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DEPARTMENT of PSYCHOLOGY

Workplace Incivility in Digital Meetings: An Investigation of the Behavior and How it is Associated with Work Motivation

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Master's Thesis (30 hp)
Spring 2023

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Acknowledgments

First and foremost, I would like to offer my special thanks to my supervisors, Tomas Jungert and Kristoffer Holm, for their invaluable advice, continuous support, and guidance at every stage of this thesis. Their immense knowledge and ample experience have encouraged me to believe in my work and pursue my idea all the way through. I would also like to thank Peter Arnfalk, Ulf Pilerot, and the rest of REMM-Gruppen for rewarding cooperation and believing in my vision.

Abstract

Workplace incivility has been shown to affect the individual and organization negatively. Studies have also indicated that workplace incivility is a relatively common phenomenon in Sweden. In connection with the pandemic, working life has become increasingly digital, which has normalized video meetings. Therefore, more knowledge is requested about workplace incivility in digital meetings. This present cross-sectional study addresses this gap in research and aims to contribute knowledge about workplace incivility. More specifically, the research investigates workplace incivility that individuals have experienced or witnessed in digital meetings. The thesis also aims to investigate how workplace incivility in digital meetings is associated with work motivation. The present study is based on quantitative and thematic analysis. An Internet survey was distributed to ten different authorities in Sweden. A total of 92 answers were collected from the Internet survey. The findings from the present study indicate that workplace incivility is a relatively common phenomenon among Swedish authorities and that its frequency could be slightly more common in digital meetings. The findings also revealed that the most common form of the behavior was that a supervisor or coworker paid little to no attention to the respondents' or others' opinions. However, the study did not find any differences in digital incivility across different groups and could not find any significant correlation between incivility in digital meetings and work motivation. The study is the first to explore the relationship between the factors. Ultimately, this study opens the idea of a new way of exploring workplace incivility.

Keywords: Workplace Incivility, Work Motivation, Digital Meetings, Workplace Incivility Scale, The Multidimensional Work Motivation Scale

Introduction

Work and professional employment constitute a large part of our adult life. Therefore, there is no surprise when research shows a clear connection between psychosocial factors in working life and sickness absence linked to ill health (Swedish Association of Occupational Health and Safety, 2019). In addition to that we work to support ourselves and our families, work itself can also be an essential source of both social context and personal meaning. The work gives us a role and allows us to be involved in creating benefits for others and contributing to society. Despite the contrary, work can also be a source of worry, anxiety, and unhappiness, and there are clear connections between our situation at work and how we feel (Forskningsrådet för hälsa, arbetsliv och välfärd [FORTE], 2020). Considering this, there is no surprise that working conditions often come into focus (Swedish Association of Occupational Health and Safety, 2019).

When the restrictions arose during the covid-19 pandemic, many workers had to move their workspace from the office to the home. The situation resulted in workers meeting remotely to a greater extent than before. Many employees spend a significant amount of time in meetings, thus making meetings a central component of many employees' work life (Rogelberg et al. 2006). Considering this, the need to meet and see each other through video increased and became a common way to hold meetings and communicate. After removing the restrictions, we can still see the need and desire to work remotely and that many authorities maintain this way of working (Arnfalk & Björk, 2022). Furthermore, studies have shown that many Swedish authorities' employees believe that digital meetings will continue to increase as a way of working (Arnfalk & Björk, 2022). Many authorities have also mentioned that they already have or plan to obtain a written agreement that employees can sign with the employer to work partially or, in some cases, work remotely full-time. Nevertheless, with this new way of working, organizations and their employees face new obstacles, one of which is adapting to the new communication methods. Workplace incivility is a relatively common behavior in Sweden (Torkelson et al., 2016), but what does incivility look like in digital meetings?

Incivility in the workplace as a research topic is relatively new, and research conducted in Sweden has been trying to map incivility in the physical workplace (Torkelson et al., 2016). Still, when researching the subject, there needs to be more focus on how incivility occurs and takes form when working and meeting at a distance. In the present study, digital meetings refer to meetings

that occur remotely within work, in real-time, with technical assistance, where the participants use a camera and microphone. Furthermore, in the present study, digital meetings also include hybrid meetings. Hybrid meetings are defined as meetings where people participate together partly physically in the same place and partly digitally (Virtual Meetings in Public Agencies [REMM], 2023).

