

References

- Ahrens, T., & Chapman, C. S. (2006). Doing qualitative field research in management accounting: Positioning data to contribute to theory. *Accounting, Organizations and Society*, 31(8), 819-841. doi:10.1016/j.aos.2006.03.007
- Alvesson, M. (2013). *Understanding organizational culture*. London: Sage Publication.
- Ashforth, B. E., & Mael, F. (1989). Social identity theory and the organization. *Academy of Management Review*, 14(1), 20-39. Retrieved from
<http://www.jstor.org/stable/pdf/258189.pdf?acceptTC=true>
- Asif, S., Munir, S., Muneer, S., & Naeem, A. T. (2013). Impact of altruism and courtesy on employees' attitudes: A study of telecom industry of Pakistan. *Middle-East Journal of Scientific Research*, 18(6), 815-820. Retrieved from
[http://www.idosi.org/mejsr/mejsr18\(6\)13/12.pdf](http://www.idosi.org/mejsr/mejsr18(6)13/12.pdf)
- Benson, J., & Brown, M. (2011). Generations at work: Are there differences and do they matter?. *The International Journal of Human Resource Management*, 22(9), 1843-1865. doi:10.1080/09585192.2011.573966
- Bhattacharya, H. (2008). Research setting. In L. Given (Ed.), *The sage encyclopaedia of qualitative research methods* (pp. 788-789). London: Sage Publications, Inc.
- Bobo, L. (1983). Whites' opposition to busing: Symbolic racism or realistic group conflict?. *Journal of Personality and Social Psychology*, 45(6), 1196-1210. Retrieved from
https://www.researchgate.net/profile/Lawrence_Bobo/publication/232493063_Whites%27_opposition_to_busing_Symbolic_racism_or_realistic_group_conflict/links/53ce8b6a0cf2d9fc4314b0f5.pdf
- Bowen, G. A. (2008). Naturalistic inquiry and the saturation concept: A research note. *Qualitative Research*, 8(1), 137-152. doi:10.1177/1468794107085301
- Braun, V., & Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative Research in Psychology*, 3(2), 77-101. doi:10.1191/1478088706qp063oa
- Brewer, G. A. (2003). Building social capital: Civic attitudes and behavior of public servants. *Journal of Public Administration Research and Theory*, 13(1), 5-26. Retrieved from
http://hbanaszak.mjr.uw.edu.pl/TempTxt/Brewer_2003_BuildingSocialCapitalCivicAttitudesAndBehaviorOfPublicServants.pdf

- Brief, A. P., Umphress, E. E., Dietz, J., Burrows, J. W., Butz, R. M., & Scholten, L. (2005). Community matters: Realistic group conflict theory and the impact of diversity. *Academy of Management Journal*, 48(5), 830-844. Retrieved from <http://amj.aom.org/content/48/5/830.short>
- Bryman, A. (2004). Triangulation and measurement. Retrieved from <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.83.9785&rep=rep1&type=pdf>
- Bryman, A., & Bell, E. (2009). *Business research methods*. Oxford: Oxford University Press.
- Compagni, A., Mele, V., & Ravasi, D. (2015). How early implementations influence later adoptions of innovation: Social positioning and skill reproduction in the diffusion of robotic surgery. *Academy of Management Journal*, 58(1), 242-278.
doi:10.5465/amj.2011.1184
- Contu, A., & Girei, E. (2013). NGOs management and the value of ‘partnerships’ for equality in international development: What’s in a name?. *Human Relations*, 67(2), 205-232. doi:10.1177/0018726713489999
- Dahrendorf, R., Collins, R., & Further, S. (2006). Conflict and critical theories. Retrieved from http://www.pineforge.com/upm-data/13636_Chapter7.Pdf.
- Denzin, N. K., & Lincoln, Y. S. (2013). *The landscape of qualitative research*. London: Sage Publications, Inc.
- Diehl, M. (1990). The minimal group paradigm: Theoretical explanations and empirical findings. *European Review of Social Psychology*, 1(1), 263-292.
doi:10.1080/14792779108401864
- Duffy, M. K., Ganster, D. C., & Pagon, M. (2002). Social undermining in the workplace. *Academy of Management Journal*, 45(2), 331-351.
Retrieved from <http://amj.aom.org/content/45/2/331.short>
- Dunbar, N. E. (2004). Theory in progress: Dyadic power theory: Constructing a communication-based theory of relational power. *Journal of Family Communication*, 4(3-4), 235-248. doi:10.1080/15267431.2004.9670133
- Dunbar, N. E., & Burgoon, J. K. (2005). Perceptions of power and interactional dominance in interpersonal relationships. *Journal of Social and Personal Relationships*, 22(2), 207-233. Retrieved from <http://spr.sagepub.com/content/22/2/207.short>

