Satakunnan ammattikorkeakoulu
Satakunta University of Applied Sciences

CHINECHEREM MEDIATRIX UMEH

Cultural sensitivity at work: The experiences of employees from Satakunnan Sininauha

(Kulttuurinen sensitiivisyys työssä: Satakunnan Sininauhan työntekijöiden kokemuksia)

DEGREE PROGRAMME IN NURSING
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ABSTRACT

Chinecherem Mediatrix Umeh: Cultural sensitivity at work: The experiences of employees from Satakunnan Sininauha.
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This thesis examines cultural sensitivity in the workplace within multicultural environment. The purpose of this thesis was to examine employees' experiences of cultural sensitivity and inclusion at Satakunnan Sininauha. The objective was to promote inclusion and reduce discrimination against employees from different cultural background by increasing employees' knowledge and awareness of cultural sensitivity. The study aimed to describe how employees perceive the treatment of workers from different cultural background in the workplace.

This thesis was carried out as a quantitative survey. The data were collected using the intercultural Sensitivity scale (ISS) developed by Chen and Starosta, which consists of 24 items measuring five dimensions of intercultural sensitivity: interaction engagement, respect for cultural differences, interaction confidence, interaction enjoyment, and interaction attentiveness. The questionnaire was administered electronically in Finnish language via the e - lomake platform to all employees of Satakunnan Sininauha. A total of 23 employees responded to the survey. Data was analysed using Microsoft Excel with descriptive statistics (frequencies, percentages, means and standard deviations) and cross tabulation of the demographic variables with the total mean scores of the ISS dimensions.

The results showed a generally high level of cultural sensitivity among the participants (total mean 3.88 on a scale of 1-5). Interaction enjoyment (M=4.43), respect for cultural differences (M=4.19), and interaction engagement (M=4.09) had the highest mean scores, indicating that employees are open, respectful and positive towards people from different cultural backgrounds. Interaction confidence (M=3.19) and interaction attentiveness (M=3.48) were at a moderate level, suggesting some uncertainties about what to say and how to interpret subtle messages during intercultural encounters. Cross-tabulation showed small differences between demographic groups.

In conclusion, employees of Satakunnan Sininauha reported positive experiences of cultural sensitivity and inclusion at work, and they generally perceived the treatment of workers from different cultural background as good and respectful. However, the moderate levels of interactions confidence and attentiveness indicate a need for continued development in intercultural communication skills.

Key words: cultural sensitivity, inclusion, multiculturalism, workplace diversity, intercultural communication.

PREFACE

This thesis was completed as part of my Bachelor's degree program in nursing at Satakunta University of Applied Sciences, Pori. The topic, cultural sensitivity at work was chosen because of my interest in how foreign employees are treated in everyday work life.

First, I thank God for giving me strength, wisdom and good health throughout my studies and during this thesis process. I am grateful to Satakunnan Sininauha for commissioning this research and for the opportunity to carry out the study in their organization. I also wish to thank all the employees who took the time to respond to my questionnaire, and to all my lecturers in SAMK for their support throughout my studies.

I would like to express my sincere gratitude to my supervisor, Senior Lecturer Heli Mäkelä, for her guidance, support and constructive feedback. Finally, I wish to thank my Family, especially my parents Sir & Lady Nicholas and Tina Umeh, and my friends for their encouragements and prayers throughout my studies.

Pori, December 2025
Chinecherem Mediatrix Umeh

CONTENTS

LIST OF SYMBOLS AND TERMS

ARCADA	Arcada University of Applied Sciences
BMC	BioMed Central
CQS	Cultural Intelligence Scale
GDPR	General Data Protection Regulation
IJARM	International Journal of Academic Research in Management
ISS	Intercultural Sensitivity Scale.
JAMK	Jyväskylän Ammattikorkeakoulu.
LAB	LAB University of Applied Sciences
NOVIA	Novia University of Applied Sciences
PRISMA	Preferred reporting items for Systematic Reviews and Meta-Analyses
QR	Quick Response (QR code)
RI	Research Integrity
SAMK	Satakunnan Ammattikorkeakoulu.
SMEs	Small and Medium Sized Enterprises
TAMK	Tampere Ammattikorkeakoulu.
TENK	Finnish National Board on Research Integrity
UAS	University of Applied Sciences

1 INTRODUCTION

The quality of our lives is greatly impacted by our relationships with others, and this extends to working lives where people spend quite a lot of time. Building positive social interaction improves wellbeing. (Rezai et. al., 2023.)

Cultural humility involves entering a relationship with another person to respect their values, beliefs, and customs. It goes beyond self-critique to allowing oneself to learn from others. (Stubbe, 2020.) The ability to learn from each other produces efficient teamwork outcomes and so the effect of cultural sensitivity and inclusion at work cannot be overemphasized. Presently, people with different cultural values are interwoven to produce a great circle of individuals. (Liu, 2016.)

Multiculturalism in healthcare is increasing, and that is because people migrate to Finland due to war, studies, and all other sociological factors. This diversity enriches workplaces with multicultural perspectives, making inclusion and respect more essential than ever. (Tobah and Ndayishimiye 2021.) An inclusive workplace embraces employees from different cultural backgrounds, providing an environment where these employees are accepted and empowered to contribute both individually and collectively to the best of their ability, while feeling valued and validated (Rezai et al*.,* 2023).

This thesis was done in co-operation with Satakunnan Sininauha. The purpose of this research is to find out from the experience of workers in Satakunnan Sininauha the level of inclusion and cultural sensitivity at work. The objective is to promote inclusion and eliminate discrimination against employees and customers from diverse cultural backgrounds by enhancing employees' knowledge of cultural sensitivity.

2 THEORETICAL BASIS OF THE RESEARCH

2.1 Culture

Culture is the people's way of life. That affects our behaviour, daily choices, values and norms as well as who we are and our background at large. A culture gives us identity. The seed of identity is planted during childhood by an individual's parents, caregivers and the people around them. (Eser Yilmaz, 2022.) Kazi (2020) suggests that culture is something that can be learned, it encompasses values and beliefs that govern human behaviour and directs one in a part. Therefore, learning about a culture is learning the value of that group of people (Kazi, 2020). Culture is not genetically transmitted but socially transmitted in a shared system of knowledge, values, and beliefs (Nampeera and Maziwisa, 2024).

2.2 Cultural sensitivity

Cultural sensitivity is the complete integration of knowledge, skills and attitudes in accepting other people's way of life, promoting intercultural communication and interaction between people. This entails respecting people's beliefs and values even when it doesn't sound or make sense to us. One of the ways to promote culture is by learning and speaking the language. Cultural competence is a continuous process whereby professionals work with people from other cultural backgrounds to produce culturally competent care. (Belintxon et.al., 2021.)