Previous research found that is closely related to the present thesis is research about incivility on the internet, a phenomenon referred to as cyber incivility (Lim & Teo, 2009). Research on this subject suggests that the behavior might be expected to grow as employees increasingly use technology to communicate (Brynjolfsson et al., 2020). Considering this, more research must be done on how incivility occurs in digital meetings to provide a better insight into the phenomenon. This thesis is the first study investigating incivility in digital meetings in Sweden and how this behavior is associated with work motivation in individuals.

Incivility in the Workplace

Workplace incivility has been defined as "... low-intensity deviant behavior with ambiguous intent to harm the target, in violation of workplace norms for mutual respect. Uncivil behaviors are characteristically rude and discourteous, displaying a lack of regard for others" (Andersson & Pearson, 1999, p. 457). The behavior is characterized by low intensity, and the intention to harm is unclear (Pearson et al., 2001). Researchers have also presented other descriptions in various ways to attempt to capture the complexity and intensity of the phenomenon. Rau-Foster (2004) described workplace incivility as "subtle rude or disrespectful behavior that demonstrates lack of regard for others" (p. 702). However, the description by Andersson and Person (1999) is the definition most cited throughout the literature to describe the behavior in scientific research (Hutton, 2006; Pearson et al., 2001; Rau-Foster, 2004). Incivility can, for example, be expressed by not greeting each other, excluding others from the community, asking personal and intrusive questions, and using unpleasant tones and hostile body language (Cortina et al., 2013). Workplace incivility can also be expressed by spreading rumors about colleagues, not looking after problems, sending nasty emails to colleagues, avoiding praising staff, leaving the office in a mess, or taking praise for other people's work (Pearson et al., 2005). Incivility is closely related to and partly overlaps with other types of mistreatments, such as bullying, harassment,

abuse, rudeness, and anti-social behavior. On the other hand, it differs from these because it has a lower intensity and is ambiguous (Hershcovis, 2011; Martin & Hine, 2005). The practice of incivility in the workplace can negatively impact the individual and the organization (Porath & Pearson, 2010). Research about incivility in the workplace has become a growing subject, and research in Sweden has mainly focused on mapping the behavior and understanding its consequences.

Causes and Consequences of Workplace Incivility

Workplace incivility can result from job insecurity, organizational changes, high work demands, and a lack of social support from colleagues (Torkelson et al., 2016). Other potential causes include organizational pressure, such as new technologies for communication, poor leadership, mergers, or compressed time and deadlines (Pearson et al., 2005). Furthermore, studies have identified stress and workaholism as a predictor of workplace incivility (Lanzo et al., 2016). Workplace incivility is often considered something unproblematic and harmless. Nonetheless, researchers believe the behavior can lead to several negative consequences and high financial costs due to the commonness phenomenon (Pearson & Porath, 2009). Furthermore, research shows that workplace incivility can lead to adverse effects at both individual and organizational levels.

Regarding the consequences of workplace incivility on the individual, several studies have found that the behavior can lead to detrimental effects. For instance, associations have been found between incivility and increased mental illness (Cortina et al., 2001; Lim & Lee, 2011; Torkelson, 2011). Workplace incivility has also been associated with increased anxiety, depression, and reduced self-esteem for the victim (Blau & Andersson, 2005). The behavior has also been linked to higher feelings of job insecurity (Itzkovich, 2016), decreased productivity, performance, job satisfaction, and reduced desire to stay in the organization (Cortina et al., 2001). Other effects are reduced well-being (Lashinger et al., 2009; Matthews & Ritter, 2019), reduced feelings of optimism (Bunk & Magley, 2013) and trust (Cameron & Webster, 2011) as well as higher levels of sleeping problems (Holm et al., 2015).

At an organizational level, incivility has been linked to decreased performance (Estes & Wang, 2008), lower supervisor satisfaction (Bunk & Magley, 2013) as well as less work

engagement (Jawahar & Schreurs, 2018). Furthermore, the ability to work together in teams can deteriorate (Blau & Andersson, 2005). The behavior can also cause high staff turnover and be a first step toward more aggressive workplace behavior (Andersson & Pearson, 1999). Researchers argue that uncivil behavior reflects the social culture of the workplace and its norms (Leiter et al., 2015) and does not necessarily need to occur systematically (Martin & Hine, 2005). Studies have shown that incivility is practiced by both employees and superiors in the workplace (Reio & Sanders-Reio, 2011). Furthermore, research conducted in Sweden has found a direct correlation between witnessed and instigated incivility (Holm et al., 2015; Torkelson et al., 2016). The same studies also suggest that the influence of uncivil behavior could be more significant on bystanders than the actual target.

