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

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
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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=1554). A valid time refered (2 weeks, <1 year), and four reliable experienced incivility items, (α=.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’Connor, 2000), and factor analysis identified a previously unreported 2-factor within workgroup solution.

Results
Parallel analyses identified two factors (λ >1.0). ML estimation with Oblim rotation and Kaiser normalisation found two original factors (loading >.40, KMO=.84, χ²(55) = 973.5, p<.001, h²=.66, 8=65.5%). Factors were interpreted as, enacted (sent and received) workgroup incivility (β = 27.7%, p<.001, α=.83), and vicarious (observed) workgroup incivility (β=13.0%, p<.001, α=.92), EIO-WIS scale reliability was α=.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 affected 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.

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