

# Sa-OR-S115-1 - Restoration Of Organisational Climate: An Advanced (In)Civility Model And Measure Of Experienced, Instigated And Observed Workplace Incivility

Track: Organizational climate  
What: Oral Presentation  
Part of: [Session 115 \(/sites/mcidublin/en/eawop-2017/schedule/124/Session+115\)](#)  
When: Saturday May 20 09:00 AM to 09:15 AM (15 minutes)  
Where: UCD (/sites/mcidublin/en/eawop-2017/venues/2/UCD) - A005

## Organizational Structure, Culture and Climate

### Organizational climate

Sa-OR-S115-1

#### Restoration of organisational climate: An advanced (in)civility model and measure of experienced, instigated and observed workplace incivility

D. Smith <sup>1\*</sup>, D. Dearman <sup>1</sup>, M. A. Machin <sup>1</sup>, G. Beccaria <sup>1</sup>

<sup>1</sup>School of Psychology and Counselling, University of Southern Queensland, Darling Heights, Australia

#### Content: Purpose

To test the Experienced, Instigated and Observed Workgroup Incivility Scale (EIO-WIS), as part of the Organisational Socio-Ecological (In)Civility model (OSECM).

#### Design/Methodology

As part of a larger study into leadership and civility climate, the EIO-WIS tested part of the OSECM. Quantitative methods sampled Australian education-based employees, once ( $N=154$ ). A valid time referend ( $>2$  weeks,  $<1$  year), and four reliable experienced incivility items, ( $\alpha=.79-.86$ ,  $p<.01$ ; Matthews & Ritter, 2015, p. 11) were adapted to measure the frequency of three types of incivility identified by Holms et al. (2015). Parallel analysis (O'Conner, 2000), and factor analysis identified a previously unreported 2-factor within workgroup solution.

#### Results

Parallel analyses identified two factors ( $\lambda >1.0$ ). ML estimation with Oblimin rotation and Kaiser normalisation found two original factors (loading  $>.40$ ,  $KMO=.84$ ,  $\chi^2(55) = 973.5$ ,  $p<.001$ ,  $h=.26-.86$ ,  $\beta=65.5\%$ ). Factors were interpreted as, *enacted (sent and received) workgroup incivility* ( $\beta = 27.7\%$ ,  $p<.001$ ,  $\alpha=.83$ ), and *vicarious (observed) workgroup incivility* ( $\beta=13.0\%$ ,  $p<.001$ ,  $\alpha=.92$ ). EIO-WIS scale reliability was  $\alpha=.90$ .

#### Limitations

Cross sectional, sample size, self-reported data, experimental model and measure.

#### Research/Practical Implications

Extends existing knowledge. A new multilevel (*enacted* and *vicarious*) measure of experienced, instigated and observed workgroup incivility. With further validation, practitioners may design more effective interventions to support employees effected by incivilities within workgroups.

#### Originality/Value

The EIO-WIS and OSECM are original logical extensions of current practices. They synthesise, extend and improve on existing problematic research, enable within workgroup incivilities to be measured and interpreted, and may enable increased effectiveness of future interventions.

[\(/sites/mcidublin/en/eawop-](#)

[2017/participants/2583/David+Smith\)](#)

David Smith ([/sites/mcidublin/en/eawop-](#)

[2017/participants/2583/David+Smith\)](#)

Speaker

## My Schedule

Add to Your Schedule

## Share this

- ✉ Share with Email (mailto:?subject=Sa-OR-S115-1%20-%20Restoration%20Of%20Organisational%20Climate%3A%20An%20Advanced%20%28In%29Civility%20M...
- f Share with Facebook (https://www.facebook.com/sharer.php?u=https%3A%2F%2Fsites.grenadine.co%2Fsites%2Fmcdublin%2Fen%2Ffeawop-2017%2Fschedule%2F1081...
- 🐦 Share with Twitter (https://twitter.com/intent/tweet?url=https%3A%2F%2Fsites.grenadine.co%2Fsites%2Fmcdublin%2Fen%2Ffeawop-2017%2Fschedule%2F1081...
- G+ Share with Google+ (https://plus.google.com/share?url=https%3A%2F%2Fsites.grenadine.co%2Fsites%2Fmcdublin%2Fen%2Ffeawop-2017%2Fschedule%2F1081...
- in Share with LinkedIn (https://www.linkedin.com/shareArticle?url=https%3A%2F%2Fsites.grenadine.co%2Fsites%2Fmcdublin%2Fen%2Ffeawop-2017%2Fschedule%2F1081...

## EAWOP 2017

Documents (/sites/mcdublin/en/eawop-2017/documents)

Powered by Grenadine Event Planner (https://events.grenadine.co/)

(https://events.grenadine.co/)

## Contact Us

Help page (/sites/mcdublin/en/eawop-2017/help)

## Mobile Apps

You can view the program for EAWOP 2017 by downloading the "Grenadine Event Guide" on iTunes or Google Play and entering the following event code:

**EAWOP17**



(https://play.google.com/store/apps/details?id=com.grenadine.confee)



(https://itunes.apple.com/ca/app/grenadine-event-guide/id886788146)