Workplace Incivility: Causes and Consequences among Nurses

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Abstract: Workplace Incivility is labelled by way of rudeness, impolite behaviour towards the employees. This is an alarmingly an important problematic thing for all the organization. Discovering the motives for the Workplace Incivility is the main and primary step for every administration to overcome the problem. This Workplace Incivility comes from both the direction of Supervisor as well as coworker. In this paper, we are going to highlight the reasons of Workplace Incivility from Supervisor and Coworker among nurses and which is leaving the intention to quit the Job. Individuals who are engaging in uncivil behaviour or activities might not have the intention to bully others. Advanced development has been taking place in all the fields, especially in the field of Healthcare. Nurses who are the most trusted professionals in the healthcare industry. After getting advice from the doctors, nurses are the people who are taking care of the patients well and good. The care and wellbeing of nurses also should be taken care by the organization. This paper attempts to bring out the reasons and outcomes of Workplace Incivility among nurses of Karaikudi region. The sample consists of 160 respondents, who were the private hospital nurses at Karaikudi. Convenient sampling technique was followed to collect the sample. In this paper, we have also provided suggestions for the hospital nurses to overcome Workplace Incivility and how to overcome it. ANOVA, Chi-Square, and Garrett Ranking Methods have been adopted to find out the relationships and association between the variables.

Key Words: Workplace Incivility, Supervisor Incivility, Coworker Incivility, Nurses

I. INTRODUCTION:

Nursing is a service oriented profession, which is dedicated for helping people. Working in a stress filled environment, is a routine task for them, dealing with patients on daily basis which may be Emergency, OP, IP, etc. While nursing is a job committed to helping other people, the exceptionally charged nature of huge numbers of the conditions where in nurse's work can prompt circumstances where feelings bubble over. Incivility, harassing, and brutality in the work environment are not kidding issues in nursing, with incivility and tormenting across the board in all settings. Incivility is "at least one impolite, inconsiderate, or rude activities that might possibly have a negative purpose behind them". In one of the study, almost 60% of nurses have announced seeing others being tormented, however most either don't remember it or they disregard it; in any case, it goes unreported and unaddressed. One of the researcher has done a study on Relationship of Workplace Incivility, Stress and Burnout on Nurses' Turnover Intentions and Psychological Empowerment,

And has found that there exists a significant relationship among all the above said variables [4]. A relative study has represented that when an individual experiences more Workplace Incivility during a day's work than usual, he or she is more likely to have stronger negative affect before leaving work for the day [7]. Nurses should likewise know about how their very own interchanges and conduct or absence of activity may add to incivility [2]. Workplace incivility has definite impacts in terms of Productivity, Health, Relationships and Attitudes [1]. One of the study has its variables as Experienced Incivility towards Supervisor and Coworker. Seven Point Likert scale has been adopted as our study to assess the occurrence of healthcare providers' experience of workplace incivility including disrespectful, rude or condescending behaviour in the previous month [3].

II. STATEMENT OF THE PROBLEM:

At the point when employees of any organization are upset or when they saw their employments are not being perceived and acknowledged, they will in stress and antagonistic vibe, and there exists incivility. In this paper, we are going to highlight the reasons of Workplace Incivility from Supervisor and Coworker among nurses and which is leaving the intention to quit the Job. The care and wellbeing of nurses also should be taken care by the organization. This paper attempts to bring out the reasons and outcomes of Workplace Incivility among nurses of Karaikudi region.

III. OBJECTIVES:

1. To analyse the significant difference between Demographic Variable and Supervisor Incivility Factors.
2. To analyse the significant difference between Demographic Variable and Coworker Incivility Factors.
3. To understand the consequences of Workplace Incivility faced by nurses.
4. To analyse the association between Demographic Variable and Respondents tolerance towards Incivility.
5. To provide suggestion based on the findings to prevent Workplace Incivility.

IV. RESEARCH METHODOLOGY:

The present study is both descriptive and analytical in nature. 160 opinion poll were circulated among the nurses for the study, the final sample size for the study was with 160 respondents. The sample for the study was nurses overall Karaikudi. Convenient Sampling method was used to undergo this survey. Nurses those who are awake of Workplace Incivility were selected as our respondents. 160 questionnaires was circulated among hospital nurses at Karaikudi. To meet the objectives, researcher has used the Descriptive Statistics, ANOVA, Chi-Square, and Garrett Ranking as statistical tools.