Working within a culturally sensitive environment prevents those from a perceived dominant culture from overriding others, assuming they are superior to them. Addressing cultural sensibility enhances the examination of one's own attitude and recognizing one's own context while interacting with others. Nurses and caregivers should undergo training and education to acquire knowledge on cultural competencies and sensitivity to cultural differences in

workplaces to enable and enhance good teamwork, which is paramount for patients' safety and recovery. (Belintxon et.al., 2021.)

2.3 Inclusion

Inclusion is defined as occurring when individuals from different cultural backgrounds are treated fairly, valued for who they are and are included in core decision-making. Diversity involves different perspectives of individuals stemming from an identity group. (Randel, 2025.)

Most leaders understand that inclusion enhances and promotes an effective workforce in workplaces. There is absolute power in diversity when everyone is included and treated fairly. (Romansky et.al., 2021.)

2.4 Multiculturalism

Finland has been opening to multiculturalism, and statistics have shown that 8% of those between 30-34 age limit living in Helsinki are from different cultural backgrounds, and the amount is increasing significantly yearly. This increment is evident in healthcare. (Tobah and Ndayishimiye, 2021.)

Multiculturalism is the ability to adapt to a different cultural background, values, societal norms, and beliefs. As Professionals, we must respect the differences in culture while upholding one another's values, which promotes teamwork and effective delivery of care. (Tobah and Ndayishimiye, 2021.)

2.5 Previous studies

To support this study, a literature search was conducted using PubMed, Cochrane Library, and ScienceDirect databases. The goal was to identify relevant research on employee experiences of cultural sensitivity in the

workplace. Inclusion criteria focused on peer-reviewed studies from 2015–2025, written in English, and relevant to Finland. Studies unrelated to workplace experiences or lacking methodological rigor were excluded. A more detailed search strategy and PRISMA flow diagram can be found in Appendices 1 and 2. The findings from selected studies highlight the importance of cultural competence and inclusivity in creating a respectful and diverse work environment.

Shepherd et al*.,* (2019) stated that a particular cultural group are more prone to discrimination and negative treatment. From the result of this research, about 39.9% of the staff believe that diversity is very important in every organization. Cross-cultural training has become mandated in some settings, to create and train workers on cultural awareness. Cultural competence in an institution enhances the expansion of organizational capacity. (Shepherd et al., 2019.)

Marcelin et al., (2019) propose that workplaces with multicultural employees increase healthcare diversity and care delivery. In 2019, racism, misogyny and transphobia had become so rampant in healthcare, but now, it has drastically become insignificant as there is a lot of enlightenment and education. More training involving the social aspect of medicine should be done, cultural humility is characterized by lifelong learning, and it is a key aspect of the provider-patient relationship. (Marcelin et al., 2019.)

Diversity management is an important tool for combating workplace discrimination and disrespect. One goal of this research is to provide knowledge on how managers can promote connection and ethnic equality among staff in the multicultural work environment. The result state that if the three golden rules can be abided by and practiced, then there would be better collaboration among workers in the workplace. These golden rules are: take responsibility for the quality of care given, engage in all aspect of care work and help one another. (Munkejord, 2019.)

According to findings, employees prefer to work with immigrants because they are more energised and have a high standard of work ethics. Again, the older

immigrants tend to help the new immigrants settle in well, by encouraging them and sharing motivating experiences with them. They also stated a managerial unfair treatment of a staff member who wanted to go and pray, she was refused to have this time, but the locals were granted the time to smoke. Also, some immigrants were stated to be limited in interaction because of language barrier. (Chen L et al., 2020.)

According to Muller, (2019), the main findings of workplace diversity illustrate that presently, the level of employees' awareness of the existence of diversity within their workplace and direct work teams is high. Foreign and Finnish employees opine that their overall working environment as well as the working culture are very open to everyone at their workplaces. The employees perceive diversity as a plus to their organization however, the concept of diversity is yet to be fully understood. Also, the challenge of adapting to the Finnish culture and Finnish language proficiency barrier were illustrated as the two major challenges facing diverse teams in Finland. (Muller, 2019.)

According to Kamau et al., (2023), culturally and linguistically diverse nurses in Finland encounter cultural, ethnic and linguistic challenges. Ethnic experiences presented as discrimination, racism, and cultural insensitivity. The foreign nurses often felt ignored by native nurse colleagues and experienced unequal workplace treatment in terms of work allocation and terms of service. (Kamau et al., 2023.)

According to Chen and Wang, (2015), the nurses educated in China encountered a big challenge while adapting to the new society which involves sticking to their old self since they were raised in China and conforming to the Finland culture. It was difficult for these China-educated nurses to simply get rid of the Chinese traditional values. The participants posited that they were not able to foresee and reflect on the different social and cultural values that they met on arrival to Finland as information available for nursing migrants in China was mainly restricted to the working conditions and salaries for nurses in Finland, with little or no indication on the social and cultural expectations. The finding showed that there existed a disparity in the understandings of the

participants regarding cultural competence and experience compared to their encounter in the ‘real’ world. The need for the migrants to change from what they have known all their lives and adapt to the new life in Finland with a different culture, food, climate, and belief system was clear and vital yet difficult and challenging. (Chen and Wang, 2015.)

As a result, it was common for the participants to feel nervous and anxious on resuming duty in their workplaces. The realization of the new employee on the variations of culture and the need to make personal choices during care, often leads to anxiety. Those that perceived a need to change and conform but lacked adequate skills to do so encountered frustrations. This can result in criticisms of the need to conform, which further decreases the desire. Generally, the new employees did not want to totally abandon their cultural roots but had no choice but to conceal their cultural identity consequence of the real or perceived hostility they received. Thus, the nursing participants did encounter cultural shock. (Chen and Wang, 2015.)

According to Soppi, Hayrinen and Pirskanen, (2015), the Finnish nurses expressed that it was occasionally challenging for them working in a multicultural team. However, they portrayed positive attitudes towards multiculturalism and the non-native nurses. Timofeeva, (2024) demonstrated that the language barrier experienced by foreign employees were compounded by cultural differences. This often leads to misunderstandings and occasional conflicts between colleagues, clients and especially managers who are not much patient expecting faster learning and adaptation. Lastly, the study by Tamang, (2024), indicated that cultural differences have a huge impact on the manner employees communicate and interact, which can lead to opportunities as well as obstacles to service provision depending on the manner of management approach. Thus, this highlights the crucial role culturally sensitive design strategies play as they also affect customer perceptions and degrees of satisfaction. (Tamang, 2024.)