- Ellis, C. (2007). Telling secrets, revealing lives relational ethics in research with intimate others. *Qualitative Inquiry*, 13(1), 3-29. doi:10.1177/1077800406294947
- Essers, C., & Benschop, Y. (2009). Muslim business women doing boundary work: The negotiation of Islam, gender and ethnicity within entrepreneurial contexts. *Human Relations*, 62(3), 403-423. doi:10.1177/0018726708101042
- Eyerman, R., & Turner, B. S. (1998). Outline of a theory of generations. *European Journal of Social Theory*, 1(1), 91-106. doi: 10.1177/136843198001001007
- Feigin, S., Owens, G., & Goodyear-Smith, F. (2014). Theories of human altruism: A systematic review. *Annals of Neuroscience and Psychology*, 1(1), 1-9. Retrieved from <http://www.vipoa.org/journals/pdf/2306389068.pdf>
- Fineman, S. (2014). Age matters. *Organization Studies*, 35(11), 1719-1723. doi:10.1177/0170840614553771
- Finkelstein, S. (1992). Power in top management teams: Dimensions, measurement, and validation. *Academy of Management Journal*, 35(3), 505-538. Retrieved from <http://amj.aom.org/content/35/3/505.short>
- Fisher, R. J. (2000). Intergroup conflict. In M. Deutsch & P. T. Coleman (Eds.), *The handbook of conflict resolution: Theory and practice* (pp. 166-184). San Francisco: Jossey-Bas Publishers.
- Flyvbjerg, B. (2006). Five misunderstandings about case-study research. *Qualitative Inquiry*, 12(2), 219-245. doi:10.1177/1077800405284363
- Forsyth, D. (2006). *Group dynamics* (4th ed.). Boston: Cengage Learning.
- Galea, C., Houkes, I., & De Rijk, A. (2014). An insider's point of view: How a system of flexible working hours helps employees to strike a proper balance between work and personal life. *The International Journal of Human Resource Management*, 25(8), 1090-1111. doi:10.1080/09585192.2013.816862
- Gelfand, M. J., Leslie, L. M., Keller, K., & de Dreu, C. (2012). Conflict cultures in organizations: How leaders shape conflict cultures and their organizational-level consequences. *Journal of Applied Psychology*, 97(6), 1131-1147. doi:10.1037/a0029993
- Golafshani, N. (2003). Understanding reliability and validity in qualitative research. *The Qualitative Report*, 8(4), 597-606. Retrieved from <http://nsuworks.nova.edu/tqr/vol8/iss4/6/>
- Guillaume, Y. R., Dawson, J. F., Priola, V., Sacramento, C. A., Woods, S. A., Higson, H. E., & West, M. A. (2014). Managing diversity in organizations: An integrative