Antecedents to Experienced and Instigated Incivility

Previous research on face-to-face incivility has shown that groups that are more at risk of receiving incivility in the workplace are younger individuals (Leiter et al., 2010), women (Cortina et al., 2013), ethnic minorities (Cortina, 2008) and people in the lower position of power (Pearson & Porath, 2009).

The target group shown to have a greater tendency to practice uncivil behavior are men (Reio & Ghosh, 2009) and workers in higher positions of power (Estes & Wang, 2008; Pearson & Porath, 2009). Taking the previous research into account, the following hypotheses are proposed:

Hypothesis 1. Women are at greater risk of receiving incivility in digital meetings than men.

Hypothesis 2. Younger people are at greater risk of receiving incivility in digital meetings than others.

Hypothesis 3. Those who are not in a supervisor position are at greater risk of receiving incivility in digital meetings than those who are in a supervisor position.

Hypothesis 4. Those with shorter tenure at the workplace are more likely to receive incivility in digital meetings than others.

Theories and Scales for Explaining and Measuring Workplace Incivility

Theories specific to workplace incivility are scarce. However, the most common way to measure workplace incivility is through a scale known as the Workplace Incivility Scale (WIS), created by Cortina et al. (2001), which also has a Swedish translation (Schad et al.,2014). Several researchers have tested and validated the WIS scale, which has shown high reliability (Blau & Andersson, 2005; Cortina et al., 2001; Lim & Lee, 2011). However, researchers have questioned the scale because of the subtle nature of the behavior (Lim & Lee, 2011). Moreover, the scale has also been questioned by Hershcovis (2011), who emphasizes that the scale does not capture the intentionality and intensity of the behavior and, thus, does not measure the complete construct of the behavior. Tepper and Henle (2011) also mention that there is a problem with using standardized survey methods due to the variations of norms depending on the context and should therefore not be generalized.

Due to this criticism, researchers encourage using alternative ways to investigate incivility in the workplace. For example, one suggestion by Robinson et al. (2014) is to complete the scale by implementing qualitative studies. Another suggestion by Carpets and Henle (2011) is to supplement current research by asking people to describe incidents that the participants witnessed or practiced themselves, thus subjecting these reports to content analysis.

Work Motivation

Psychological research has defined motivation in many ways, but no consensus exists covering the concept of motivation as a whole (Judge & Ilies, 2002; Zydziunaite & Katiliute, 2007). Wallin et al. (2022) refers to motivation as the willingness to perform. Zydziunaite and Katiliute (2007) describe motivation as a will to achieve and argue that motivation is complex and multidimensional and that a more precise definition of motivation is needed. They choose to look at motivation as a psychological process that gives direction to behavior and define motivation as an internal drive that is present to satisfy unmet needs. Ahlstedt et al. (2019) defined motivation as a drive to do something that focuses on what energizes and gives direction to do the work tasks.

Work motivation is a broad research subject, and many models have been developed to measure it. One of the most established theories of work motivation is the Self-Determination

theory (SDT) (Deci & Ryan, 1985). Moreover, this theory proposes a multidimensional view of motivation and specifies how various types of motivation can be promoted or discouraged (Gagné et al., 2015). The theory proposes various types of motivation; *amotivation* (the absence of motivation toward an activity), *intrinsic motivation* (doing an activity for its own sake because it is interesting and enjoyable), and *extrinsic motivation* (e.g., engaging in the activity for instrumental reasons such as receiving approval, rewards, avoiding punishment or reaching a personally valued goal). Following, SDT specifies different subtypes of extrinsic motivation; *external regulation* (which also can be divided into two types; social and material) which refers to doing an activity to obtain awards or avoid punishment, *introjected regulation* which is referring to doing an activity due to a sense of guilt or to avoid guilt or shame, *identified regulation* referring to doing something because one identifies with its value or meaning, and *intrinsic motivation* witch refers to doing an activity due to it is part of their identity or self-image (Deci & Ryan, 2000). It is common that researchers merge external and introjected motivation into one motivation type called *controlled motivation* and combine identified regulation and intrinsic motivation into one motivation type called *autonomous motivation* (Deci & Ryan, 2000). However, researchers argue that it is better to separate the subtypes of motivation both theoretically and empirically (external, introjected, identified, and intrinsic) since some cases have been shown to produce different behaviors and attitudinal outcomes in certain domains (Gagné & Deci, 2005), such as politics (Koestner et al., 1996) and environmentalism (Pelletier et al., 1998).