On the other hand, the participants were stressed regarding their Finnish language skills. Their lack of ability to comprehend and communicate

adequately in Finnish language coupled with the expectations of others, theirs and nursing colleagues for learning and mastering the language placed the participants under a lot of pressure and stress. (Chen and Wang, 2015.) According to Liyanage, (2024), the variation in style of communication often leads to misunderstandings, which can hinder effective collaboration. If the new employees' preferred style of communication is neither acknowledged nor accepted, it can result in feelings of being misunderstood and not being valued. This can limit their willingness to contribute to the team, thereby affecting the team dynamics. It can lead to tension which negatively impacts on the overall team performance. Misunderstandings in interactions were perceived as a threat to the existence of occupational safety in a multicultural working environment. Finnish language proficiency was seen as a requisite for nurses working in Finland, and half of the participants stated that they need education on both language and multiculturalism (Soppi et al*.,* 2015). On the other hand, the study by Amin, (2024), pointed out that despite learning Finnish language, the new employees still encountered challenges in comprehending technical discussions, which posed a barrier to effective communication with colleagues. Poor level of Finnish language competence led to diminished wellbeing, isolation, negative social experiences, as well as feelings of incompetence. This resulted in limitations of access to opportunities, diversion of focus from personal and professional qualities, discrimination and retaliation from native colleagues, limited career development and increased dropouts. (Kamau et al*.*, 2023.)

According to Liyanage, (2024), the lack of a culturally sensitive approach may result in new employees feeling that their cultural values and practices are not regarded or respected which can impact negatively on their sense of belonging and engagement with the institution. The findings indicated that the new employees found it difficult and challenging adjusting to the new cultural environment without adequate support in their workplace. This results in longer duration to acclimatize to the new society, and potentially decreased level of productivity consequent of the new employees struggle to adjust to the new different culture on their own without any support. Hence, the participants perceived cultural sensitivity as important which highlighted the need for an

onboarding process that respects and acknowledges diverse cultural backgrounds. (Liyanage, 2024.)

Additionally, the language and cultural barriers can affect relationships between the new nurses and colleagues as well as patients. It can lead to stressful and helpless feelings of loneliness and not being accepted or supported at the workplace (Chen and Wang, 2015). The lack of structured support systems within the workplace, such as integration policies, leaves the new employees to adapt to the new environment solely. This personal adaptation process often results in the feelings of isolation especially at the beginning stages of employment, where building a social relationship was a hurdle and created a sense of being left out. However, this study also showed that organizational initiatives such as wellness programs, language training, and inclusive policies enhances and instils a sense of belonging on the new employees. Though, the extent of the integration success is dependent on personal resilience and proactive involvement in workplace interactions. Hence, highlighting the dual role of organizational support and personal adaptation play in facilitating positive integration experiences for migrant employees (Amin, 2024). The study by Muller, (2019) showed that while majority of the participants stated that their workplace creates an inclusive working environment for foreign employees, some others believed their present workplace did not create an inclusive working environment for diverse workers (Muller M., 2019).

Kamau et al*.,* (2023) posited that the most common organization approaches to support integration and facilitate competence development include: culture and language learning support, tailored organizational programs, and mentorship. The nurse managers also have a huge role to play in ensuring smooth integration, work wellbeing and retention. Similarly, the participants in the study by Soppi et al., (2015), stressed the importance of managerial support as a significant resource in a multicultural work setting (Soppi et al., 2019).

3 THE PURPOSE, OBJECTIVE AND RESEARCH QUESTIONS

The purpose of this research is to find out from the experience of workers in Satakunnan Sininauha the level of inclusion and cultural sensitivity at work. The objective is to promote inclusion and eliminate discrimination against employees and customers from diverse cultural backgrounds by enhancing employees' knowledge of cultural sensitivity.

Research questions are:

1. What is the level of inclusion and cultural sensitivity in Satakunnan Sininauha from the employees’ perspective?
2. How do employees perceive the treatment of workers from diverse cultural backgrounds in the workplace?

4 IMPLEMENTATION OF THE RESEARCH PROCESS

4.1 Description of the research method and justification

A quantitative study was conducted. Quantitative study is the collecting and evaluation of measurable data to understand the behaviour and progress of the target substance, such as the topic like cultural sensitivity that is the interest in this study. Quantitative data analysis helps to make informed decisions. (Gerrish and Lathlean, 2015.)

4.2 Data collection method

This thesis was a research survey, and the survey was conducted electronically using Elomake. The survey was conducted in Finnish language. The questionnaire used in this study is the Intercultural Sensitivity Scale (ISS), originally developed and validated by Chen and Starosta (2000) in their study, The Development and Validation of the Intercultural Sensitivity Scale. This scale assesses individuals' sensitivity and adaptability in intercultural communication through a series of 24 statements designed to measure five dimensions of intercultural interaction: Engagement, Respect for cultural differences, Interaction confidence, interaction enjoyment and interaction attentive variables. The questions are in Appendix 3.

The response scale used in the ISS follows a five-point Likert scale, where participants indicated their level of agreement with each statement. The scale was structured as follows: 5 = Strongly Agree, 4 = Agree, 3 = can’t say 2 = Disagree, and 1 = Strongly Disagree. This response format aligned with the approach used by Van Dyne, Ang, and Koh (2015) in their study, Development and Validation of the CQS: The Cultural Intelligence Scale. Their work emphasizes the importance of using a Likert-type scale for measuring cultural awareness and adaptability, ensuring that responses reflect varying degrees of agreement rather than binary or categorical choices (Taherdoost, 2019).

4.3 Target group, sample selection and data collection

The target group of this study were 26 employees of Satakunnan Sininauha. Satakunna Sininauha is a nonprofit organization in Pori Finland, that helps individuals facing different challenging life situations, such as homelessness, substance abuse, unemployment, or mental health challenges. They provide supported housing, social support, and low-threshold meeting places where anyone can get help, food, or guidance. They support inclusion, recovery, and new beginnings. (Satanauha 2025).

Total population sampling method was used, the data was collected with an electronic questionnaire administered through eLomake platform. The questionnaire was administered during an employee training session, where it was introduced after a PowerPoint presentation of the thesis plan. At the conclusion of the presentation, a QR code containing the questionnaire link was displayed on the screen, enabling employees to access the form using their mobile phones. The completion time for the questionnaire was approximately 15–20 minutes. Satakunnan Sininauha employees were informed about the study in a clear and comprehensible manner before the presentation orally through a contact person in the organisation. Participants were informed of their right to voluntary participation, anonymity, and confidentiality. In addition, an informed consent question was placed at the beginning of the questionnaire and employees could proceed only after indicating their consent to participate.

4.4 Data analysis

After data collection, an excel spreadsheet was downloaded from the E-Lomake and analyzed using Microsoft Excel. The data was first described using frequencies and percentages. Measure of central tendency was calculated using the mean, standard deviation was used to measure the dispersion.

