

# Chapter 5

## Workplace Incivility: A Research on Veterinarians

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### **ABSTRACT**

*In the globalizing world, organizations are in fierce competition, the use of technology is increasing and therefore it is difficult for some employees to adapt to this, in addition to the increasing population which resulting in difficulties in finding a job and the desire not to lose the current job. In this sense, employees who are under stress can consciously or unconsciously can behave rude to each other. In this context, the aim of this study is to investigate the perceptions of workplace incivility of veterinarians working in private clinics. Within the scope of the research, a survey consisting of the Workplace Incivility Scale and demographic questions, developed by Cortina, Magley, Williams and Langhout (2001) and adapted into Turkish by Gök, Karatuna and Başol (2019), was prepared and delivered to the participants. According to the findings, there is a statistically significant difference ( $p < 0.05$ ) between gender characteristics and age characteristics and workplace incivility.*

### **INTRODUCTION**

Although its history of approximately twenty years, the concept of “workplace incivility” is stated as among the most frequently discussed management and organization issues in the first quarter of the twenty-first century (Bradler et al., 2016; Estes & Wang, 2008; Gui et al., 2022; Baran & Karavelioğlu, 2022). The concept of civility is defined by the Turkish Language Association (TDK, 2024) as “treating others respectfully and tactfully, delicacy, gentleness”. According to Oxford

DOI: 10.4018/979-8-3693-6079-8.ch005

Dictionary, civility is “polite behaviour” (Oxford Dictionary, 2024). In this context, workplace civility includes behaviors that are fundamental for maintaining norms of mutual respect in the workplace, connecting with others in a positive way, building relationships and showing empathy. Incivility, on the other hand, means showing disrespect towards others. In this sense, it can cause disconnection between employees, deterioration of relationships, erosion of empathy and violation of workplace norms (Pearson, Andersson & Porath, 2000). It is possible to encounter different behaviors that can be described as incivility in workplace. Anderson and Pearson (1999) classified the different characteristics of workplace incivility that can occur in a workplace as *anti-social behavior*, *deviant behavior*, *aggression*, *violence* and *rudeness*. While *antisocial behavior* is negative behavior with the widest scope that harm the organization and its members, *deviant behavior* is the subset of antisocial behavior that violates workplace norms. *Aggression* is a subset of deviant behaviors that intend to cause harm and *violence* is physically aggressive behavior of high intensity. Finally *rudeness* is low-intensity deviant behavior in which the intention to harm is not clearly evident (Delen, 2011; Çini, 2022).

In the globalizing world, organizations are in fierce competition, the use of technology is increasing and therefore it is difficult for some employees to adapt to this, in addition to the increasing population which resulting in difficulties in finding a job and the desire not to lose the current job. In this sense, employees who are under stress can consciously or unconsciously can behave rude to each other. In this context, the aim of this study is to investigate the perceptions of workplace incivility of veterinarians working in private clinics. In this frame, workplace incivility is tried to be explained with its historical background in addition to causes and consequences of the behavior. In the methodology section, the research results are tried to be explained with statistical tables and comments.

Within the scope of the research, a survey consisting of the Workplace Incivility Scale and demographic questions, developed by Cortina, Magley, Williams and Langhout (2001) and adapted into Turkish by Gök, Karatuna and Başol (2019), was prepared and delivered to the participants, and the collected data was analyzed through the SPSS 22.0 package program. According to the findings, there is a statistically significant difference ( $p < 0.05$ ) between gender characteristics and age characteristics and *workplace incivility*. On the other hand, there is not a statistically significant difference ( $p > 0.05$ ) between marital status characteristic and *workplace incivility*.

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