Analysis of the Workplace Civility Index
A Reliable Tool for Measuring Civility in the Workplace

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Conflicts of Interest and Disclosures

Neither the planners or presenters indicated that they have any real or perceived vested interest that relate to this presentation.
Greetings and Gratitude!
Objectives

- Describe self-awareness and its relationship to civility and incivility.
- Discuss the development and psychometric testing of the Workplace Civility Index.
- Explore how the Workplace Civility Index can be used to improve civility competence.
What is the Impact of Incivility in Health Care and *Why Address It*?
Negative Impact on the Practice Environment

- Patient Safety and Quality Care
- Nurse Performance, Clinical Reasoning and Judgment
- Patient Advocacy and Moral Courage
- Recruitment and Retention
- Collaboration and Inter-professional Teamwork
- Job Satisfaction—Intent to Leave
- The ‘Bottom Line’ $23.8 billion annually for health care organizations to cover direct and indirect cost associated with workplace aggression

Self-Awareness and Relationship to Civility

Understanding yourself, knowing your strengths and areas for improvement, and recognizing the impact your behaviors have on others.

Becoming more self-aware heightens our ability to build a strong character, lead with purpose and authenticity, and better understand how others can complement one’s deficiencies.

Treating one another with civility and respect:
- Fundamental to establishing and sustaining healthy workplaces
- Fostering interpersonal and intra-personal relationships
- Building and maintaining top-performing teams
- Protecting patient safety
“There are three things that are extremely hard: steel, a diamond, and to know one’s self”

Benjamin Franklin
Always/Usually Civil, Polite, and Respectful to Others

- 94% of respondents are always or usually civil, polite, and respectful to others.
- 78% of people the respondents know are always or usually civil, polite, and respectful.
- 73% of co-workers (among those employed) are always or usually civil, polite, and respectful.
- 57% of people in the community are always or usually civil, polite, and respectful.
- 24% of people in the USA are always or usually civil, polite, and respectful.

Civility in America Report, 2017
PURPOSE of the STUDY
Analyze the Psychometric Properties of the *Clark Workplace Civility Index*©

Instrument

Workplace Civility Index© (WCI)—Measures Perceived Level of Civility Competence

Psychometric Testing for Validity and Reliability

- Creator Expertise
- Extensive Review of the Literature
- Extensive Pilot Testing (~2000 respondents)
- Expert Panel Review
- Cronbach’s Alpha (0.820)
- Exploratory Factor Analysis (Clear 1-factor model) Indicated robust evidence for internal validity of the WCI.
- Inter-item Correlations

Used by ~250 researchers, project presenters
20-item survey: Essential elements related to workplace civility and respectful co-worker interactions. Index takes approximately 3-5 minutes to complete.

5-point Likert scale: Respondents assess the perceived frequency of civil workplace interactions using the following response categories:
1 = never, 2 = rarely, 3 = sometimes, 4 = usually, and 5 = always

Total score ranges from 20-100: Overall perception of workplace civility. A total score can be calculated by summing all items on the WCI.

**Scoring the WCI**
90-100 = very civil
80-89 = civil
70-79 = moderately civil
60-69 = minimally civil
50-59 = uncivil
Less than 50 = very uncivil

* Scoring calculations were determined by expert judgments based on extensive testing.
WCI Sample Items

- Assume goodwill and think the best of others
- Avoid gossip and spreading rumors
- Keep confidences and respect others’ privacy
- Avoid abusing position or authority
- Take personal responsibility and stand accountable for my actions
- Avoid taking credit for someone else’s ideas/work/contributions
- Speak directly to the person with whom I have an issue
- Apologize and mean it when the situation calls for it
Respondents: 393 attendees from an international nursing conference and a national nursing conference.

Data were collected in “real-time” during plenary sessions at each conference using smart phone apps and web-based technology.

All responses were collected anonymously and reported as aggregate data.

Mean total score for this sample = 85.66 (SD = 6.34) indicating that respondents perceive themselves to be civil.
Limitations

Self-reporting approach: Participants may exaggerate or underreport frequency of the items for various reasons.

Due to the nature of the study (analyze psychometric properties of the WCI)—no demographic data were collected
Using the WCI

- Appraise perception of individual and coworker civility competence
- Assess areas of strength and areas for growth
- Vehicle for reflection and conversation regarding workplace civility
- May be completed as an individual exercise or completed by all members of a team to compare perceptions of civility and determine areas of strength and improvement.
Summary

- The WCI is a psychometrically sound instrument used to measure perceptions of workplace civility acumen, raise awareness, and generate group discussion about the perceived state of civility in the work environment.

- It has been used in dozens of practice and academic work environments domestically and abroad to improve healthcare workers’ awareness of the impact of incivility on workplace culture and patient safety.
Questions, Comments, Ideas
Thank You

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