Demographic variables were described using frequencies and percentages and represented in a chart and table. Non-demographic variables were summarized using mean scores and standard deviations, Likert-type items were treated as ordinal data and represented in tables. The mean score was the key reference for understanding overall respondent perception. Since the Likert scale ranged from 1 to 5 with 1 completely disagree and 5 completely agree. A higher score indicates greater cultural sensitivity, the mean of 1 – 2.4 was considered disagree perception, 2.5 to 3.4 was “can’t say” while 3.5 to 5 was agree perception. Cross-tabulation of demographic and non-demographic variables was calculated and tabulated using the total mean.

Items 5, 8, 9, 12, 13, 15, 19, 20, and 21 were reverse-coded before summing the 24 items, these reversely coded items were written in italics while reporting. The sum variables describing the dimensions of intercultural interaction were formed as follows: Interaction Engagement (items 1-7), Respect for Cultural Differences (items 8-13), Interaction Confidence (items 14-18), Interaction Enjoyment (items 19-21), and Interaction Attentiveness (items 22-24).

5 RESULTS

5.1 Demographic findings

A total of 23 employees participated in the study (n=23), and the participants included n=7 males (30%) and n=16 females (70%). Figure 1 shows the distribution of the gender of participants.

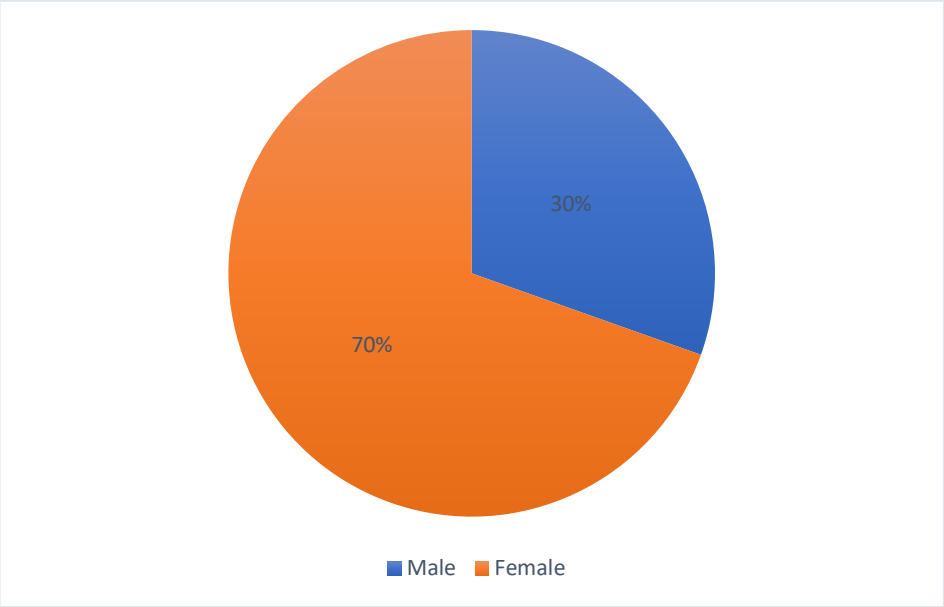

Figure 1: Pie chart showing the gender of the participants

Table 1 shows the data summary of the demographic variables. The mean age of the employees is 43 years. More females of 70% of the employees participated in the study. Most of the employees (52%) attended University of Applied Science education. More than half of the employees (61%) have encountered people from different cultural background and the same number encounter them daily. Most of the participants are from Finnish origin (87%). Less than half of the participants (39%) have worked for over 6years, and the largest age group is between 40-49years, which made about 52% of the participants.

Table 1: Demographic Data Summary

Variables	Category	Frequency	Percentage (%)
Gender	Female	16	69.6
	Male	7	30.4
Education	Secondary education	8	34.8
	University of Applied Sciences	12	52.2
	University degree	3	13.0
Multicultural environment	Yes	14	60.9
	No	9	39.1
Multicultural encounter	Daily	14	60.9
	Weekly	9	39.1
Multicultural background	Yes	3	13.0
	No	20	87.0
Years of work experience	1–3 years	8	34.8
	4–6 years	6	26.1
	Over 6 years	9	39.1
Age	26–29	3	13.0
	30–39	3	13.0
	40–49	12	52.2
	50 or over	5	21.7
Mean age			**43.3**

5.2 Intercultural sensitivity Dimensions

5.2.1 Interaction engagement

This result shows that participants have positive attitude towards intercultural encounters. The interaction engagement of the participants is generally high (M=4.09), this means that they enjoy interacting with people from different cultural background (M=4.00). While they are open to people from different cultural background (M=4.57), they usually wait before confirming or making an opinion of people from different cultural background (M=3.91). From the results, it is shown that they do not avoid situations where they have to meet with people from different cultural background (M=3.91), this confirms openness to people from different cultural backgrounds, and they are willing to give positive response during interactions (M=4.04). They show understanding (M=4.22) and often experience joy while dealing with people from different cultural background (M=4.04). (Table 2.)

Table 2: Participant's experience to cultural sensitivity on interaction engagement

	Completely agree n (%)	Agree n (%)	Can't say n (%)	Disagree n (%)	Completely disagree n (%)	Mean	Std. Dev.
1. I enjoy interacting with people from different cultures	8 (35)	8 (35)	6 (26)	1 (4)	0 (0)	4.00	0.9
2. I usually wait before forming an opinion about people from different cultural backgrounds	7 (30)	11 (48)	3 (13)	0 (0)	2 (9)	3.91	1.1
3. I am open to people from different cultures	13 (57)	10 (43)	0 (0)	0 (0)	0 (0)	4.57	0.5
4. I often give positive responses to people from different cultural backgrounds when I interact with them	7 (30)	11 (48)	4 (17)	1 (4)	0 (0)	4.04	0.8
5. *I avoid situations where I have to deal with people from different cultural backgrounds*	7 (30)	9 (39)	5 (22)	2 (9)	0 (0)	3.91	1.0
6. I often show my understanding to people from different cultural backgrounds, either verbally or non-verbally	7 (30)	14 (61)	2 (9)	0 (0)	0 (0)	4.22	0.6
7. I experience joy when I am dealing with people from different cultural backgrounds	7 (30)	10 (43)	6 (26)	0 (0)	0 (0)	4.04	0.8
Total Mean						**4.09**	

5.2.2 Respect on cultural differences

The result suggests that the participants have very high respect for people from other cultural background. Findings show high respect for cultural differences (M=4.19) (Table 3). The negatively coded item in this section shows a very high disagreement to cultural disrespect. The participants enjoy the company of people from different cultural background (M=4.57). They do not agree to the reverse-coded statement "*I think representatives of other cultures are narrow-minded"* (M=4.30). The participants respect the values and behaviours of people from different cultural background (M=3.96 and M=3.87) respectively. They do not think that any individual culture is better (M=4.04) and they accept and consider opinions of people from different cultural background (M=4.43). (Table 3.)

