



Experienced Workplace Incivility in Millennial Nurses

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Abstract. Mental Health for nurses is very important during covid-19 pandemic. Harassment occurs when nurses work, it can be by leaders, co workers or patients as clients, one of the harassment that experienced by nurses but appears to be normal is one of disrespect behavior in work or it is called workplace incivility that is divided into three types instigated, experienced, and witness. This study aims to determine the description of experienced workplace incivility in generation millennial Nurses. Experienced workplace incivility measurement by modifying measuring instruments from Cortina. Data analysis uses descriptive statistics that will review experienced workplace incivility in generation millennial nurses from several demographic aspects. From analysis data was showed that experienced workplace incivility at millennial nurse during pandemic covid-19 is in the low level. The other data also showed that gender, type of employee and years of work doesn't have significance differences and correlation with experienced workplace incivility on millennial nurse.

Keywords: Experienced workplace incivility · Millennial · Nurse · COVID-19

1 Introduction

Nurse is an emotional worker or known as emotional Labor, whose role is to support people who complain of stress. Nurses also provide 24 h of time to pay attention to patients. [1] Nurses in carrying out their profession are very prone to stress, this condition is triggered by demands from the organization and their interactions with work which often bring conflict over what is done and heavy workload. [2] Nurses at work spend a lot of time interacting with fellow workers, work, patients and their environment which can cause anger, shame, disappointment, fear, confusion or frustration because they cannot find a solution to patient problems or problems with colleagues or other professions [3]. An example of a case experienced by RN as a novice nurse, in this situation, RN gets unpleasant behavior from a more experienced nurse. The more experienced nurse uses humiliation, intimidation, and verbal abuse to accuse a novice nurse (RN) in front of colleagues and patients that she failed to provide essential care for the patient [4].

Approximately 70 percent of U.S. health care institutions do not have programs or policies to address violence or workplace incivility [5]. Workplace incivility is a common problem in Healthcare Institutions, often referred to as bullying, lateral/horizontal

violence, or harassment [6]. Experienced workplace incivility that occurs among nurses continues to hinder professional nursing practice, patient care, and the overall health of nurses who face this phenomenon at work [4].

According to Andersson and Pearson [5] incivility is a form of deviant behavior. Anderson and Pearson [5] define workplace incivility as low-intensity behavior that has no apparent intent to hurt, but nevertheless violates social norms and hurts the feelings of the target person. Meanwhile, Zhou [7] defines experienced workplace incivility as how often the target experiences deviant behavior at work with low intensity and ambiguous intentions towards targets who violate workplace norms of mutual respect. In addition, according to Handoyo, Samian, Syarifah and Suhariadi [8] the concept of experienced workplace incivility (disrespect in the workplace) is reduced to dimensions that show more specific forms of behavior, including interfering in other people's affairs, neglect, and inappropriate communication. Friendly behavior, arbitrary acts, and invasion of privacy.

Workplace incivility is not a new occurrence in nursing but, over the years, has been a topic of great concern. Incivility has been a concern in the nursing profession for decades. Some things that show the existence of incivility, especially among nurses, is shown by the results of a survey by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) [9] more than half of nurses in California have experienced verbal abuse. Smith, Andrusyszyn, and Laschinger [10] also conducted research on 117 novice nurses in Canada and found that 90.4% experienced incivility behavior by colleagues at work. Vessey, Demarco, Gaffney, and Budin [11] also conducted a study of 303 nurses in America and found that 76% experienced workplace incivility at work.

Based on the interviews conducted by the researchers, it was found that the Millennial nurses claimed to leave earlier from work breaks because they often received unfair and inappropriate treatment by their superiors such as venting their feelings on the subject (eg. stress, anger, "blowing out" feelings), told the subject to do his superior's work during the subject's break so that the subject chose to leave the break sooner. 2 out of 3 subjects said that the subject had been belittled, compared to fellow nurse colleagues if the subject could not install an infusion while the subject's co-workers could do this by their superiors, 1 other subject preferred to work the night shift so as not to meet bosses who behaving impolitely, this represents an indicator of experienced workplace incivility behavior, unfriendly communication and arbitrary actions. So from the results of the interviews conducted, it can be concluded that there are problems in workplace incivility (impoliteness in the workplace) among nurses. This is in line with research conducted by Aoki, Keiwkarna, and Chompikul [12] at the Ratchaburi Provincial General Hospital found that the relationship between co-workers was proven to be a problem experienced by nurses which was a factor causing work stress. This research is conducted to know how Experience workplace happen in millennial Nurses, it will be reviewed by gender and type of employee.

