The Impact Of Workplace Incivility On Job Satisfaction And Procrastination Levels

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ARTICLE INFO	ABSTRACT
	The purpose of this study is to find out the relationship among workplace incivility, job satisfaction and procrastination among male and female academicians. The sample consisted of 100 academicians (50 male,50 females) with 2 years of experience within same institution. Data analysis is done using correlation and t-test. Results showed that there is a negative relationship between workplace incivility and job satisfaction whereas a positive relationship between workplace incivility and procrastination. T-test result showed that male academicians faces more incivility and procrastination behaviour than female academicians but female academicians are more satisfied in their job than males.

INTRODUCTION

In any organization workplace incivility is a growing challenge. (Pearson&Porath, 2010). Nowadays Academicians expect themselves to be treated fairly in the universities or schools due to which workplace incivility has became the topic of discussion among scholars from human resource development and organizational psychology. Majority of co-workers state that incivility at a workplace is a common and major problem in their work lives. (Anderson et al., 2000) From some of the researches it has been observed that the main focus of the scholars nowadays is on workplace aggression or we can say workplace incivility and supervisors abusive behaviours these all terms can be grouped under the one title that is bad behaviour in an organization. (Porath, 2015)Similarly, authors like Zhou, and colleagues (2019) and Cortina and her friends (2013) gave a considerable attention to workplace incivility in organizational research because of its high prevalence and harmful effects on employees and organizations. Their work have shown that different undesirable, negative behaviours in the workplace affects all levels of organizational outcomes including individual level, group level and organizational level. When incivility occurs, it hijacks employees' performance, cognitive functioning, and instigate dysfunctional behaviour through triggering bad emotions and associated bad behaviours which can in turn escalate and spread until the entire environment looks unpleasant(Porath et al., 2015) workplace incivility increases distrust and decrease positive exchanges between co-workers and it results with higher perception of employee's to leave the organization.

Workplace Incivility is the act of being rude, discourteous, impolite or we can say it is an type of antisocial behaviour which is caused by the increase work load , job insecurity or stress and anger in the current workplace environment. Andersson and Pearson, (1999) defined "incivility as a minor form of mistreatment, but can significantly affects an employee's attitudes and behaviour towards the organization".Worldwide it has been seen that incivility occurs at every dimension of life like politics, education, business, families, religious etc. Examples of workplace incivility can be reacting rudely on a phone call, sending a disrespectful mail to employees, showing abusive behaviour in front of other employees. The rude or bad behaviour of superiors towards their subordinates is often observed and such situation is generally considered a prerequisite for finding a manager. (Pearson et.al, 2000) Job satisfaction is an extent to which an employee is satisfied with their job. The future of any institution is decided by the level of satisfaction the academicians are facing. An institution to be running smoothly or effectively it is important that the academicians are satisfied in their job roles that they can creatively engage in delivering superior education and moral values & ethics in their students. Job satisfaction is the amalgamation of feelings & beliefs i.e. predominantly psychological, emotional and physical states. It has been enumerated in terms of an employee's emotional response to varied job related factors that encompasses peace, comfort, confidence, personal growth etc.In an organization if the employees are not fully satisfied with their work and facing the bad behaviour in the workplace than these employees will not be able to do their work happily. It has been observed in many research that employees procrastinate their

work that means they do not complete their task on time they delay their work as we know that each and every individual is different like there are people who complete their work before the deadline, some complete it on time and some do not complete their work after the deadline also so the reason behind such kind of behaviour can be laziness, the work given is not of interest etc.

REVIEW OF LITERATURE

Studies related to workplace incivility
Miner and Eischeid in the year 2012 studied weather the negative emotions associated with experience of incivility differs between male and female and founded that males while facing incivility show aggression and react harshly whereas females tend to stay away from such conflict.

The incidence of staff and supervisor uncivility in the setting of K–12 schools was examined by Rieo et al. (2011) in the paper titled "Workplace Incivility in Schools." Data was gathered via surveys from 94 middle school teachers in the United States. The results showed that 71% of supervisors and 85% of teachers, respectively, have encountered rudeness and inappropriate behavior. The results of the MANOVA also showed that there were no gender differences in the experiences of incivility.

Singh & Sharma (2016) examined the impact of workplace uncivility on employees' intentions to leave their jobs and job satisfaction in Indian work environments. Regression analysis was used to gather data from 283 restaurant employees in northern and western India. The results showed that, in the Indian setting, workplace incivility has a positive correlation with employee turnover and a negative correlation with job satisfaction.

Zaheer & Hamna (2021) studied the Differences in Census Dealing with Workplace Stability at the Universities of Quetta Public Sector. Data was analyzed using one ANOVA method and independent t-test and it was found that members of the male faculties experienced higher levels of work ethic compared to female university students in the Quetta public sector. Therefore in the age group there was no significant difference in coping with workplace misconduct. The findings also suggested that assistant professors face less work ethic compared to lecturers, working colleagues.