Table 3: Experience to cultural sensitivity on respect on cultural differences

	Completely agree n (%)	Agree n (%)	Can't say n (%)	Disagree n (%)	Completely disagree n (%)	Mean	Std. Dev.
8. *I think representatives of other cultures are narrow-minded*	12 (52)	6 (26)	5 (22)	0 (0)	0 (0)	4.30	0.8
9. I do not like the company of people from different cultures	15 (65)	7 (30)	0 (0)	1 (4)	0 (0)	4.57	0.7
10. I respect the values of people from different cultures	3 (13)	17 (74)	2 (9)	1 (4)	0 (0)	3.96	0.6
11. I respect the behaviour of people from different cultures	3 (13)	15 (65)	4 (17)	1 (4)	0 (0)	3.87	0.7
12. I do not accept the opinions of people from different cultures	15 (65)	5 (22)	2 (9)	0 (0)	1 (4)	4.43	1.0
13*. I think my own culture is better than other cultures*	10 (43)	6 (26)	5 (22)	2 (9)	0 (0)	4.04	1.0
Total Mean						**4.19**	

5.2.3 Interaction confidence

This result indicates that participants feel moderately confident while interacting with people from different cultural backgrounds.

The findings show a medium level interaction confidence (M=3.19) (Table 4). Participants can't say if they are confident around people from different cultural backgrounds (M=3.04). While the participants are unsure of what to say when they are around people from different cultural backgrounds (M=2.74), they do not find it difficult talking to people from different cultural backgrounds (M=3.87). However, participants are unsure of their social skills while being around people from different cultural backgrounds (M=3.09). (Table 4.)

Table 4: Participant's cultural sensitivity on interaction confidence

	Completely agree n (%)	Agree n (%)	Can't say n (%)	Disagree n (%)	Completely disagree n (%)	Mean	Std. Dev
14. I am quite confident when interacting with people from different cultures	3 (13)	6 (26)	5 (22)	7 (30)	2 (9)	3.04	1.2
15. I find it very difficult to talk to people from different cultures	6 (26)	9 (39)	7 (30)	1 (4)	0 (0)	3.87	0.9
16. I always know what to say when interacting with people from different cultures	0 (0)	2 (9)	13 (57)	8 (35)	0 (0)	2.74	0.6
17. I can be as sociable as I want when interacting with people from different cultures	3 (13)	4 (17)	9 (39)	6 (26)	1 (4)	3.09	1.1
18. I feel confident when interacting with people from different cultures	1 (4)	7 (30)	11 (48)	4 (17)	0 (0)	3.22	0.8
Total Mean						**3.19**	

5.2.4 Enjoyment

Result suggests that participants do not feel negative emotions while interacting with people from different cultural backgrounds.

Findings show a high level of enjoyment among participants (M=4.43) (Table 5). This section contains reversely coded items. The statement "*I get angry easily when interacting with people from different cultures"* was generally disagreed by the participants (M=4.91). They do not get depressed or feel useless while being around people from different cultures (M=4.74 and M=3.65), respectively. (Table 5.)

Table 5: Participant's experience to cultural sensitivity on enjoyment

	Completely agree n (%)	Agree n (%)	Can't say n (%)	Disagree n (%)	Completely disagree n (%)	Mean	Std. Dev.
19. I get angry easily when interacting with people from different cultures	21 (91)	2 (9)	0 (0)	0 (0)	0 (0)	4.91	0.3
20. *I get easily depressed when I am around people from different cultures*	18 (78)	4 (17)	1 (4)	0 (0)	0 (0)	4.74	0.5
21. *I often feel useless when interacting with people from different cultures*	6 (26)	7 (30)	6 (26)	4 (17)	0 (0)	3.65	1.1
Total Mean						**4.43**	

5.2.5 Interaction attentiveness

Participants are moderately attentive while interacting with people from different cultural backgrounds. Findings shows a medium level of interaction attentiveness among participants (M=3.48) (Table 6). The participants are unsure of their level of attentiveness while interacting with people from different cultures or their sensitivity to subtle messages from people of other cultures (M=3.22 and M=3.48), respectively. Meanwhile, majority of the participants are curious to get more information from people of other cultures (M=3.74). (Table 6.)

Table 6: Participant's experience to cultural sensitivity on interaction attentiveness

	Completely agree n (%)	Agree n (%)	Can't say n (%)	Disagree n (%)	Completely disagree n (%)	Mean	Std. Dev.
22. I am very observant when interacting with people from different cultures	(2) (9)	6 (26)	11 (48)	3 (13)	1 (4)	3.22	0.9
23. I try to get as much information as possible when interacting with people from different cultures	(4) (17)	12 (52)	4 (17)	3 (13)	9 (39)	3.74	0.9
24. I am sensitive to the subtle messages of my interlocutor from a different cultural background when we interact.	(2) (9)	8 (35)	12 (52)	1 (4)	0 (0)	3.48	0.7
Total mean						**3.48**	

5.2.6 Summary of Intercultural Sensitivity Dimensions

Participants have a positive intercultural sensitivity. Findings show a high level of cultural sensitivity among participants (M=3.88). There is high level of interaction engagement (M=4.09), respect to cultural differences (M=4.19), and Interaction enjoyment (M=4.43). However, there is relatively low level of interaction confidence (M=3.19) and interaction attentiveness (M=3.48). (Table 7.)

Table 7: Table of the summary variables and their mean

Variables	Mean sum
Interaction engagement	4.09
Respect on cultural differences	4.19
Interaction confidence	3.19
Interaction enjoyment	4.43
Interaction attentiveness	3.48
Total mean	**3.88**

5.2.7 Total intercultural sensitivity means by Demographic variables

This finding shows small differences between groups. The mean scores range from 3.83 to 4.17. This indicates an overall high level of cultural sensitivity among all participants. For example, gender differences are very minimal with female (M=4.00) and male (M= 4.02). Participants with secondary school degree showed the highest mean (M=4.17), while those with secondary school education have a slightly lower mean (M=4.04). Intercultural sensitivity increased with years of work experience, from (M=3.91) those with 1-3years experience to (M=4.11) among those with over six years of experience. The age scores are even with slightly lower sensitivity among participants between the ages of 30-39 (M=3.83), and higher mean in the 26-29 (M=4.08) and 40-49 (M=4.06) age groups. Generally, these results suggest that the higher education, longer work experience, and more frequent contact with multicultural individuals are associated with higher intercultural sensitivity. (Table 8.)