2 Methods

This study used descriptive quantitative analysis. The Data were collected by questionnaire with simple random sampling. Respondents of this study were Nurses who have worked for at least 1 year. They are Millennial generation based on the categorization

of Luntungan [13]. Respondents have co-workers, superiors and direct contact with patients. Sampling in this study used a convenience sampling technique. Instruments the study used was Workplace Incivility Scale (WIS) with 7 items from Cortina which has been adapted by Yuniasanti and Abas [14]. WIS has a total item correlation between 0.305 – 0.834 with a reliability value of Cronbach's Alpha (α) at 0.850, according to these results, it indicates that WIS is categorized as having fairly high reliability and is reliable and can be used for study data collection.

3 Results and Discussions

Respondents that collected through this research are 38 nurses. Nurses who filled out the questionnaire with 1–5 years of service were 14 people. Respondents who had worked for less than 1 year were 9 nurses and 15 other respondents who had worked for more than 6 years. 55.3% of the nurses who fill in are permanent nurses and the remaining 44.7% are nurses who are still contract employees. 73.7% of the nurses who filled this questionnaire were female nurses and the remaining 26.3% were male nurses. 86.9% of the nurses who filled in were classified as nurses who had worked at the establishment stage and 13.1% were nurses who were still at the career exploration stage.

Based on 38 nurse respondents, the following is a Table 1 for descriptive research data (Table 2).

Based on empirical norms, the Experienced Workplace Incivility (EWI) in the workplace experienced by Millenials Nurse is divided into 3 categorizations; high, medium, and low. 55.3% of respondents EWI in the low categorization, 23.7% of respondents EWI in the moderate categorization, and 21.1% of respondents EWI in the high categorization. Empirical norms are used because researchers want to compare the scores

Table 1. Data Descriptive

Variable	N	Empirical Data				Hypothetical Data			
		Mean	Score		SD	Mean	Score		SD
			Min	Max			Min.	Max.	
Experienced Work place In civility	38	14,5	7	22	2,5	21	7	35	4,67

Table 2. Categorization of Experienced Workplace Incivility

Categorization	Guidelines	Score	<i>n</i>	Percentage (%)
Low	$X < M - 1SD$	$X < 28$	21	55,3
Medium	$M - 1SD < = X < M + 1SD$	$28 < = X < 32$	9	23,7
High	$M + 1SD < = X$	$32 < = X$	8	21,1
		Total	38	100

Table 4. Differences in Experienced Workplace Incivility of Type of Employee

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig	t	df	Sig (2-tailed)	Mean Differences	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
Total EWI Equal variance assumed	1.437	.233	-.423	36	.668	-.613	1.417	-	2.260
Equal variance not assumed			-.423	30.88	.675	-.613	1.447	-	2.338
			-.423	1				3.565	
			.423	4					

This study's data analysis also looked at whether nurses' experiences of incivility varied depending on the type of employee they were. According to the data analysis's findings, there was no discernible difference between the types of nurses who experienced incivility and those who did not ($p > 0.05$).

Analysis of the research data also measured the relationship between length of work and the level of impoliteness received by nurses from superiors and from their subordinates. The results of the correlation can be seen in Table 5.

Table 5. Differences in Experienced Workplace Incivility of Length of Work

		Total EWI	years_of_work
Total EWI	Pearson	1	.012
Correlation			.472
	Sig. (1-tailed)	38	38
	N		
Years of work Correlation	Pearson	.012	1
	Sig. (1-tailed)	.472	
	N	38	38

The results of the correlation analysis between the nurse's tenure and disrespect received from superiors and subordinates using the product moment correlation analysis did not have a significant relationship ($p > 0.05$).

4 Conclusion

Experience Workplace Incivility in millennial nurses is included in the low category (55.3%). That data give information that during pandemic covid-19 millennial nurses doesn't have high experienced get uncivil behaviour from their co-worker and their supervisor. The data from this research also give information that there is no difference among millennial nurse reviewed by gender and type employees. Their identity as a female or male not become reason why they get uncivil behaviour from supervisor and their co-workers. Type of employee as permanent or contemporary employee also not become a reason why they get uncivil behaviour from supervisor and their co-workers. Other data result also show there is no significant correlation between years of works at millennial nurses and their experienced get uncivil behaviour in their works.

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