Zurbrugg & Miner (2016) investigated the effects and experiences of rude behavior in the workplace with regard to sexual orientation and gender. 1300 academic law faculty members (mostly white, 86% male) provided data on their demographics, experiences with workplace rudeness, job satisfaction, stress levels, and job identity centrality. The findings showed that heterosexuals reported higher job stress and lower job identity centrality than sexual minority females who reported the highest level of workplace incivility, while females with sexual minorities reported lower job satisfaction than males.

Studies related to job satisfaction
Bhatti et al.(2011) examined the connection between Pakistani university instructors' job satisfaction and stress at work. Data from 400 teachers was gathered using a cross-sectional approach, and multiple regression was used for analysis. The findings indicated a negative correlation between job satisfaction and job stress. In addition, it was found that 70% of the faculty members weren't happy with their pay.

Krishnan et al.in the year 2018 aimed at identifying the role of job satisfaction and worklife balance on performance of academicians teaching in higher institutes of malaysia. Using quantitative method data from 120 teachers was collected. Results showed that there was a positive relation between job-satisfaction and work life balance on academician performance and it was also founded that job satisfaction is a good predicator of academicians work performance compared to worklife balance.

Mallaiah (2008) talked about the job satisfaction and performance management of university librarians in Karnataka. The basic data for the study came from 188 library employees who answered a lengthy, well-structured, pre-tested questionnaire. According to the study's findings, "a facilitative and comfortable physical, social, and psychological state of the workplace can increase library staff members' job satisfaction."

Mondal et al.(2011) aimed to investigate the job stress and job satisfaction levels among teachers. From 69 school teachers in Pokhara, Nepal the data was collected and using factor analysis, t-test and ANOVA the data analysis was done and founded that school teachers were partially satisfied and had a low to average pressure in their work.

Nas (2016) made an effort to "examine the determinants of level of satisfaction between teachers in Pakistani government and private universities." For this purpose, a survey of faculty members employed by Pakistan's public and private universities was carried out. In all, 410 replies were taken into account for the research. The study's findings demonstrated that, among the individuals involved, independent variables consistently have a positive impact on the dependent variable. Undoubtedly, the circumstances surrounding personal concerns related to job happiness differ amongst variables. The purpose of the study was to determine whether college instructors in Pakistani government and private universities were generally satisfied with their current working conditions.

Studies related to Procrastination
Akdemir (2019) studied the gender differences in possessing the academic procrastinating behaviour of pre service teacher.Data was collected from 211 undergraduate students studying at a public university of Turkish. Results showed that according to students male teachers procrastinate more than the female teachers.

Kartas & Bademcioglu (2015) examined the relation between subtest of personality traits and the academic procrastinating behaviour of pre-service teachers and to see the gender differences in the procrastination and personality traits. Data was collected From 165 female and 48 male pre service teachers studying at Yildriz technical university. Data was analyzed using correlation and independent sample t-test and founded that there was no gender differences in the procrastination and personality traits but personality traits had a significant relation with academic procrastination behaviour.

Mohsin and Ayub (2014) investigated the connection between high school teachers in Karachi, Pakistan, and procrastination, delaying gratification, and work satisfaction with job stress.Data from 150 high school teachers was gathered, and it was discovered that procrastination and delay of gratification have a negative relationship with job satisfaction and a positive correlation with it, while procrastination and delay of gratification significantly predict job stress, which in turn predicts job satisfaction among high school teachers.

OBJECTIVE

1.To see the relationship among workplace incivility,job satisfaction and procrastination in academicians.
2. To compare the level of workplace incivility,job satisfaction and procrastination between male and female academicians.

HYPOTHESIS

1.There will be negative relationship between workplace incivility and job satisfaction.
2.There will be positive relationship between workplace incivility and procrastination.
3. There will be a significant difference in the level of workplace incivility, job satisfaction and procrastination between males and females.

METHODOLOGY

Participants
A total of 100 participants will be selected under which 50 males and 50 females were selected and the academicians who has a minimum 2 years of experience are only selected.

Tools used
1. Uncivil workplace Behaviour questionnaire :-Developed by Martin and Hine in the year 2005.It consists of 20 items.It is a 5 point Likert scale. The reliability is 0.80
2. Job Satisfaction Scale:- Developed by Dr. Amar singh and Dr. T.R. Sharma in the year .It consists of 30 items. The test-retest reliability is 0.97 and validity is .74.
3. Procrastination Scale:-Developed by Lay in the year 1986.It consists of 20 items and is a 5 point scale.

Statistical techniques
1. Correlation is used to see the relationship among Work incivility, job satisfaction and procrastination.
2. T-test is used to find a significant difference between male and female academicians in terms of workplace incivility, job satisfaction and procrastination.

