Does Civility as a Registered Nurse Characteristic Predict Job Satisfaction and Intent to Stay in the Hospital Setting?
Kimberly A. Lewis, Jonas Nurse Leaders Scholar, PhD Candidate, MSN, RN; Leona Baxter, MSN, RN; Nancy Ekemike, MSN, RN; Johanna Wynn, MSN, RN; Amanda Wong, RN; Kimberly Fraze, MSN, RN; Ashley Hall, MSN, RN

PURPOSE:
The purpose of this study was to test a predictive model of the effects of civility (a self-reported nurse characteristic) on RN job satisfaction (an affective response to work) and intent to stay with the organization. This was a study done by the RN Scholars Program at Seton Health 2018.

BACKGROUND:
• RN turnover in clinical settings is costly, ranging from USD $4.4 to 7.0 Million annually (Colosi, 2018).
• The 2018 National Healthcare RN Retention Report states that each percent change in RN turnover will save the average hospital an additional $337,500.
• Other indirect costs of turnover include a loss of productivity, efficiency, and organizational knowledge.

THEORETICAL MODEL:
• The research is guided by the Cowden & Cummings (2012) theoretical model of a nurse’s intent to stay with the organization as shown in Figure 1.
• The model includes categories of characteristics that influence affective and cognitive responses to work, which then lead to the nurse’s intent to stay with the organization.

METHODS:
• This cross-sectional study utilized a dataset from N=523 RNs’ from the Seton Healthcare Family hospital system using electronic Red Cap surveys between June-October 2018.
• Data were collected on following measures:
  - Nurse descriptors displayed in age, shift, department, tenure, sex, and ethnicity.
  - Mueller and McCloskey Job Satisfaction Scale
  - McCain’s Intent to Stay Scale
  - Clark’s Workplace Civility Self-Assessment.
• After removing incomplete responses, the final sample was N=471 nurses. After checking that assumptions were met, a regression model was used to test the hypotheses, p≤0.05.

RESULTS:
• The overall model was significant [F (2,471) = 52.56, p<0.0001], predicting 18% of the variance.
• Civility as a self-reported nurse characteristic is an independent, significant predictor of the nurse’s intent to stay with the organization, & the relationship is significantly mediated by RN job satisfaction.

CONCLUSION:
• Findings support the addition of civility to the theoretical model, & the null hypothesis is rejected.
• Results suggest that nurses who perceive themselves as highly civil are more likely to stay with the organization. Civility training interventions may improve RN retention.