- model and agenda for future research. *European Journal of Work and Organizational Psychology*, 23(5), 783-802. doi:10.1080/1359432X.2013.805485
- Guillemin, M., & Gillam, L. (2004). Ethics, reflexivity, and “ethically important moments” in research. *Qualitative Inquiry*, 10(2), 261-280. doi:10.1177/1077800403262360
- Gursoy, D., Chi, C. G. Q., & Karadag, E. (2013). Generational differences in work values and attitudes among frontline and service contact employees. *International Journal of Hospitality Management*, 32, 40-48. doi:10.1016/j.ijhm.2012.04.002
- Gursoy, D., Maier, T. A., & Chi, C. G. (2008). Generational differences: An examination of work values and generational gaps in the hospitality workforce. *International Journal of Hospitality Management*, 27(3), 448-458. Retrieved from <http://www.sciencedirect.com/science/article/pii/S0278431907001223>
- Halevy, N., Chou, E. Y., Cohen, T. R., & Bornstein, G. (2010). Relative deprivation and intergroup competition. *Group Processes & Intergroup Relations*, 13(6), 685-700. doi: 10.1177/1368430210371639
- Halse, C., & Honey, A. (2007). Rethinking ethics review as institutional discourse. *Qualitative Inquiry*, 13(3), 336-352. doi:10.1177/1077800406297651
- Harris, A. (2011). *Deconstructing Workplace Conflict Resolution* (Doctoral thesis, Auckland University of Technology, Auckland, New Zealand). Retrieved from http://aut.researchgateway.ac.nz/bitstream/handle/10292/2165/HarrisA.pdf?sequen ce=3&sa=U&ei=zSZVU5f_Lsrrswbi8IGABA&ved=0CCUQFjAC&usg=AFQjCN Fb1vVMRN7Y3AsZYCt2VuTTIILLaA
- Harrison, S. H., & Rouse, E. D. (2014). Let's dance! Elastic coordination in creative group work: A qualitative study of modern dancers. *Academy of Management Journal*, 57(5), 1256-1283. doi: 10.5465/amj.2012.0343
- Hartwick, J., & Barki, H. (2004). Conceptualizing the construct of interpersonal conflict. *International Journal of Conflict Management*, 15(3), 216-244. doi:10.1108/eb022913
- Harwell, M. R. (2011). Research design in qualitative/quantitative/mixed methods. C. Conrad & R. Serlin (Eds.), *The Sage Handbook for Research in Education: Pursuing ideas as the keystone of exemplary inquiry* (pp. 147-163). Thousand Oaks, CA: Sage Publications.
- Hassard, J. S. (2012). Rethinking the Hawthorne studies: The western electric research in its social, political and historical context. *Human Relations*, 65(11), 1431–1461.

doi: 10.1177/0018726712452168

- Hesse-Biber, S. (2010). Qualitative approaches to mixed methods practice. *Qualitative Inquiry*, 16(6), 455-468. doi:10.1177/1077800410364611
- Horton, K. E., Bayerl, P. S., & Jacobs, G. (2014). Identity conflicts at work: An integrative framework. *Journal of Organizational Behavior*, 35(1), 6-22. doi:10.1002/job.1893
- Hsiung, T. L. (2014). The relationships among salary, altruistic behavior and job performance in the national basketball association. *International Journal of Business and Social Science*, 5(9), 193-198. Retrieved from http://ijbssnet.com/journals/Vol_5_No_9_August_2014/23.pdf
- Hutchings, K., & McGuire, D. (2006). *Organisation diversity and intergenerational conflict: Human resource solutions for achieving organisation generation interaction*. Presented at the Academy of Human Resource Development Conference, Columbus, Ohio. Retrieved from <http://ereresearch.qmu.ac.uk/330/1/330.pdf>
- Jehn, K. A. (1997). A qualitative analysis of conflict types and dimensions in organizational groups. *Administrative Science Quarterly*, 42, 530-557. Retrieved from http://www.communicationcache.com/uploads/1/0/8/8/10887248/a_qualitative_analysis_of_conflict_types_and_dimensions_in_organizational_groups.pdf
- Joshi, A., Dencker, J. C., Franz, G., & Martocchio, J. J. (2010). Unpacking generational identities in organizations. *Academy of Management Review*, 35(3), 392-414. Retrieved from [http://www.lib.sun.ac.za/Library/eng/finding/CPDWell\(2011\)/Joshi.pdf](http://www.lib.sun.ac.za/Library/eng/finding/CPDWell(2011)/Joshi.pdf)
- Kapoor, C. (2011). Defining diversity: the evolution of diversity. *Worldwide Hospitality and Tourism Themes*, 3(4), 284-293. doi:10.1108/1755421111162408
- Kim, S. (2005). Individual-level factors and organizational performance in government organizations. *Journal of Public Administration Research and Theory*, 15(2), 245-261. Retrieved from [http://beta.orionshoulders.com/Resources/articles/24_17976_Kim%20%20S.%202005\).pdf](http://beta.orionshoulders.com/Resources/articles/24_17976_Kim%20%20S.%202005).pdf)
- Knights, D., & Clarke, C. A. (2013). It's a bittersweet symphony, this life: Fragile academic selves and insecure identities at work. *Organization Studies*, 35(3), 335-357. doi: 10.1177/0170840613508396