V. DATA ANALYSIS AND INTERPRETATION:

A. Demographic Profile of the Respondents:

Table-I: Demographic Summary of the Respondents

S.No	Demographic Variables	Classification of the Variables	Frequency N= 160	Percentage
1	Age	<25 years	25	15.6
		25 to 35 years	115	71.9
		36 to 45 years	15	9.4
		>45 years	5	3.1
2	Gender	Male	23	14.4
		Female	137	85.6
3	Educational Qualification	UG	54	33.8
		PG	76	47.5
		Others	30	18.8
4	Income Level	<10000	54	33.8
		10000-15000	82	51.3
		15001-20000	14	8.8
		>20000	10	6.3
5	Marital Status	Married	115	71.9
		Unmarried	40	25.0
		Seperated	5	3.1
6	Experience with Current Employer	< 5 years	61	38.1
		5-10 years	75	46.9
		11-15 years	14	8.8
		> 15 years	10	6.3
7	Overall Experience	< 5 years	50	31.3
		5-10 years	86	53.8
		11-15 years	14	8.8
		> 15 years	10	6.3

Source: Primary Data

Table- I interprets, from the overall 160 responses, Majority of the respondents 71.9 percent are coming under the age group of 25-35 years, whereas the next age group of <25 years are 15.6 percent, age group with 36-45 years are 9.4 percent , respondents with age group >45 years are only 3.1 percent which is the minority. From our study, Majority of the respondents are Female nurses of 85.6 percent and minority are male nurses of 14.4 percent, this shows that female nurses. From the overall respondents, 47.5 percent of respondents have PG as their educational Qualification, and 33.8 percent have completed their UG, rest of 18.8 percent have marked others as their educational qualification.

Majority of the respondents 51.3 percent are getting 10000-15000, 33.8 percent are getting <10000, next to that 8.8 percent are getting 15001 to 20000 as their income level and minority of 6.3 percent are getting 10000 as their income level.

From the overall respondents, 71.9 percent are married nurses, and 25 percent are unmarried, minority of 3.1 percent are Separated. From the overall respondents, 46.9 percent are having 5-10 years' experience with their current employer, next to that, 38.1 percent are having <5 years, 8.8 percent are having 11-15 years, and minority of 6.3 percent are having >15 years. From the overall respondents, 71.9 percent are married nurses, and 25 percent are unmarried, minority of 3.1 percent are Separated. From the overall respondents, 46.9 percent are having 5-10 years' experience with their current employer, next to that, 38.1 percent are having <5 years, 8.8 percent are having 11-15 years, and minority of 6.3 percent are having >15 years. Considering the overall experience of employees, majority of nurses 53.8 percent of them are having 5-10 years of experience, next to that 31.3 percent of them are having <5 years, 8.8 percent of them are having 11-15 years of experience and minority of them 6.3 percent are having >15 years of experience.

B. Causes for Workplace Incivility: ANOVA(Analysis of Variance)

The Age of Respondents with respect to the Supervisor Incivility Factors is tested using ANOVA.

Ho: There is no significant difference between Age of the Respondents and Supervisor Incivility Factors.

Table –II: Age of the Respondents Vs Supervisor Incivility Factors

Supervisor Incivility Factors		Sum of Squares	Df	Mean Square	F	Sig.
Paid little attention to your statement	Between Groups	10.779	3	3.593	1.007	.391
	Within Groups	556.415	156	3.567		
	Total	567.194	159			
Arrogant towards me	Between Groups	3.711	3	1.237	.477	.698
	Within Groups	404.189	156	2.591		
	Total	407.900	159			
Put me down in all situation	Between Groups	13.358	3	4.453	1.739	.161
	Within Groups	399.417	156	2.560		
	Total	412.775	159			
Doubted over my responsibilities	Between Groups	2.734	3	.911	.475	.700
	Within Groups	299.041	156	1.917		
	Total	301.775	159			
Made depreciating comments about me in front of others	Between Groups	4.511	3	1.504	.573	.633
	Within Groups	409.264	156	2.623		
	Total	413.775	159			
Addressed me through unprofessional terms in front of others	Between Groups	17.505	3	5.835	2.304	.079
	Within Groups	394.989	156	2.532		
	Total	412.494	159			

Ignored or excluded me in some situation	Between Groups	29.880	3	9.960	3.734	**.013**
	Within Groups	416.095	156	2.667		
	Total	445.975	159			

Source: Primary Data

The Table-II, represents the 'p' values for Age of Respondents towards Supervisor Incivility factors. If the 'p' value is less than 0.05, the null hypothesis is rejected. The table-II, shows the highly insignificant values on the fact that, 'Paid little attention to your statement'(0.391), 'Arrogant towards me'(0.698), 'Put me down in all situation'(0.161), 'Doubted over my responsibilities'(0.700), 'Made depreciating comments about me in front of others'(0.633), 'Addressed me through unprofessional terms in front of others'(0.079), the significant values are crossing over 0.05, which represents that the study failed to reject the null hypothesis. Hence, it is concluded that there is no significant difference between age of the respondents and Supervisor Incivility factors in terms of 'Paid little attention to your statement', 'Arrogant towards me', 'Put me down in all situation', 'Doubted over my responsibilities', 'Made depreciating comments about me in front of others', 'Addressed me through unprofessional terms in front of others'.

