

## Predictive Analysis of Workplace Incivility's Impact on Stress and Job Burnout among Nurses

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Keywords	Abstract
Workplace Incivility, Stress, Job Burnout, Predictive Analysis.	<i>The current study's main focus is to measure the influence of workplace incivility on the stress and job burnout experienced by nurses. The major issue being investigated is whether workplace incivility has a significant effect on the aforementioned factors. To achieve this, online surveys were applied, and a sample size of 100 nurses was taken from various hospitals in Punjab. The test results clearly showed that workplace incivility does have a significant impact on stress and job burnout experienced by nurses. Additionally, the study analyzed the influence of demographics such as age, education, gender, area and religion on these outcomes and found significant associations. In conclusion, based on the research findings, several recommendations for future research were proposed.</i>

### INTRODUCTION

The study aimed to determine the effect of workplace incivility on stress and job burnout among nurses by conducting a predictive analysis of the demographics of healthcare employees in Punjab. There are a lot of informal stories of rude behavior in nursing and healthcare environments, but there isn't much solid empirical data to back them up. Workplace incivility refers to low-intensity deviant behavior that is unclear in its intention to cause harm and goes against the norms of respect in the workplace. Rudeness, impoliteness, and a disregard for others are a few examples of uncivil behavior (Anderson & Pearson, 1999).

Research conducted by Pearson and Porath in 2005 revealed that employees experiencing unprofessional behavior at work deliberately reduce their productivity and work quality, leading to decreased effectiveness for the entire team. Similarly, Cortina et al. (2001) found a correlation between workplace disrespect and poor job performance, as well as job dissatisfaction. Another study by Lim et al. (2008) identified a connection between workplace incivility and employees' intentions to leave their jobs as well as their overall well-being and health.

Dion (2006) carried out research involving staff nurses and identified a connection between how they perceived workplace incivility and the level of support they received from their supervisors. This relationship was associated with increased levels of occupational stress and job burnout. Avoiding workplace incivility is crucial, as Cortina et al. (2001) found connections between incivility and significant organizational consequences, including work distress, job dissatisfaction, and withdrawal behaviors.

In healthcare settings, burnout has been extensively researched and is defined by Maslach (2004) as a psychological condition marked by chronic job pressures leading to exhaustion, cynicism, and a feeling of inefficacy. Leiter and Maslach (2003) list emotional exhaustion, cynicism, and a belief in poor professional performance as important indicators of burnout. Vahey et al. (2004) discovered a positive relationship between a supportive practice environment and lower levels of burnout, which resulted in higher job satisfaction and improved patient outcomes. On the other hand, Aiken et al. (2002) observed that staff nurses experiencing high levels of emotional exhaustion reported decreased job satisfaction. Balogun et al. (2002) identified significant correlations between key aspects of burnout and the relationships that allied health professionals had with their peers and supervisors. Support from coworkers explained 9.6% of the difference in cynicism, according to research by Vahey et al. (2004), whereas support from supervisors accounted for 7% of the variation in emotional weariness.

According to a review of the literature, rudeness in the workplace is positively correlated with psychological distress arising from such behaviors as well as dissatisfaction with one's job. When confronted with uncivil conduct, employees may experience negative emotional reactions. Incivility in the workplace has been associated positively with unproductive behaviors such as abuse, production deviance, sabotage, theft, and disengagement (Bibi et al., 2013). Furthermore, more studies have demonstrated an association between workplace disrespect and a number of unfavorable outcomes, including higher absenteeism rates, higher stress levels, and more intense feelings of anger, fear, and sadness at work (Porath & Pearson, 2012), elevated rates of burnout (Welbourne et al., 2015), as well as more intense feelings of anger, fear, and sadness at work (Kim et al., 2013; Beattie & Griffin, 2014).

Three terms that are frequently used to define the construct of incivility are emotional weariness, depersonalization, and a sense of reduced accomplishment (Maslach & Leiter, 2008; Maslach et al., 2001). According to Cropanzano et al. (2003), job burnout, which is a predictor of employees' decision to quit their jobs, and rude behavior have a positive relationship.