- Kooij, D., de Lange, A., Jansen, P., & Dikkers, J. (2008). Older workers' motivation to continue to work: Five meanings of age: A conceptual review. *Journal of Managerial Psychology*, 23(4), 364-394. Retrieved from <http://www.leergang-ano.nl/pdfs/kooij.pdf>
- Koro-Ljungberg, M. (2010). Validity, responsibility, and aporia. *Qualitative Inquiry*, 16(8), 603-610. doi:10.1177/1077800410374034
- Linstead, S., & Fulop, L. (2009). *Management and organization: A critical text* (2nd ed.). Basingstoke: Palgrave Macmillan.
- Livingstone, A., & Haslam, S. A. (2008). The importance of social identity content in a setting of chronic social conflict: Understanding intergroup relations in Northern Ireland. *British Journal of Social Psychology*, 47(1), 1-21. doi:10.1348/014466607X200419
- Luthans, F. (2011). *Organizational behaviour an evidence-based approach* (6th ed.). New York: McGraw-Hill Irwin.
- Lyons, S., & Kuron, L. (2014). Generational differences in the workplace: A review of the evidence and directions for future research. *Journal of Organizational Behavior*, 35(1), 139-157. doi:10.1002/job.1913
- Marshall, M. N. (1996). Sampling for qualitative research. *Family Practice*, 13(6), 522-526. doi:10.1093/fampra/13.6.522
- Mason, J. (2004). *Qualitative researching*. London: Sage Publications.
- McGrath, J. E. (1984). *Groups: Interaction and performance* (Vol. 14th.). New Jersey: Prentice-Hall.
- McGuire, D., Todnem, R., & Hutchings, K. (2007). Towards a model of human resource solutions for achieving intergenerational interaction in organisations. *Journal of European Industrial Training*, 31(8), 592-608. doi:10.1108/03090590710833651
- McLafferty, I. (2004). Focus group interviews as a data collecting strategy. *Journal of Advanced Nursing*, 48(2), 187-194. doi:10.1111/j.1365-2648.2004.03186.x
- Moss, J. A., & Barbuto Jr, J. E. (2010). Testing the relationship between interpersonal political skills, altruism, leadership success and effectiveness: A multilevel model. *Journal of Behavioral and Applied Management*, 11(2), 155. Retrieved from <http://crawl.prod.proquest.com.s3.amazonaws.com/fpcache/0fe9e5098a10bb06389538739812415e.pdf?AWSAccessKeyId=AKIAJF7V7KNV2KKY2NUQ&Expires=1454674712&Signature=Y56aPAT8iwmbb0q%2BVVGhVfexrk8%3D>

- Murray, L., Pushor, D., & Renihan, P. (2012). Reflections on the ethics-approval process. *Qualitative Inquiry*, 18(1), 43-54. doi:10.1177/1077800411427845
- Nespor, J., & Groenke, S. L. (2009). Ethics, problem framing, and training in qualitative inquiry. *Qualitative Inquiry*, 15(6), 996-1012. doi:10.1177/1077800409334188
- Ng, E. S., Schweitzer, L., & Lyons, S. T. (2010). New generation, great expectations: A field study of the millennial generation. *Journal of Business and Psychology*, 25(2), 281-292. doi:10.1007/s10869-010-9159-4
- Obasi, C. (2014). Negotiating the insider/outsider continua: A black female hearing perspective on research with deaf women and black women. *Qualitative Research*, 14(1), 61-78. doi:10.1177/1468794112465632
- Oliver, P. (2006). Purposive Sampling. In V. Jupp (Ed.), *The sage dictionary of social research methods* (pp. 245-246). London: SAGE Publications, Ltd.
- Parry, D. C. (2006). Women's lived experiences with pregnancy and midwifery in a medicalized and fetocentric context six short stories. *Qualitative Inquiry*, 12(3), 459-471. doi:10.1177/1077800406286225
- Perry, J. L. (2000). Bringing society in: Toward a theory of public-service motivation. *Journal of Public Administration Research and Theory*, 10(2), 471-488. Retrieved from
ftp://118.139.161.3/pub/moodledata/113/psm_motivation_theory.pdf
- Peshkin, A. (2001). Angles of vision: Enhancing perception in qualitative research. *Qualitative Inquiry*, 7(2), 238-253. doi:10.1177/107780040100700206
- Piatak, J. S. (2014). Altruism by job sector: Can public sector employees lead the way in rebuilding social capital?. *Journal of Public Administration Research and Theory*, 25(3), 877-900. doi: 10.1093/jopart/muu013
- Platteau, E., Molenveld, A., & Demuzere, S. (2011). Do generational differences regarding organizational culture affect intergenerational conflict? A quantitative study in a local government organization. Retrieved from
https://lirias.kuleuven.be/bitstream/123456789/312662/2/PLATTEAU_IACM_2011.pdf
- Pratto, F., Sidanius, J., & Levin, S. (2006). Social dominance theory and the dynamics of intergroup relations: Taking stock and looking forward. *European Review of Social Psychology*, 17(1), 271-320. doi:10.1080/10463280601055772
- Pratto, F., Sidanius, J., Stallworth, L. M., & Malle, B. F. (1994). Social dominance orientation: A personality variable predicting social and political attitudes. *Journal*