The Age of Respondents with respect to the Coworker Incivility Factors is tested using ANOVA.

Ho: There is no significant difference between Age of the Respondents and Coworker Incivility Factors.

Table –III: Age of the Respondents Vs Coworker Incivility Factors

Coworker Incivility Factors		Sum of Squares	df	Mean Square	F	Sig.
Paid little attention to your statement	Between Groups	8.357	3	2.786	1.238	**.298**
	Within Groups	350.887	156	2.249		
	Total	359.244	159			
Arrogant towards me	Between Groups	9.386	3	3.129	1.063	**.367**
	Within Groups	459.308	156	2.944		
	Total	468.694	159			
Put me down in all situation	Between Groups	3.541	3	1.180	.569	**.637**
	Within Groups	323.834	156	2.076		
	Total	327.375	159			
Made depreciating comments about me in front of others	Between Groups	28.190	3	9.397	3.276	**.023**
	Within Groups	447.504	156	2.869		
	Total	475.694	159			
Addressed me through unprofessional terms in front of others	Between Groups	22.629	3	7.543	3.388	**.020**
	Within Groups	347.365	156	2.227		
	Total	369.994	159			
Ignored or excluded me in some situation	Between Groups	16.092	3	5.364	1.481	**.222**
	Within Groups	565.151	156	3.623		
	Total	581.244	159			

Source: Primary Data

The Table-III, represents the 'p' values for Age of Respondents towards Coworker Incivility factors. If the 'p' value is less than 0.05, the null hypothesis is rejected. The table-III, shows the highly insignificant values on the fact that, 'Paid little attention to your statement'(0.298), 'Arrogant towards me'(0.367), 'Put me down in all situation'(0.637), 'Ignored or excluded me in some situation'(0.222), the significant values are crossing over 0.05, which represents that the study failed to reject the null hypothesis. Hence, it is concluded that there is no significant difference between age of the respondents and Coworker Incivility factors in terms of 'Paid little attention to your statement', 'Arrogant towards me', 'Put me down in all situation', 'Ignored or excluded me in some situation'.

C. Percent Position and Garrett Value:

The Garrett ranks were calculated by using appropriate Garrett ranking formula. Based on the Garrett ranks, the Garrett value was calculated.
The Total Garrett score were obtained by

$$\text{Percent Position} = \frac{100(R_{ij}-0.5)}{N_j}$$

R_{ij}= Rank given for the ith variable by the jth respondent
N_j=Number of variables ranked by the jth respondent
The result is provided in the following table IV.

Table-IV: Percent Position and Garrett Value

Ranks	100(Rij-0.5)/Nj	Calculated Vale	Garret Value
1	100(1-0.5)/10	5	82
2	100(2-0.5)/10	15	70
3	100(3-0.5)/10	25	63
4	100(4-0.5)/10	35	58
5	100(5-0.5)/10	45	52
6	100(6-0.5)/10	55	48
7	100(7-0.5)/10	65	42
8	100(8-0.5)/10	75	36
9	100(9-0.5)/10	85	29
10	100(10-0.5)/10	95	18

Source: Primary Data

Calculation of Garrett Value and Ranking
The calculation of Garrett value and ranking on the Consequences of Workplace Incivility as shown in table V.

Table- V: Calculation of Garrett Value and Ranking

	Rank Given by the Respondents			
S.No	Description	Total	Average Score	Rank
1	Decreased Job Satisfaction	10318	64.5	1
2	Intention to quit my Job	7948	49.7	7
3	Irritable behavior which leads to Physical Violence	8144	50.9	4
4	Increased Work-Family Conflict	8009	50.1	6

5	Perceived Job Insecurity	7189	44.9	10
6	Disrupted Sleep	8473	53	2
7	Loss of Concentration at work	8014	50.1	5
8	Excessive Stress	8206	51.3	3
9	Loss of Emotional Stability	7286	45.5	9
10	Cynicism towards Work	7766	48.5	8

Source: Primary Data

The table V shows that 'Decreased Job Satisfaction' has been ranked 1st by the respondents, followed by 'Disrupted Sleep', 'Excessive Stress', 'Irritable behavior which leads to Physical Violence', 'Loss of Concentration at work', 'Increased Work-Family Conflict', 'Intention to quit my Job', 'Cynicism towards Work', 'Loss of Emotional Stability', and 'Perceived Job Insecurity' as 2nd, 3rd, 4th, 5th, 6th, 7th, 8th, 9th and 10th ranks respectively.