Table 8: Cross tabulation of total intercultural sensitivity means by Demographic variables

Demographic Data		Total mean
Gender	Female	4.00
	Male	4.02
Education	Secondary education	3.94
	University of Applied Science	4.00
	University degree	4.17
Multicultural environment	Yes	4.04
	No	3.94
Multicultural encounter	Daily	4.04
	weekly	3.94
Multicultural Background	Yes	4.04
	No	3.94
Years of work experience	1-3 years	3.91
	4-6 years	3.96
	Over 6years	4.11
Age	26-29	4.08
	30-39	3.83
	40-49	4.06
	50 or over	3.90
Total mean		**4.00**

6 DISCUSSION

6.1 Consideration of results

The result from this research shows a wholesome understanding of workers' experiences and flexibility with regard to cultural sensitivity in a multicultural workplace. Although most employees are highly culturally aware and receptive to diversity, issues with confidence, communication, and attentiveness in cross-cultural interactions still exist. According to the demographic results, women made up the majority of the participants. This is in line with the gender distribution that is frequently observed in healthcare and service-oriented organizations, where women typically hold the majority of the workforce (Pérez-Sánchez, 2021). Furthermore, the age distribution shows the average age of 43 years, indicating a workforce that is experienced and mature. Given that age and experience have been associated with increased tolerance and intercultural understanding, this might have positively impacted their degree of cultural sensitivity.

According to the data, workers show a high degree of tolerance, respect, and openness to individuals from diverse cultural backgrounds. A generally positive attitude toward cultural diversity is reflected in the mean scores for statements like "I am open to people from different cultures" and "I experience joy when dealing with people from different cultural backgrounds". These results are consistent with Shepherd et al. (2019), who highlighted that organizations that foster diversity awareness typically employ people who see multiculturalism as a strength rather than a weakness.

Furthermore, culturally biased statements like "I think representatives of other cultures are narrow minded" and "I think my own culture is better than other cultures" were strongly disagreed with by employees. This suggests that participants have an inclusive mindset and little ethnocentric propensities. Such transparency is in line with Muller's (2019) findings, which showed that, despite a lack of complete comprehension of the concept of diversity, both Finnish and foreign employees viewed it as a positive aspect of their

workplace. These characteristics exemplify what Marcelin et al. (2019) referred to as cultural humility, which highlights ongoing education and introspection as essential elements of successful cross-cultural communication. Employees were generally respectful and open, but the data show that they had a moderate amount of confidence when interacting with people from different cultural backgrounds. This implies that even though workers have adopted positive attitudes, there may still be underlying uneasiness or anxiety when communicating across cultural boundaries perhaps because of social or linguistic barriers (Chen and Wang, 2015; Kamau et al., 2023).

Employees' self-reported cultural sensitivity adaptation yielded inconsistent results, despite their positive attitudes. For example, the participants could not say if they always know what to say when interacting with people from different cultures, whereas "I am quite confident when interacting with people from different cultures", indicated neutrality. These results imply that even though workers are generally receptive to communication, they might not yet have the necessary intercultural communication abilities to participate successfully. Language and cultural barriers hindered successful workplace integration in Chen and Wang (2015) study and Kamau et al. (2023) study. Participants in the current study stated that they were perceptive and frequently looked for information when interacting with individuals from diverse cultural backgrounds. A crucial component of developing cultural competence is understanding and adjustment, which is demonstrated by this proactive behaviour (Liyanage, 2024).

Additionally, low means for "I get angry easily when interacting with people from different cultures" and "I get easily depressed when I am around people from different cultures" suggest that employees experienced little emotional distress in cross-cultural situations. This emotional stability points to a welcoming and psychologically secure workplace. These findings are consistent with those of Muller (2019) and Marcelin et al. (2019), who both highlighted how diversity-conscious workplaces typically promote employees' wellbeing and respect for one another. Notwithstanding these encouraging signs, neutrality in some statements like "I am sensitive to subtle messages of

my interlocutor from a different culture" indicates that staff members might not yet fully comprehend or react appropriately to contextual and nonverbal clues in cross-cultural communication. Similar to this, Tamang (2024) noted that depending on how sensitive management and staff are to cultural differences, cultural nuances in communication can either strengthen or weaken relationships. Therefore, to close these subtle gaps, more organized intercultural communication training is required.

Although women were marginally more vocal in their affirmative answers, cross-tabulations showed that both male and female participants exhibited high levels of cultural openness and respect. For example, women were more likely than men to appreciate interacting with people from diverse cultural backgrounds and to respect the conduct of those individuals. This could be explained by gendered differences in empathy and communication, as women are more likely to be inclusive and socially sensitive in multicultural settings (Kamau et al., 2023). However, opinions on most cultural sensitivity statements were similar for both genders, indicating that intercultural attitudes in this sample are not significantly influenced by gender. This result is consistent with Shepherd et al. (2019), who contended that institutional policies and training have a greater impact on cultural competence than demographic variables like gender.

However, slight differences in adaptability by gender were observed. Male employees may feel a little more uneasy when negotiating cross-cultural interactions, as evidenced by the fact that more men than women reported feeling useless during intercultural interactions. When interacting with unfamiliar cultural norms, this may be related to social expectations or perceived threats to authority. Chen L., et al. (2020) also discuss this phenomenon in relation to immigrant workers' experiences of perceived inequity and managerial bias. One important element affecting integration and adaptation has been identified as language. Deeper communication may be hampered by limited fluency in Finnish or other languages, even though the majority of employees were receptive to engaging with individuals from different cultural backgrounds. Language barriers are a major factor in stress,

loneliness, and low workplace participation among multicultural employees, according to studies by Chen and Wang (2015), Kamau et al. (2023), and Amin (2024). The moderate means on communication-related items (such as confidence, sociability, and subtle message sensitivity) in this study indicate the indirect influence of language and communication differences, even though employees did not report direct communication problems.

Language ability and cultural awareness are intertwined, and the difficulties of one are frequently exacerbated by the lack of the other, as Liyanage (2024) and Timofeeva (2024) pointed out. Team dynamics and service delivery may be impacted by discomfort or misunderstandings brought on by misinterpretations or delayed responses during interactions. Therefore, to improve cultural adaptation and teamwork, institutions should give priority to multilingual training, mentorship programs, and inclusive communication practices.