- of Personality and Social Psychology*, 67(4), 741-763. doi:10.1037/0022-3514.67.4.741
- Pratto, F., Stewart, A. L., & Zeineddine, F. B. (2013). When inequality fails: Power, group dominance, and societal change. *Journal of Social and Political Psychology*, 1(1), 132-160. doi:10.5964/jspp.v1i1.97
- Price, C., & Whiteley, A. (2014). Corporate culture and employee identity: Co-option or commitment through contestation?. *Journal of Change Management*, 14(2), 210-235. doi:10.1080/14697017.2014.896391
- Price, M. E. (2003). Pro-community altruism and social status in a Shuar village. *Human Nature*, 14(2), 191-195. Retrieved from <http://people.brunel.ac.uk/~systmep/Price%20HN%202003.pdf>
- Qin, J., O'Meara, B., & McEachern, S. (2009). The need for an integrated theoretical framework for researching the influence of group diversity on performance. *Management Research News*, 32(8), 739-750. doi: 10.1108/01409170910977951
- Rabiee, F. (2004). Focus-group interview and data analysis. *Proceedings of the Nutrition Society*, 63(4), 655-660. doi:10.1079/PNS2004399
- Robbins, S., Judge, T. A., Millett, B., & Boyle, M. (2013). *Organisational behaviour*. New York: Pearson Higher Education.
- Robinson, S. L., & Bennett, R. J. (1995). A typology of deviant workplace behaviors: A multidimensional scaling study. *Academy of Management Journal*, 38(2), 555-572. Retrieved from <http://www.jstor.org/stable/256693>
- Rudolph, C. W., & Zacher, H. (2015). Intergenerational perceptions and conflicts in multi-age and multigenerational work environments. Retrieved from https://www.researchgate.net/publication/275930381_Intergenerational_Perceptions_and_Conflicts_in_Multi-Age_and_Multigenerational_Work_Environments
- Saunders, C. M. (2008). Forty seven million strong, weak, wrong, or right living without health insurance. *Qualitative Inquiry*, 14(4), 528-545. doi:10.1177/1077800408314351
- Schermerhorn, J. Jr., Hunt, J., Osborn, R. (2005). *Organizational behavior*. New York: John Wiley & Sons, Inc.
- Schwartz, B. (1993). Why altruism is impossible... and ubiquitous. *The Social Service Review*, 67(3), 314-343. Retrieved from http://www.jstor.org/stable/30012502?seq=1#page_scan_tab_contents

