



Workplace Incivility and Turnover Intention in Registered Nurses In Acute Care Settings

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BACKGROUND

Stable RN workforce, job satisfaction of RNs and the quality of nursing practice environments play an important role in securing high quality patient outcomes

Empirical evidence suggests that workplace incivility [WPI] (overt and covert disrespect and rudeness) from colleagues and coworkers contribute to job dissatisfaction for RNs

However, there is paucity of research in the U.S. examining RNs' experiences with WPI and turnover intention

SIGNIFICANCE

Finding novel ways to improve RN job satisfaction and reduce RN turnover and intent to leave their jobs is critical to ensure high quality care for patients in the U.S.

AIMS

The purpose of this integrative review was to critically appraise and synthesize the current research examining the relationship between workplace incivility and turnover intention in RNs in acute care settings

Research Question: What is the state of the science on relationships between WPI and turnover intention in RNs in acute care settings?

RESULTS

Data Evaluation of Sample of Primary Studies (N=12)

First Author, Year	Study Method	Sample Size	Major Findings
Armmer 2015	Quantitative	N=300	RNs of all ages and years of employment experienced rudeness, verbal humiliation Weak but significant bivariate correlation between WPI and intent to leave (r=0.244, p=0.05)
Blackstock 2014	Quantitative	N=103	Workplace bullying ($\beta = 0.23, p < .05$) predicted increased turnover intention $R = 0.60, F(5,84) = 9.32, p < 0.001$
Brewer 2013	Quantitative	N=1326	National sample of RNs; RNs' perception of verbal abuse by physicians was significantly associated with lower intent to stay at their current job (P<0.001)
Johnson 2009	Quantitative	N=249	27.3% (n=68) RNs experienced workplace bullying; bullying was significantly associated with intent to leave current position ($\chi^2 = 15.2; df = 2; p < .001$) Workplace bullying was significantly associated with intent to leave the nursing profession ($\chi^2 = 19; df = 2; p < .001$)
Laschinger 2009	Quantitative	N=612	77.6% RNs reported coworker incivility WPI strongly predicted turnover intentions (p < .001)
McKenna 2003	Quantitative	N=551	31% reported Horizontal Violence (HV) rudeness, verbal humiliation 34% considered leaving nursing related to HV (p < .001) 10% transferred to another area related to HV
Sofield 2003	Quantitative	N=461	91% (n=420) RNs experienced verbal abuse 33.4% (n=151) RNs considered resigning, 13.6% (n=57) left previous RN jobs Weak but significant bivariate correlation between verbal abuse and intent to leave (r= .211, p<.01)
Simons 2008	Quantitative	N=511	31% RNs (n=159) bullied at work Significant bivariate correlation between bullying & intent to leave (r=0.51, p<.001)
Simons 2010	Qualitative	N=184	Workplace bullying was experienced first and secondhand by RNs 4- Themes described different aspects of bullying: <ul style="list-style-type: none"> • Structural Bullying • Feeling out of the clique • Nurses eating their young • Leaving the job
Smith 2010	Quantitative	N=117	90% RNs reported co-worker incivility Co-worker incivility-significant independent predictor of turnover intention, (p=.047)
Walrath 2010	Qualitative	N=96	RNs reported experiences with WPI Impact of experiences with WPI: transfers, resignation, turnover intentions
Vessey 2009	Quantitative	N=212	70% (n=148) reported that they were bullied 50% (n=106) desired to resign

Additional Findings of RNs' Experiences With Workplace Incivility:

Psychological Symptoms
Mistrust
Fear, Anxiety
Depression
Sadness
Poor Morale
Nervousness

Physical Symptoms
Weight loss
Fatigue
Angina

Work Performance
Decreased Productivity
Increased Error

METHODS

Combinations of search terms related to WPI, nursing work environment and turnover intention were used to search six electronic data bases: CINAHL, MEDLINE, EMBASE, Web of Science, PsychINFO and ProQuest

Inclusion Criteria: Primary quantitative and qualitative peer-reviewed research studies published in English from 2000 to current; U.S. and international studies that correlated RNs' experiences with WPI and turnover intention in acute care settings

Exclusion Criteria: Unpublished manuscripts, literature reviews or summaries studies pertaining to WPI in non-nursing populations and in non-acute care settings

Search Yield: Of the 238 articles reviewed, 12 primary studies were retained based on the inclusion and exclusion criteria (10- quantitative, 2- qualitative)

CONCLUSIONS

The findings suggest that WPI is a significant determinant of turnover intention in RNs in acute care settings both in the U.S. and internationally, but our confidence is limited by the studies' methodological limitations

Methodological Limitations:

- Inconsistent conceptual definition and measurement of WPI
- Exclusive reliance on self-reported data
- Cross-sectional designs
- Limited studies conducted in U.S.
- Some studies lacked methodological and statistical rigor

Future Research Implications:

- Robust definitions and measurements of WPI
- Longitudinal studies with methodological/statistical rigor
- Identify predictors, mediators and moderators of WPI

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