Several studies have supported the theory as an approach to work motivation by confirming aspects of the theory within organizations (Gagné & Deci, 2005). For example, research indicates that intrinsic and autonomous motivations are related to performance, satisfaction, trust, and well-being in the workplace (Gagné & Deci, 2005).

Motivation and Workplace Incivility

Referencing previous research on workplace incivility's negative effects on an organizational level we know that workplace incivility in physical meetings is associated with decreased job satisfaction and performance (Cortina et al., 2001), trust (Cameron & Webster, 2011), and well-being (Lashinger et al., 2009; Matthews & Ritter, 2019). Furthermore, referencing previous research, we can also see that these factors also are related to work motivation (Gagné &

Deci, 2005). For example, most of the motivation theories use job satisfaction as groundwork in practice (Kian et al., 2014). Nevertheless, a study by Ayub and Rafif (2011) revealed a positive correlation between job satisfaction and work motivation. However, when researching the subject, it is clear that research on how incivility is associated with work motivation is scarce. Hence, the following hypothesis is proposed:

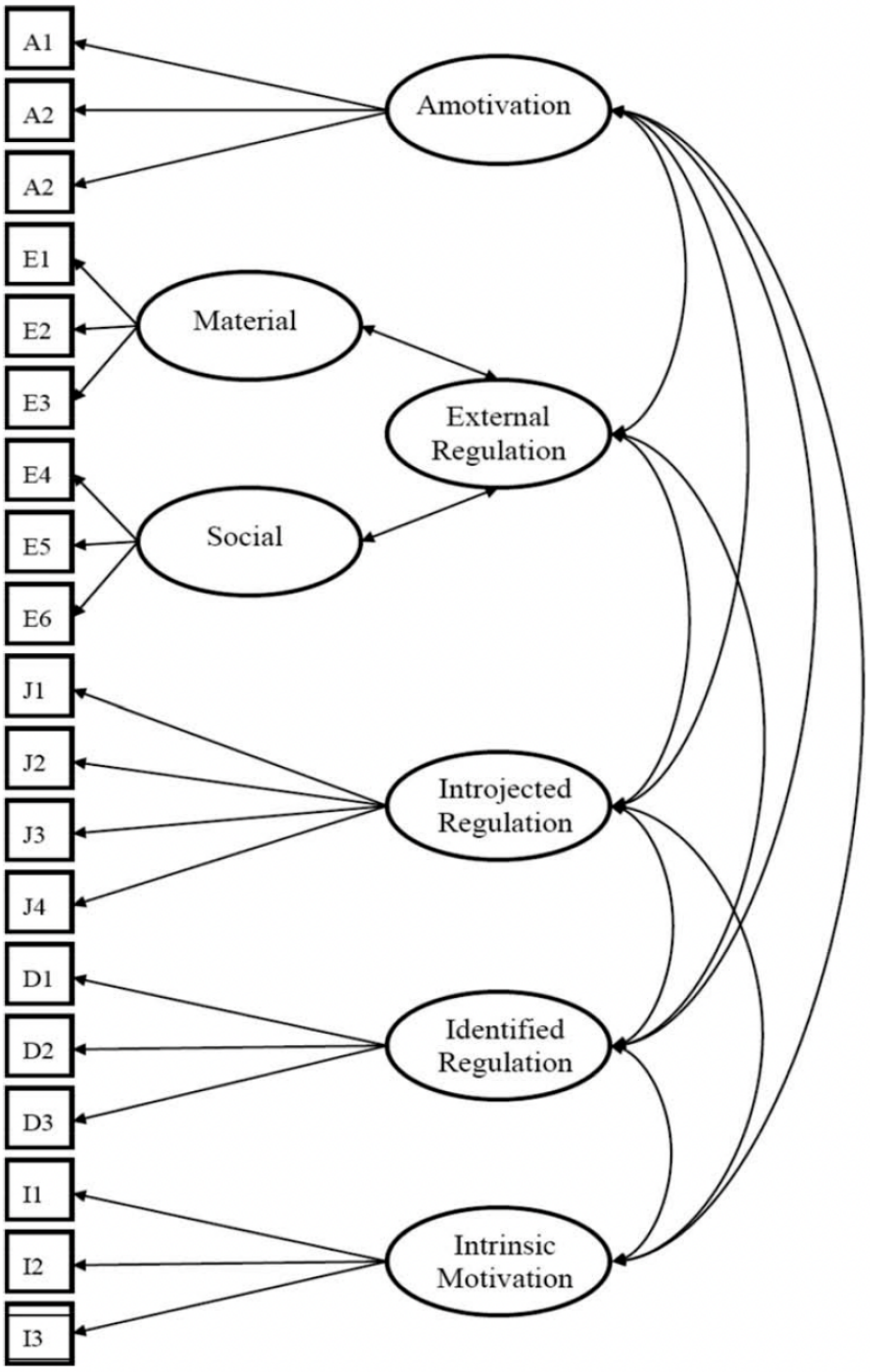
> *Hypothesis 5*. Workplace incivility in digital meetings is negatively related to work motivation