- Seers, K. (2012). Qualitative data analysis. *Evidence-Based Nursing*, 15(20), 1-2. doi:10.1136/ebnurs.2011.100352
- Shenton, A. K. (2004). Strategies for ensuring trustworthiness in qualitative research projects. *Education for Information*, 22(2), 63-75. Retrieved from <http://www.crec.co.uk/docs/Trustworthypaper.pdf>
- Silverman, D. (2013). *Interpreting qualitative data: A guide to the principles of qualitative research*. London: Sage Publications.
- Silverstein, M. (2007). Intergenerational Conflict. In G.Ritzer (Ed.) *Blackwell encyclopedia of sociology*. Retrieved from http://www.blackwellreference.com/public/tocnode?id=g9781405124331_chunk_g978140512433115_ss1-58
- Smola, K. W., & Sutton, C. D. (2002). Generational differences: Revisiting generational work values for the new millennium. *Journal of Organizational Behavior*, 23(SPI), 363-382. doi:10.1002/job.147
- Stanton, P., & Phamb, H. T. (2014). Managing employee performance in an emerging economy: perceptions of Vietnamese managers. *Asia Pacific Business Review*, 20(2), 269-285. doi:10.1080/13602381.2013.825975
- Stets, J. E., & Burke, P. J. (2000). Identity theory and social identity theory. *Social Psychology Quarterly*, 63(3), 224-237. Retrieved from http://www.jstor.org/stable/2695870?seq=1#page_scan_tab_contents
- Thomas, G. (2010). Doing case study: Abduction not induction, phronesis not theory. *Qualitative Inquiry*, 16(7), 575-582. doi:10.1177/1077800410372601
- Thomas, R., Hardy, C., Cutcher, L., & Ainsworth, S. (2014). What's age got to do with it? On the critical analysis of age and organizations. *Organization Studies*, 35(11), 1569-1584. Retrieved from <http://oss.sagepub.com/content/35/11/1569.short>
- Townley, B. (1993). Foucault, power/knowledge, and its relevance for human resource management. *Academy of Management Review*, 18(3), 518-545. doi:10.5465/AMR.1993.9309035149
- Tracy, S. J. (2010). Qualitative quality: Eight “big-tent” criteria for excellent qualitative research. *Qualitative Inquiry*, 16(10), 837-851. doi:10.1177/1077800410383121
- Trefalt, Š. (2013). Between you and me: Setting work-nonwork boundaries in the context of workplace relationships. *Academy of Management Journal*, 56(6), 1802-1829. doi: 10.5465/amj.2011.0298

- Turner, B. S. (1998). Ageing and generational conflicts: A reply to Sarah Irwin. *British Journal of Sociology*, 49(2), 299-304. Retrieved from
<http://www.jstor.org/stable/591314>
- Unluer, S. (2012). Being an insider researcher while conducting case study research. *The Qualitative Report*, 17(58), 1-14. Retrieved from
<http://nsuworks.nova.edu/cgi/viewcontent.cgi?article=1752&context=tqr>
- Urwick, M. J. (2012). Exploring generational identity: A multiparadigm approach. *Journal of Business Diversity*, 12(3), 103-115. Retrieved from
http://www.na-businesspress.com/JBD/urick_abstract.html
- Vincent, J. A. (2005). Understanding generations: Political economy and culture in an ageing society. *The British Journal of Sociology*. 56(4), 579-599. doi:
10.1111/j.1468-4446.2005.00084.x
- Wade-Benzoni, K. A. (2002). A golden rule over time: Reciprocity in intergenerational allocation decisions. *Academy of Management Journal*, 45(5), 1011-1028. Retrieved from <http://amj.aom.org/content/45/5/1011.short>
- Wall, J. A., & Callister, R. R. (1995). Conflict and its management. *Journal of Management*, 21(3), 515-558. doi:10.1177/014920639502100306
- Watts, M. (2007). They have tied me to a stake reflections on the art of case study research. *Qualitative Inquiry*, 13(2), 204-217. doi:10.1177/1077800406295628
- Wu, W. L., Lin, C. H., Hsu, B. F., & Yeh, R. S. (2009). Interpersonal trust and knowledge sharing: Moderating effects of individual altruism and a social interaction environment. *Social Behavior and Personality*. 37(1), 83-93.
doi:10.2224/sbp.2009.37.1.83
- Yelkikalan, N., & Ayhun, S. E. (2013). Examination of the conflicts between x and y generations: Research for academicians. *European Scientific Journal*, 9(19), 19-33. Retrieved from <http://eujournal.org/index.php/esj/article/view/1540/1547>
- Yin, R. K. (2014). *Case study research: Design and methods*. London: Sage publications.