Procedure
Purposive sampling method was employed in the sample design.The data was collected by circulating the questionnaire as google forms through social media platforms.Participants were informed that the details provided by them will be treated with confidentiality and only be used for the purpose of academic research.

RESULT AND DISCUSSION

Table 1. Correlation matrix for workplace incivility, job satisfaction and procrastination in male academicians

	Workplace incivility	Job satisfaction	Procrastination
Workplace Incivility	1		
Job satisfaction	-0.167	1	
Procrastination	0.482	-0.100	1

Table 2. Correlation matrix for workplace incivility, job satisfaction and procrastination in female academicians

	Workplace incivility	Job satisfaction	Procrastination
Workplace Incivility	1		
Job satisfaction	-0.38	1	
Procrastination	0.25	-0.16	1

Table 1 depicts the correlation among male academicians with respect to workplace incivility, job satisfaction and procrastination. From the above table it can be observed that in the male academicians workplace incivility is negatively correlated with job satisfaction (r = -0.167 ; p <0.05) whereas workplace incivility is positively correlated with procrastination (r = 0.482 ; p <0.05),and job satisfaction has a negative correlation with procrastination (r = -0.100 ; p <0.05).   Table 2 depicts the correlation among female academicians with respect to workplace incivility, job satisfaction and procrastination. From the above table it can be observed that in the female academicians workplace incivility is negatively correlated with job satisfaction (r = -0.38 ; p <0.05) whereas workplace incivility is positively correlated with procrastination (r = 0.25 ; p <0.05),and job satisfaction has a negative correlation with procrastination (r = -0.16 ; p <0.05).

Thus our hypothesis workplace incivility is negatively correlated with job satisfaction and workplace incivility is positively correlated with procrastination is accepted it is because when the academicians are facing a rude and bad behaviour in the institution than they will not be satisfied with their job and will not complete their assigned work on time.So it is necessary to maintain a positive and good environment in the institution so that the future of our society i.e students receives a good and quality sessions from the academicians.

Table 3. T-test results comparing male and female academicians with respect to workplace incivility, job satisfaction and procrastination

S.no.	Variable	Gender	Mean	S.D.	t-test
1	Workplace Incivility	Male	75.78	5.97	6.01*
		Female	66.76	8.75	
2	Job satisfaction	Male	52.42	0.85	3.62*
		Female	57.38	1.07	
3	Procrastination	Male	81.48	5.13	-9.24*
		Female	68.38	1.21	
**p< 0.01 level *p< 0.05 level					

Table 3 depicts the t-value and compare the male and female academicians. So, table 3 indicates that in terms of workplace incivility, there is a significant difference between male and female academicians, where (t = 6.01;p <0.05).Hence our hypothesis, there is a significant difference in the level of workplace incivility between male and female is accepted. The higher mean value in the males shows that male academicians faces more workplace incivility than female academicians. This might be because as compared to females males experiences more challenges and difficulties in the institution as it is very heart broking for them when someone show disrespectful behavior or if someone speaks in a high or inappropriate tone with them.   In terms of job satisfaction, there is a significant difference between male and female academicians, where (t = 3.62; p = <0.05). Therefore, our hypothesis there is a significant difference in the level of job satisfaction is accepted. Thus the higher Mean value in females indicates that female academicians are more satisfied in their job as compared to male academicians this might be because males mostly value the intrinsic and extrinsic job rewards and as we know in the academic field there are less or few job rewards as compared to other jobs. But females put more emphasis on social relations and flexible working hours due to which females are more satisfied in the academic field.

In terms of Procrastination , there is a significant difference between male and female academicians, where (t = -9.24 ; p = <0.05). Hence our hypothesis there is a significant difference in the level of procrastination between male and female is accepted. The higher mean value of male academicians interpret that male academicians procrastinate more than females. This might be because in the above results we have seen that males faces more workplace incivility in the institution as compared to females so it is difficult for males to complete there assigned task on time as they are facing a bad or inappropriate behavior due to which they least interested for that institution. In a few research it has been observed that females are more punctual and responsible towards the completion of their task whereas males delay their assigned task.

CONCLUSION

The present study is aimed to see the relationship among workplace incivility, job satisfaction and procrastination in academicians and founded that there is a negative relationship between workplace incivility and job satisfaction whereas a positive relationship between workplace incivility and procrastination. Hence our Hypothesis 1 and 2 are accepted. In a particular study male and female academicians were compared in terms of workplace incivility, job satisfaction and procrastination and founded that there is a significant

difference among male and female academicians as male academicians faces more workplace incivility and procrastination behaviour as compared to female academicians and female academicians are more satisfied with their job than male academicians.

Hence from the above result it can be concluded that for the growth of academicians and for the growth of institution the environment plays a vary vital role. So it is important to keen a positive and good atmosphere in the institution so that the students can earn something productive and valuable from the academicians.

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