Scales for Measuring Work Motivation

The Multidimensional Work Motivation Scale (MWMS) by Gagné et al. (2015) is a developed and validated scale based on Self-Determination Theory (SDT) (Deci & Ryan, 1985) and measures work motivation at a domain level (Vallerand, 1997). The scale consists of 19 items and is accompanied by seven response alternative measures amotivation, extrinsic regulation, introjected regulation, identified regulation, and intrinsic motivation separately (see Figure 1). In addition, the scale includes external regulation with the approach and avoidance items focusing on material (e.g., money) as well as social rewards (e.g., praise) since both are important in the work context (Gagné et al., 2015; Stajkovic & Luthans, 1997). The external regulation subscale that includes material and social rewards and punishments is a balance that has never been considered in previous scales. However, Gagné et al. (2015) argue that these additional features offer unique opportunities to steer research into new directions and could be used to study the differential effects of these different types of contingencies. Furthermore, scholars can use the subscales of the MWMS separately to examine their discrete effects (Koestner & Loiser, 2002) or aggregate them into autonomous and controlled types to simplify the analyses depending on the research question.

Figure 1

Factor structure of the MWMS



Note. From "Multidimensional Work Motivation Scale: Validation evidence in seven languages and nine countries" by Gagné et al., 2015, *European Journal of Work and Organizational Psychology, 24*(2), p.184 (https://doi.org/10.1080/1359432X.2013.877892).

Nonetheless, researchers have been emphasizing that an abbreviated version of the scale is needed and that a reduced version would allow researchers to include the construct in large without making the instrument excessively long and would reduce the time needed to complete it, thus potentially decreasing non-response rates mainly when other measures are used in combination with the scale (Battistelli et al., 2015). This thesis will look at work motivation based on this model to measure how work motivation is associated with workplace incivility.

Research area and questions

The present study aims to investigate workplace incivility in digital meetings that individuals have experienced or witnessed themselves. Furthermore, the thesis aims to investigate how incivility in digital meetings is associated with work motivation. To achieve this, five hypotheses will be tested. These hypotheses propose that women, younger individuals, non-supervisory personnel, and those with shorter tenure are at greater risk of receiving workplace incivility in digital meetings. Furthermore, the present study will test the hypothesis that workplace incivility in digital meetings is negatively related to work motivation. The five hypotheses are presented as follows:

Hypothesis 1. Women are at greater risk of receiving incivility in digital meetings than men.

Hypothesis 2. Younger people are at greater risk of receiving incivility in digital meetings than others.

Hypothesis 3. Those who are not in a supervisor position are at greater risk of receiving incivility in digital meetings than those who are in a supervisor position.

Hypothesis 4. Those with shorter tenure at the workplace are more likely to receive incivility in digital meetings than others.

Hypothesis 5. Workplace incivility in digital meetings is negatively related to work motivation

In addition to exploring these hypotheses, the thesis will answer three additional questions to fulfill the research purpose:

- How prevalent is incivility in digital meetings?

- How does incivility in digital meetings occur/take form?
- Which types of uncivil behaviors seem to be most prevalent in digital meetings?

Method

Participants

The inclusion criteria for the participants were that they were over 18 years old, were currently working at a Swedish authority, and had previous experience with digital meetings through video to investigate current incivility in digital meetings accurately. The sample of participants consisted of 27 (29%) males, 64 (70%) females, and 1 (1%) Other. The survey was sent out to 215 people, and 92 (43%) of those that received the study responded. The mean age among participants was 49.5 years (*SD* = 10.0, *min* = 1997, *max* = 1956 or older). Of the respondents, 22 (24%) did have a supervisor position, whereas the majority, 68 (76%), did not have a supervisor position. Participants had been working at their current average of 12.6 years (*SD* = 10.3). Further demographic descriptive data are presented in Table 1.

