from 2017, include bewilderment, a lack of focus, an inability to solve difficulties, and compulsive thinking or worrying about the future.

Most researchers discovered that when people encounter rudeness at work, it has a negative effect. The same information that Porath and Pearson [9] discovered regarding the financial costs of workplace incivility was also discovered in their research of 775 employees who had encountered such behavior. They discovered that 53% of respondents who had encountered workplace incivility missed work because they were anxious about the episodes and their upcoming interactions with coworkers who behaved civilly. According to their survey, 28% of employees who engaged in unprofessional behavior lost their jobs, while 22% of employees made less of an attempt to perform well at work. According to the same statistics, 10% of employees who experienced workplace uncivility reported spending less time at work, and 37% of those same employees said their sense of loyalty to their firm had been eroded. They revealed that 46% of workers, after encountering rude behavior, plan to switch employment in order to avoid those rude people, while 11% of workers change positions and leave their organization. Porath and Pearson [9] also showed in their research that job happiness, productivity, job performance and loyalty all is can caused from experienced workplace incivility. Job happiness has negative correlation with millennial nurse get uncivil behaviour from supervisor and

their co-workers. When millennial nurse get high uncivil behaviour form supervisor and co-workers during they work at clinical institution they will fee unhappy with their job.

A. *Experienced Workplace Incivility*

Andersson and Pearson [10] describe workplace rudeness as an act of diverting workplace behavior with no apparent intention of causing mild harm. From a list of 50 articles from 2012 to March 2014, Vagharseyyedin [11] describes impoliteness in the workplace as behavior that is of low intensity and is not directly disrespectful or harassing others in the work environment. According to Pearson and Porath [9], incivility is a subjective phenomenon that reflects people's interpretations of events and how they make them feel. This explanation simply demonstrates how perception can misinterpret certain members' disrespectful behavior when some employees believe their behavior is ok.

There are three categories of type incivility in the workplace: experienced (experienced), witnessed (witnessed), and committed (instigated) impoliteness [12]. Cortina et al. [13] stated workplace incivility as a unidimensional variable and defined it as an attribute of impoliteness in the workplace, namely feeling annoyed, experiencing intense anger, and facing intimidating situations from co-workers and supervisors.

A literature review conducted by Cortina et al. [14] on a study of impoliteness at work within 15 years, namely from 2001–2016, shows that impoliteness is an act of being impolite, demeaning, and isolating that violates ethical expectations at work, but otherwise it looks normal.

B. *Happiness*

Happiness is a positive individual assessment of life as a whole [15]. Meanwhile, Seligman, Steen, Park, & Peterson [16] state that happiness is a positive emotion that is felt by someone. This is in line with Fitriana, Hutagalung, Awang, & Zaid [17], which state that happiness is a general construct related to a person's general assessment of his life recently. Thus, it can be concluded that happiness is a person's positive assessment of his life as a whole. According to Fisher [18], job happiness consists of three aspects: job satisfaction, work engagement, and organizational affective commitment.

2   Methodology

A. *Research subject*
   The subjects in this study were nurses. The subjects involved in this research were 38 nurses working in both public and private hospitals in Indonesia. Nurses were chosen as research subjects based on the problems they faced as a result of workplace incivility. During the pandemic, many employees were ordered to work from home, while nurses, according to their job characteristics, continued to work from the office. Thus, this makes it possible for experienced workplace incivility to occur directly, not in the form of experienced online workplace incivility.
B. *Instruments*

Each variable in this study is measured using appropriate instruments. All of the tools were selected based on their components that suited the goals and purposes of the study. The instruments are appropriate to the research and have good validity and reliability.

1. Experienced Workplace incivility

   The instrument for measuring experienced workplace incivility consists of seven items from Cortina that have gone through a process of translation and cultural adaptation in Indonesia by Yuniasanti and Abas [19]. Participants were asked to rate how frequently they had encountered each action from a coworker or supervisor over the previous three months using a 5-point Likert scale (1 = never, 2 = once or twice, 3 = sometimes, 4 = often, and 5 = many times).

   The experienced workplace incivility scale shows seven valid items (p 0.000), with item validity ranging from 0.359 to 0.757. The reliability of the experienced workplace incivility scale is Cronbach's alpha of 0.848, indicating that the experienced workplace incivility instrument has high reliability or good reliability. A higher score indicates a higher level of experienced workplace incivility.

2. Happiness

   The subjective happiness scale by Lyubomirsky & Lepper [20] consists of three items. The score is obtained by adding up the overall score of the item divided by the total number of items, namely 3. This scale has a fairly high internal consistency, which is equal to 0.61.

