Individual and Organizational Factors that Predict Workplace Incivility: Impact on Cost, Absenteeism, and Productivity

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Introduction:
Workplace incivility is part of the constellation of topics known as workplace violence which crosses the spectrum from low-level nonphysical workplace violence to physical violence (McPhaul & Lipscomb, 2004). One form of workplace violence known as workplace incivility is defined as "low-intensity deviant behavior with ambiguous intent to harm the target, in violation of workplace norms for mutual respect. Uncivil behaviors are characteristically rude and discourteous, displaying a lack of regard for others" (Andersson & Pearson, 1999, p. 457). Until this decade the topic of workplace incivility had rarely been mentioned; however, there is an interest in the subject due to the evolving understanding of the importance of creating and sustaining a healthy work environment. The aim or problem statements of this research study are: 1) determine if there are individual and organizational factors that predict workplace incivility in the hospital setting and 2) evaluate the impact of workplace incivility on costs, absenteeism, and productivity with staff nurses in the hospital setting.

Method(s):
This pilot study is a non-experimental correlational and predictive model design. The setting is a community hospital in the south central United States. The sample is from 290 direct care registered nurses. Three instruments will be utilized in this study, which includes the Nursing Incivility Scale, the Work Limitations Questionnaire, and a demographic component designed by the investigator.

Results:
The data will be entered into PsychData and converted into SPSS for data analysis. The data analysis will include descriptive statistics to describe the sample as well as correlation and multiple regression analysis. All data will be presented as aggregate data.

Discussion:
The pilot study will be analyzed in November and December 2008 and the findings will be available before the end of the fall semester. Recommendations for practice, education, policy, and further research will be assessed and reported.

Research Completed:
Yes

Abstract History:
NA

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Have a financial arrangement or affiliation with commercial companies whose products may be mentioned in this material?
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