Table 1

Descriptive statistics regarding the samples' experience of various meeting environments (N = 92)

Meeting environment	Frequency				
	Never	1-3 /month	1-4 /week	Once per day	Multiple times a day
Physical	2.2%	38.9%	41.1%	3.3%	14.4%
Hybrid	2.3%	48.9%	37.5%	8.0%	3.4%
Virtual	-	5.7%	23.9%	11.4%	59.1%

Procedure

The present cross-sectional study collected data using an Internet survey (see Appendix A) compiled using the survey tool SUNET. The survey consisted of five single-choice, seven matrix, and two open questions. None of the questions were mandatory. The questions in the survey were based on background variables, the Workplace Incivility Scale (WIS), and the multidimensional work motivation scale (MWMS).

A voluntary response sampling method was used in the present study. The survey targeted Swedish authority workers where authorities had shown prior interest in the upcoming present study and would consider participating and distributing the study within their respective authorities. Ultimately, the Internet survey and information about the present study were distributed through the organization REMM, which distributed the survey within their network to ten different authorities via e-mail that expressed interest in participating. The data were collected in Swedish. The survey was available to answer for 33 days and took roughly 10 minutes to complete. During this time, three reminders were sent out to the recipients by the organization.

Materials

The Internet survey consisted of demographic variables, open questions, scales measuring experienced and witnessed workplace incivility in physical and digital meetings (including hybrid meetings), and a scale measuring work motivation.

Demographic Variables

The survey contained six demographic questions to describe the participants as a group and map workplace incivility in digital and physical meetings. Demographic questions concerned information about gender, age, professional experience (in years), managerial position (if any), which type of authority the participants were employed by, as well as a scale designed to measure the participants' experience of various forms of meeting, which included physical, hybrid and digital meetings.

Experienced Workplace Incivility in Physical and Digital Meetings (from Coworkers and Supervisors)

Experienced workplace incivility in physical and digital meetings (including hybrid meetings) was measured by using a modified version of the seven-item Workplace Incivility Scale (WIS) (Cortina et al., 2001), which has been translated into Swedish (Schad et al., 2014). The modified seven-item version made the questions fit a physical, hybrid, and meeting environment through video. Workplace incivility in physical and digital meetings was rated separately. In contrast, incivility from coworkers and incivility from supervisors were rated together, considering the survey length and possible response rate. The scale measured the frequency of experienced incivility during the last month, which is a shorter time frame than initially used by Cortina et al. (2001) and (Schad et al., 2014). Response alternatives were 0 (never), 1 (rarely), 2 (sometimes), 3 (often), and 4 (most of the time). Sample items are: 'During a PHYSICAL MEETING the past month, have you been in a situation where any of your supervisors or colleagues: - made demanding or derogatory remarks about you?','- put you down or was condescending to you', and '-doubted your judgment on a matter over which you have responsibility?'. The scale measuring experienced workplace incivility in a physical environment yielded a Cronbach's alpha of 0.91. The seven-item scale measuring experienced workplace incivility in a digital environment (including hybrid meetings) yielded a Cronbach's alpha of 0.91.

A qualitative question about experienced workplace incivility was included in the survey as a compliment for the WIS scale. The question was: 'Describe how workplace incivility can manifest in digital and/or hybrid meetings you have participated in'.

Witnessed Workplace Incivility in Physical and Digital Meetings (from Coworkers and Supervisors)

Witnessed workplace incivility in physical and digital meetings (including hybrid meetings) was measured using a modified version of the WIS scale (Cortina et al., 2001). The scale was modified to make the questions fit a physical, hybrid, and digital meeting environment and to measure and target witnessed workplace incivility. The seven-item scale consisted of five response alternatives 0 (never), 1 (rarely), 2 (sometimes), 3 (often), and 4 (most of the time), where

the participant was asked to rate the frequency of the possibly witnessed behavior for each of the seven items in the WIS scale. Sample items are: 'During a VIRTUAL MEETING (including hybrid meetings) the past month, have you been in a situation where any of your supervisors or colleagues: - made demanding or derogatory remarks towards others?','- put others down or was condescending towards them', and '-doubted others judgment on a matter over which they have responsibility?'. The total mean score of the seven-item scale was used as a generalized outcome to measure workplace incivility in the present study. The seven-item scale measuring witnessed workplace incivility in physical meetings yielded a Cronbach's alpha of 0.94 in the present study, whereas workplace incivility in digital meetings (including hybrid meetings) yielded a Cronbach's alpha of 0.94.