D. Chi-Square Analysis:

The Chi-Square test has been utilized to find the association between Age of the Respondents and Respondents' Tolerance towards Incivility.

Ho: There is no significant association between Age of the Respondents and Respondents' Tolerance towards Incivility

Table-VI Age of the Respondents Vs Respondents Tolerance towards Incivility

	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	5.125[a]	3	.163
Likelihood Ratio	6.612	3	.085
Linear-by-Linear Association	.328	1	.567
N of Valid Cases	160		

Source: Primary Data

From the Table-VI, it is clear that the p value is greater than 0.05, which represents that the null hypothesis is accepted, hence there is no significant association between *'Age of the Respondents'* and '*Respondents Tolerance towards Incivility'*

VI. FINDINGS AND DISCUSSIONS:

1. From the descriptive statistics, we can find that, majority of the respondents are female with age group above 25-35 years (71.9%). Majority of the female nurses have completed PG (47.5%) as there Educational Qualification. (51.3%) majority of the nurses are getting Income within the range from Rs. 10000-15000 per month which is not adequate for them to run their family. From the overall respondents, married nurses (71.9%) are more compared to others. Majority of the nurses are having 5-10 years as their experience with current employer and overall experience as 46.9% and 53.8% respectively.

2. From the Analysis of Variance, it is identified that that there is no significant difference between age of the respondents and Coworker Incivility factors in terms of 'Paid little attention to your statement', 'Arrogant towards me', 'Put me down in all situation', 'Doubted over my responsibilities', 'Made depreciating comments about me in front of others', 'Addressed me through unprofessional terms in front of others'. Also with respect to the Coworker Incivility Factors, we have found that there is no significant difference between age of the respondents and Coworker Incivility factors in terms of 'Paid little attention to your statement', 'Arrogant towards me', 'Put me down in all situation', 'Ignored or excluded me in some situation'.

3. It is inferred from the research that, *'Decreased Job Satisfaction'* has been ranked 1st by the respondents, followed by *'Disrupted Sleep', 'Excessive Stress', 'Irritable behavior which leads to Physical Violence', 'Loss of Concentration at work', 'Increased Work-Family Conflict', 'Intention to quit my Job', 'Cynicism towards Work', 'Loss of Emotional Stability'*, and *'Perceived Job Insecurity'* as 2nd, 3rd, 4th, 5th, 6th, 7th, 8th, 9th and 10th ranks respectively, from the list of Outcomes of Incivility Factors. So organization must take care about the satisfaction level of nurses working in their organization. If Job Satisfaction is decreased, the nurses might feel decreased Job Satisfaction. Especially when considering instigated incivility, physiological antecedents such as diminished sleep, higher blood pressure, or cortisol levels might contribute to enacting uncivil conduct. Such findings would expand our understanding of the role of health and physiology on organizational behaviors [5]. In another study, the researcher has examined the antecedents and outcomes of Workplace Incivility, in this study, the variables describes the impact of incivility towards Worker, Work environment and organization [1].

4. It shows that, there is no significant association between *'Age of the Respondents'* and *'Respondents Tolerance towards Incivility'*.

VII. LIMITATIONS:

Our present study focuses, only the staff nurses with respect to the causes and consequences of Workplace Incivility, working in the hospitals in Karaikudi. There is chance for the future researcher to focus on other level employees in the hospitals and also in terms of other variable along with retaining the nurses in the organization. Implications for future researcher is further study can be conducted in other related disciplines to get a wider understanding about Workplace Incivility and its Causes and Consequences among employees of all disciplines.

VIII. CONCLUSION:

The study clearly represents that Workplace incivility has its consequences but in a low level among nurses at Karaikudi. Nurses who are emotionally exhausted from prolonged exposure to stressful negative interactions at work, like uncivil behaviour from colleagues, would be more likely to experience poor mental health [6]. A variety of training and Development programs can be conducted for the employees, to get an awareness towards the Workplace Incivility and how to overcome that [1].

Workplace incivility is a topic in most of the organizations, certain measures has to be taken to retain the employees who are affected through Incivility in workplace. Organisations would take more measures for the wellbeing of the employees. Retention strategies can be adopted by the Organisations to overcome Workplace Incivility among nurses.

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