The findings also demonstrate how important organizational support is for fostering cultural sensitivity. Positive institutional culture may be partially responsible for the high levels of openness and respect among employees. The results, however, indicate that current organizational strategies might not be adequate to support full integration and communication fluency because they reveal some neutral or ambiguous responses in confidence and adaptability. This is consistent with the findings of Kamau et al. (2023) and Amin (2024), who noted that although certain healthcare facilities in Finland have inclusive policies, others do not have formal support networks like integration programs and mentorship. Foreign or new hires frequently experience isolation and delayed adjustment in the absence of these. Although the participants' openness to participation and inquiry shows personal resilience, it is crucial to provide institutional support through frequent cross-cultural workshops, orientation sessions, and management-led inclusivity initiatives.

Finally, Munkejord (2019) and Soppi et al. (2015), underlined how important leadership is in creating inclusive workplaces. Employee retention and well-being are enhanced by managers who uphold cultural humility, encourage fair

treatment, and combat discrimination. The positive attitudes shown in the results of this study are consistent with the "three golden rules" put forth by Munkejord (2019): accepting responsibility, cooperating with others, and supporting one another.

6.2 Conclusion

The results of this study show that employees' perceptions and experiences of cultural sensitivity are generally positive, with high levels of empathy, openness, and respect for individuals from diverse backgrounds. Moderate confidence levels and uncertainties related to communication, however, point to areas that require more work. Based on corroborating research, the findings highlight the importance of ongoing diversity management, training in cultural competency, and organizational support in enhancing intercultural collaboration and integration (Shepherd et al., 2019; Kamau et al., 2023; Liyanage, 2024). This study shows that encouraging inclusivity in multicultural workplaces improves organizational effectiveness, employee retention, and satisfaction in addition to improving interpersonal relationships.

6.3 Ethical viewpoints of the study

Ethical issues in relation to this thesis are paramount: In this research, the research participants were employees who might be sharing sensitive experiences. Confidentiality and anonymity were ensured in order not to expose respondents to harm or unfair treatment (TENK 2024).

The research questions and methods were culturally sensitive to avoid reinforcing stereotypes. While the questionnaire consisted of structured, close-ended items, ethical considerations remain a priority. To protect participants' identities, no names or identifying information was recorded or published. Responses were anonymous (Barrow, et al., 2017).

Data was used solely for the purposes of this study and will be destroyed after the analysis has been completed and the final thesis accepted. Data files were stored on password-protected computer. Backup copies stored on secure SAMK cloud drive. (Appendix 4.) Also, participants were informed of their right to voluntary participation, anonymity, and confidentiality. In addition, an informed consent question was placed at the beginning of the questionnaire and employees could proceed only after indicating their consent to participate.

6.4 Reliability of the studies

Reliability refers to the consistency and stability of the measurement instrument over time and across different contexts (Sürücü and Maslakci, 2020). A validated questionnaire was used, and every item in reverse coding was carefully adjusted prior to analysis to maintain internal consistency.

According to TENK (2024), a good and reliable research shows the principles of research integrity which are reliability, respect, honesty and accountability. This research maintained these principles throughout the period of this research. There was openness, transparency and agreement between the researcher and the research organization.

Close supervision was adhered to A validated Cultural Intelligence Scale (CQS) (Chen and Starosta 2000) was used in its original form, in line with the developers' guidelines to preserve its psychometric integrity.

6.5 Limitation and recommendations

The small sample size could be a limiting factor, it may not fully represent a fuller population, the study group represents only one group which will not enable this result to be generalized or used out of context. The study focused primarily on quantitative analysis using mean comparisons and cross-tabulations. While this approach highlights general trends, it does not fully explain the underlying reasons or experiences behind participants' responses. Future research could complement these findings with qualitative data such as interviews or open-ended responses to provide a more in-depth understanding with a larger sample size. Practitioners and researchers are encouraged to apply these findings in real-world intercultural training and education programs, especially in workplaces and educational institutions.

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APPENDICES

APPENDIX 1: Table of keywords, databases, results and articles

Database	**Keywords**	**Results**	**Accepted**
Pubmed	("employees" OR "workers" OR "personnel" OR "staff") AND ("cultural sensitivity" OR "cultural awareness" OR "cultural competence" OR "diversity awareness" OR "multicultural understanding" OR "social awareness" OR "inclusivity") AND ("workplace" OR "office" OR "organization" OR "company" OR "institution" OR "establishment" OR "firm") AND ("experiences" OR "perceptions" OR "awareness" OR "understandings" OR "perspectives") AND ("Satakunnan Sininauha" OR "Finland")	82,690	Soppi, Hayrinen and Pirskanen, (2015); Timofeeva, (2024); Liyanage (2024); Kamau *et al.* (2023)
Cochrane Library		7	
ScienceDirect		110	Chen and Wang, (2015); Amin (2024); Tamang (2024); Muller (2019)

APPENDIX 2: Search data and results

Author(s)	Research Aim	Methodology / Research Design	Participants/ Sample Size	Main Results
Soppi, Hayrinen and Pirskanen (2015)	To examine the experiences Finnish nurses had gained while working in a multicultural team in Central Finland.	Quantitative research, Structured questionnaire	83 Finnish nurses working in a multicultural team in Central Finland	This study revealed that the Finnish nurses found working in a multicultural setting challenging sometimes. Though they displayed positive attitudes towards multiculturalism and the non-native nurses. Half of the participants indicated a need for education on language and multiculturalism as misunderstandings from these variations can be a threat to the safety of the working environment.
Timofeeva (2024)	To examine the perceptions of Finnish employers regarding foreign labour, highlighting the benefits and	Qualitative research, Interviews and Surveys	Foreign employees and SME employers	The study identified key challenges faced by foreign SME employees such as language and cultural barriers, social challenges like discrimination as well as economic

	challenges faced by Foreign workers in small and Medium-sized enterprises (SMEs) in Finland.			and legal challenges.
Chen and Wang (2015)	To examine the experiences of Chinese nurses regarding cultural competence in Finnish nursing environment.	Qualitative research, questionnaire and interviews	7 Chinese nurses working in Finland.	The study indicated that the Chinese nurses had both positive and negative cultural experiences in the Finnish nursing environment. They experienced cultural shocks, stress and loneliness.
Tamang (2024)	To examine how cultural variations affect customer service and workplace dynamics in multinational fast food chains with particular emphasis on the Kentucky Fried Chicken (KFC0 in Torku, Finalnd.	Qualitative case study, semi-structured interviews	Employees from different cultural backgrounds working at KFC, Torku, Finland.	This study demonstrated the significant impact of cultural variations on employees' collaboration and communication with one another which can be either an opportunity or obstacles for the company depending on management.
Amin (2024)	To examine integration and wellbeing among employed	Qualitative research, semi-structured interviews	8 Migrant employees within Finnish multinational	Studies showed that employees faced cultural adjustments and language barrier challenges.