The WIS was complemented by an open/qualitative question about workplace incivility where the participant could describe how workplace incivility could occur/take form from a perspective as a witness or that they experienced themselves.

Work Motivation

The multidimensional work motivation scale (MWSM) (Gagné et al., 2015) was used to measure work motivation in the present study. However, the three items measuring amotivation was removed from the scale. The decision to remove items measuring amotivation from the scale was since the present study only aimed to investigate work motivation and not the lack of motivation. The response rate and survey length were other considerations that led to this decision. The scale in the present study measured extrinsic (social and material), introjected, identified, and intrinsic motivation with a questionnaire containing the stem "Why do you or would you put efforts into your current job?" and is accompanied by five response alternatives 1 (not at all), 2 (a little), 3 (moderately), 4 (strongly), and 5 (completely). A sample item from each motivation type (according to the order mentioned above) is: 'Why do you or would you put efforts into your current job?: - To get others approval (e.g., supervisor, colleagues, family, clients...).', '-Because others will reward me financially only if I put enough effort in my job (e.g., employer, supervisor …).', '-Because I have to prove to myself that I can.', '-Because I personally consider it important to put efforts in this job.', and '-Because I have fun doing my job.'. Cronbach's alpha was calculated for each motivation type. Extrinsic motivation (social) yielded a high alpha of 0.90,

while extrinsic motivation (material) had a lower alpha of 0.67. The other types of motivation, including introjected, identified, and intrinsic motivation, yielded a high Cronbach alpha ranging from 0.80-0.94.

Ethical Considerations

The present study approaches a potentially sensitive subject since the topic concerns workplace mistreatment and negative behaviors. This makes it possible that uncomfortable emotions may arise in individuals when posed with questions about the topic when doing the survey. For some, it may also be considered sensitive to provide information about witnessed incidents of workplace incivility (Holm, 2021). Considering this and reducing the potential to harm participants, several measures have been taken throughout the study.

For example, the present study was conducted in accordance with the Swedish Ethical Review Act (SFS 2003:460), and the guidelines for good research practice from the Swedish Research Council (2017) were used. Before the survey was sent out, a discussion with Lund University's data protection officer was held to ensure that the survey was designed not to imply any personal risks for the participants and not include questions about personal information that could lead to the identification of any individual participant. Moreover, the survey tool SUNET was chosen after the approval of Swedish authorities, and the raw data were only accessible to the responsible researcher.

Furthermore, before accessing the Internet survey, participants received information about the purpose of the study to know what type of questions were expected to come. The participants also had to actively answer a consent form before participating in the present study. Except for the consent form, none of the questions were mandatory, referring to the guidelines for good research practice, not forcing the participant to answer questions if they did not want to (Swedish Research Council, 2017). The participants were also informed of the opportunity to withdraw from the survey at any point without reasoning. The participants were also informed about data storage and handling before participating in the study.

Data Analysis

The quantitative data collected from the survey in the present study was processed in the statistical program IBM SPSS Statistics (version 29.0). None of the questions in the survey were mandatory, and less than 10% of missing values were detected.

Initially, assumptions, histograms, skewness statistics, and kurtosis statistics showed that experienced and witnessed workplace incivility (WI) in physical and digital meetings was not normally distributed (see Table A1 in Appendix). Regarding this, non-parametric tests were conducted for the statistical analysis. Spearman Rank Order Correlation was performed with a 95% confidence interval (95% CI) to examine the association between WI and age, WI and work experience in the current working place, and WI and the various types of motivation. Thereafter, Mann-Whitney U test was used to examine whether gender or the position of power (supervisor position (if any)) was associated with differences in the reported level of workplace incivility. Furthermore, multiple linear regressions were used to test how workplace incivility predicted various motivations.

A qualitative analysis was conducted on the non-metric data collected by the open survey questions. A total of 53 (58%) and 45 (49%) of the participants in the study chose to answer the open questions in the study. Moreover, an inductive thematic analysis was conducted according to the guidelines by Braun & Clarke (2006). Initially, the responses were coded into distinct themes and analyzed in several steps. Subsequently, further content analysis was conducted, which involved refining the definitions of the themes and producing the two core themes, including sub-themes presented in the present study's results.

Results

This section is divided into two parts. The first part presents the results of the quantitative data, while the second part presents the results of the qualitative data in the form of two themes; The Occurrence of Workplace Incivility in Digital Meetings and Discussions about The Working Climate in Digital Meetings.