## **Objectives**

1. To assess the impact of workplace incivility on job burnout of nurses in Punjab.
2. To measure the impact of workplace incivility on the stress of nurses in Punjab.
3. To check the impact of workplace incivility on the demographics of nurses in Punjab.

## **Research Questions**

RQ<sub>1</sub>: What is the impact of workplace incivility on job burnout of nurses in Punjab?

RQ<sub>2</sub>: What is the impact of workplace incivility on the stress of nurses in Punjab?

RQ<sub>3</sub>: What is the effect of workplace incivility on the demographics of nurses in Punjab?

## **Hypotheses**

H<sub>1</sub>: Workplace incivility predicted a positive and significant impact on job burnout of nurses in Punjab.

H<sub>2</sub>: Workplace incivility predicted a positive and significant impact on the stress of nurses in Punjab.

H<sub>3</sub>: Workplace incivility predicted positive and significant impact on the demographics of nurses in Punjab.

## METHODOLOGY

A quantitative research study was carried out in different hospitals of Punjab, focusing on nurses to investigate how workplace incivility affects stress levels and job burnout. A total of 100 nurses from different hospitals were approached for this study, and data collection was carried out using a survey research method through Google Docs. The researchers employed a simple convenience sampling technique to gather data from the targeted respondents. The study used the Emotional Exhaustion subscale from the Maslach Burnout Inventory-General Survey (MBIGS) (Schaufeli et al., 1996) to assess job burnout. The subscale showed high reliability, with a Cronbach's alpha of .877. Furthermore, the study utilized the To Encounters with Workplace Incivility Scale (Cortina et al., 2001), which exhibited high reliability with a Cronbach's alpha of .901. Stress levels were assessed using a scale adapted from the Depression, Anxiety, and Stress Scale-21 (DASS-21), demonstrating good reliability with a Cronbach's alpha of .808. Descriptive and inferential statistical analyses were performed using SPSS version 25 for Windows, software developed by SPSS, Inc., located in Chicago, IL, USA. Additionally, regression analysis was used to examine the reliability of the tests and analyze the demographic information of the nurses.

**Table 1: Workplace Incivility Predicted Positive and Significant Impact on Job Burnout of Nurses.**

Model	$\beta$	T	Beta	R <sup>2</sup>	P
WPI	.330	10.234	.556	.201	.000

DV=JBO

The above table shows the results of the “regression analysis” test as applied to the data of workplace incivility, predicted a positive and significant impact on the job burnout of nurses in Punjab. Moreover, the above table also indicates ( $\beta = .330$ ;  $t = 10.234$ ;  $p = .000$ ) that workplace incivility has (33%) impact on job burnout of nurses in Punjab.

**Table 2: Workplace Incivility Predicted Positive and Significant Impact on Stress of Nurses.**

Model	$\beta$	T	Beta	R <sup>2</sup>	P
WPI	.631	16.132	.881	.411	.000

DV=Stress

The above table shows the results of the “regression analysis” test, which was applied on the data of workplace incivility, predicted a positive and significant impact on the stress of nurses in Punjab. Moreover, the above table also resulted ( $\beta = .631$ ;  $t = 16.132$ ;  $p = .000$ ) which illustrates that workplace incivility has (63%) impact on the stress of nurses in Punjab.

**Table 3: Workplace Incivility Predicted Positive and Significant Impact on Demographics of Nurses.**

Predictors	Adjusted Odds Ratio	<i>p</i> -Value
Age	0.89	.001
Sex	0.63	.000
Education	0.78	.020
SES	0.86	.010
Area	0.71	.002
Religion	0.79	.000

Predictor= WPI

The above table discloses the test results of regression analysis of the predictor variable of workplace incivility toward the demographic of the nurses in Punjab. The test results highlight that workplace incivility has a significant and positive impact on the demographics of the nurses, including age, sex, education, socio economic status, areas and religion. The adjusted ratio and probability values can be viewed in the above table.

## CONCLUSION

The results of the “regression analysis” test as applied to the data of workplace incivility predicted a positive and significant impact on the job burnout and stress of nurses in Punjab. Moreover, it is also observed that workplace incivility has a significant and positive impact on the demographics of the nurses. Thus, it is concluded that workplace incivility affected the stress level and job burnout of the nurses in the Punjab, whatever their social status.

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