	migrant employees within MNCs operating in Finland		corporations (MNCs)	However, adequate support from their work organizations facilitated their inclusion and wellbeing.
Kamau *et al.* (2023)	To describe culturally and linguistically diverse registered nurses' experiences of their integration into the nursing workforce	Qualitative descriptive design, semi-structured interviews	24 culturally and linguistically diverse registered nurses working in various healthcare settings in Finland	Findings revealed that culturally and linguistically diverse nurses faced hurdles pertaining to cultural, ethnic and language differences. However, provision of language and culture training and support by the organisation and nurse managers significantly enhance their proper integration.
Liyanage (2024)	To study the new employees' experiences of the current onboarding process in Nomentia	Qualitative research, Open-ended survey Thematic analysis	15 Culturally diverse employees who joined Nomentia in the Finland, Austria and Germany offices during the years 2023 to 2024	Study showed the need to create a more inclusive and culturally sensitive working environment in order to guarantee employees' satisfaction and retention
Muller (2019)	To give an in-depth understandin g on how included Foreign employees	Qualitative study, electronic interview/onlin e survey	11 Foreigners working in Finland	This study identified the four main challenges encountered by foreign nurses which include: Finnish culture

	feel in Finnish organizations and their inclusion at their workplaces.			and manners, Finnish language proficiency, organizational unawareness of diversity and inclusive workforce supports.

APPENDIX 3: Questionnaire

Kulttuurienvälinen vuorovaikutus kyselylomake

Kyselyssä on väittämiä liittyen kulttuurienväliseen vuorovaikutukseen. Vastaa väittämiin merkitsemällä ensivaikutelmasi siitä, kuinka paljon olet samaa tai eri mieltä väittämän kanssa. Vastausvaihtoehdot: 5 = täysin samaa mieltä, 4 = samaa mieltä, 3 = epävarma, 2 = eri mieltä, 1 = täysin eri mieltä. Huomioi, että väittämiin ei ole olemassa oikeita tai vääriä vastauksia.

1. Nautin vuorovaikutuksesta eri kulttuureista tulevien ihmisten kanssa.
2. Odottelen yleensä ennen kuin muodostan mielipidettä kulttuuritaustaltaan erilaisista henkilöistä.
3. Olen avoin eri kulttuureista tuleville ihmisille.
4. Annan usein positiivisia vastauksia kulttuuritaustaltaan erilaisille ihmisille, kun olen vuorovaikutuksessa heidän kanssaan.
5. Vältän tilanteita, joissa joudun tekemisiin kulttuuritaustaltaan erilaisten ihmisten kanssa.
6. Osoitan usein kulttuuritaustaltaan erilaisille ihmisille ymmärrystäni sanallisesti tai sanattomasti.
7. Koen iloa, kun olen tekemisissä kulttuuritaustaltaan erilaisten ihmisten kanssa.
8. Mielestäni muiden kulttuurien edustajat ovat ahdasmielisiä.
9. En pidä eri kulttuureista tulevien ihmisten seurasta.
10. Kunnioitan eri kulttuureista tulevien ihmisten arvoja.
11. Kunnioitan eri kulttuureista tulevien ihmisten käyttäytymistä.
12. En hyväksy eri kulttuureista tulevien ihmisten mielipiteitä.
13. Mielestäni oma kulttuurini on parempi kuin muut kulttuurit.
14. Olen melko varma itsestäni, kun olen vuorovaikutuksessa eri kulttuureista tulevien ihmisten kanssa.
15. Minusta on erittäin vaikeaa puhua eri kulttuureista tulevien ihmisten kanssa.
16. Tiedän aina, mitä sanoa, kun olen vuorovaikutuksessa eri kulttuureista tulevien ihmisten kanssa.
17. Voin olla niin seurallinen kuin haluan, kun olen vuorovaikutuksessa eri kulttuureista tulevien ihmisten kanssa.
18. Tunnen itseni luottavaiseksi ollessani vuorovaikutuksessa eri kulttuureista tulevien ihmisten kanssa.
19. Suutun helposti ollessani vuorovaikutuksessa eri kulttuureista tulevien ihmisten kanssa.
20. Masennun helposti, kun olen eri kulttuureista tulevien ihmisten seurassa.
21. Tunnen usein itseni hyödyttömäksi vuorovaikutuksessa eri kulttuureista tulevien ihmisten kanssa.
22. Olen hyvin tarkkaavainen, kun olen vuorovaikutuksessa eri kulttuureista tulevien ihmisten kanssa.
23. Yritän saada mahdollisimman paljon tietoa, kun olen vuorovaikutuksessa eri kulttuureista tulevien ihmisten kanssa.
24. Olen herkkä kulttuuritaustaltaan erilaisen keskustelukumppanini hienovaraisille viesteille, kun olemme vuorovaikutuksessa.

APPENDIX 4: Information Sheet

Tutkimuksen nimi:
Kulttuurinen sensitiivisyys työpaikalla: Satakunnan Sininauhan työntekijöiden kokemuksia

Tutkija:
Chinecherem Umeh
Sairaanhoitajan koulutusohjelma
Satakunnan ammattikorkeakoulu, Pori

Tutkimuksen tarkoitus:
Tarkoituksena on selvittää työntekijöiden kokemuksia kulttuurisesta sensitiivisyydestä Satakunnan Sininauhassa. Tavoitteena on edistää osallisuutta sekä lisätä ymmärrystä ja kunnioitusta moninaisuutta kohtaan.

Miksi sinut on kutsuttu:
Työskentelet Satakunnan Sininauhassa ja voit tarjota arvokasta tietoa aiheesta.

Mitä osallistuminen tarkoittaa:
Täytät lyhyen verkkokyselyn (noin 10–15 min), joka sisältää 24 väittämää kulttuuriseen sensitiivisyyteen liittyen (Intercultural Sensitivity Scale, ISS).

Vapaaehtoisuus:
Osallistuminen on täysin vapaaehtoista. Voit kieltäytyä tai keskeyttää osallistumisen milloin tahansa ilman seuraamuksia.

Luottamuksellisuus ja tietosuoja:
Vastaukset ovat nimettömiä eikä tunnistetietoja kerätä. Tiedot säilytetään turvallisesti ja tuhotaan tutkimuksen päätyttyä.

Tulosten käyttö:
Tulokset esitetään opinnäytetyössä ja jaetaan Satakunnan Sininauhan käyttöön. Niitä voidaan hyödyntää koulutuksessa ja kehittämistyössä.

Kieli ja saavutettavuus:
Kysely on suomeksi. Tarvittaessa voit pyytää sen toisella kielellä tai apua täyttämiseen.

Lisätietoja:
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Kiitos osallistumisestasi!