3   Result and Discussion

38 nurses are the respondents who were gathered for this study. 44.7% of the nurses who fill in are still contract workers, while 55.3% of the substitute nurses are permanent employees as shown at Table 1. The following conclusions offer suggestions for future research; First, the researcher advises that the study should include more subjects with more noteworthy demographic traits, diversity, and work experience. The characteristics of each distinction could be discovered when the research involves more diverse people.

In this survey, Table 2 shown that female nurses made up 73.7% of the participants, while male nurses made up the remaining 26.3%.

86.9% of the nurses who responded to the survey were classed as having worked in the establishment stage, while 13.1% were still in the career exploration stage as shown at Table 3.

Table 4 shown that there were 14 nurses who answered the questionnaire with one to five years of experience. Nine nurses and fifteen other respondents with employment

Table 1. EMPLOYEE TYPE

Employee Type	Frequencies	Percentage
Contract	17	44.7%
Permanent	21	55.3%
Total	38	100%

Table 2. SEX

Sex	Frequencies	Percentage
Male	10	26.3%
Female	28	73.7%
Total	38	100%

Table 3. AGE

Age	Frequencies	Percentage
15–24 (Exploration career)	5	13.1%
25–44 (Establishment career)	33	86.9%
Total	38	100%

histories spanning more than six years were the respondents who had worked for less than a year.

The following is Table 5 which contains descriptive data from the study.

The process of analyzing the data in this study used Pearson's product moment correlation which can be seen from Table 6.

The results of the data analysis showed that there was no significant relationship ($p > 0.05$) between experienced workplace incivility from superiors and subordinates and the happiness of nurses. From other research is showed that social media measured by Facebook penetration has a positive and significant relationship with happiness [21].

The results of data analysis show that happiness and experienced workplace incivility in millennial generation nurses are not proven to be possible due to the attention of

Table 4. YEARS OF WORK

Years of work	Frequencies
<1 year	9
1–5 years	14
6–10 years	5
11–15 years	5
16–20 years	4
21–25 years	1
Total	38

Table 5. DATA DESCRIPTIVE

Variable	N	Empirical Data				Hypothetical Data			
		Mean	Score		SD	Mean	Score		SD
			Min	Max			Min	Max	
Experienced Workplace Incivility	38	14,5	7	22	2,5	21	7	35	4,67

Table 6. CORRELATION EXPERIENCED WORKPLACE INCIVILITY AND HAPPINESS

Correlations			
		EWI	Happiness
EWI	Pearson Correlation	1	−.210
	Sig. (1-tailed)		.103
	N	38	38
Happiness	Pearson Correlation	−.210	1
	Sig. (1-tailed)	.103	
	N	38	38

interaction media for millennial generations which have more meaningful virtual interactions. Internet social media have emerged as important contexts for friendship and social development during adolescence and the transition to adulthood. This statement is corroborated and supported by research by Fahrimal [22] which examines the ethical interactions of the millennial generation through the virtual world by means of a literature review.

Fahrimal [22] in his qualitative research stated that the Internet and social media cannot be separated from human life, especially the millennial generation. The internet has become a system that is integrated with life itself. The popularity of social media among the millennial generation has increased resistance in the real world and the millennial generation uses social media to express their existence [22].Young people's friendships via social networking sites reflect broader socio cultural shifts away from tight knit, face-to-face communities to "networked individualism," a system of sociality that places the individual at the center of personally tailored social networks unencumbered by physical limitation [23].

An Indonesian millennial is a person who enjoys socializing both offline and online. With access to the internet, they were able to stay informed about events or news happening around the world in addition to connecting with other individuals [24]. According to Faisal [24], millennial workers exhibit directions, openness, and frontal communication behavior. The creation of a new type of communication among the millennial age was influenced by a variety of information sources and an abundance of social media. The

internet and social media offer a platform for the exchange of ideas, and the new culture that results fosters open communication.

According to Yap and Badri's [25] research, workplace happiness was significantly predicted by work-life balance, workplace friendships, work autonomy, and transformational leadership. Through their analysis of the data, Yap and Badri [25] discovered that meaningful work is the best indicator of workplace pleasure. Additionally, one of the three most important determinants of millennials' happiness at work was shown to be transformational leadership. This may be due to the fact that millennials are considered to be motivated by leaders who inspire others and to work for organizations that have a beneficial impact on society.

4   Conclusion

Based on the results of data analysis on 38 nurses showed that the research hypothesis was not proven. The happiness of millennial nurses has not been shown to be significantly correlated with experienced workplace incivility during the Covid-19 pandemic.

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