Quantitative results

Descriptive statistics and intercorrelations for the present study variables are presented in Table 2.

Table 2

Means, standard deviations, and correlations (Spearman's rho) for the measured variables (N = 89-91)

	Variable	1	2	3	4	5	6	7	8	9	10	11
1	Age	-										
2	WE	.548**										
3	EWI_P	-.027	.013									
4	EWI_D	.071	.059	.627**								
5	WWI_P	-.111	.040	.630**	.347**							
6	WWI_D	.006	.080	.482**	.630**	.610**						
7	WMS	-.075	-.257*	.018	.166	.070	.148					
8	WMM	-.114	.044	.108	.142	.087	.110	.196				
9	WMIJ	-.111	-.173	.013	.130	.024	.071	.529**	.373**			
10	WMID	.188	-.003	-.049	-.063	-.090	-.004	.138	.022	.341**		
11	WMINRI	.146	.060	-.097	-.121	-.170	-.021	-.148	-.131	.048	.616**	
	Mean	49.5	12.61	1.24	1.27	1.39	1.32	2.67	1.77	2.80	3.58	3.87
	SD	10.04	10.26	.482	.496	.622	.536	1.12	.760	1.03	.927	1.05

Note. *p < 0.05, **p<0.01. WE = work experience, EWI_P = experienced workplace incivility physical, EWI_D = experienced workplace incivility digital, WWI_P = witnessed workplace incivility physical, WWI_D = witnessed workplace incivility digital, WMS

= work motivation social, WMM = work motivation material, WMIJ = work motivation introjected, WMID = work motivation identified, WMINTRI = work motivation intrinsic.

The Prevalence of Workplace Incivility in Meetings

The results show that the prevalence of workplace incivility in meetings is relatively the same in frequency in physical and digital environments (see Table 3). However, almost one in five (19,6%) of the respondents have been a target of some form of incivility, and about a quarter (24,2%) have witnessed incivility taking place (during the past month) when they answered the survey.

Table 3

Percentages of respondents reporting frequency of being targeted and having witnessed workplace incivility in physical and digital (including hybrid) meetings (N = 91)

	Experienced incivility (physical)	Witnessed incivility (physical)	Experienced incivility (digital)	Witnessed incivility (digital)
Never	83.0%	73.8%	80.4%	75.8%
Seldom	11.2%	16.3%	13.8%	17.9%
Sometimes	4.9%	7.5%	4.7%	4.7%
Often	0.9%	2.0%	1.1%	1.6%
Most of the time	-	0.3%	-	-

Note. The highest proportion of respondents reported 'Never' or 'Seldom' on any of the seven items on the WIS scales measuring experienced and witnessed workplace incivility in physical and digital environments. 'Never' represents the proportion of participants who did not report any workplace incivility on any of the seven items.

The result revealed that the most frequently reported form of experienced and witnessed workplace incivility in digital meetings was item 2, that a supervisor or coworker paid little to no attention to the respondents' or others' opinions (see Table A2 in Appendix). This form of workplace incivility was also the most common one in physical environments. Furthermore, the results based on the Workplace Incivility Scale (WIS) (see Table A2 in Appendix) showed that all types of experienced uncivil workplace behavior (except item 4, with involves addressing one in unprofessional terms, either publicly or privately) were more frequently reported in a digital meeting environment compared to the physical one. However, when comparing witnessed workplace incivility, the only behaviors that seemed to have higher levels in a digital environment were item 5, ignoring or excluding others from the professional camaraderie (3.3% increase), and 7, doubting others' judgments on matters which they have responsibility (1.1%).

When comparing the two types of environments and the biggest increase and decrease of different forms of experienced workplace incivility, the results showed that the biggest difference in percentage was item 2, with an increase of 9.9% in the digital environment. The witnessed behavior that differed the most in a digital meeting environment compared to a physical one was found to be item 1, putting others down or being condescending, which decreased by 6.6%, and item 3, making demanding or derogatory remarks about others which also decreased by 6.6%.

Workplace Incivility in Relation to Gender, Age, Professional Experience, and Position of Power

To see if there was a difference between gender and being targeted by workplace incivility, two separate Mann-Whitney U tests were conducted, one looking at the physical meeting environment and the other one looking at the digital meeting environment. The results revealed no significant difference between males and females in physical ($U = 511.5$, $p = .659$) or digital ($U = 800.5$, $p = .630$) meetings. Thus, there was no evidence to support hypothesis 1.

To test if there was a difference between age and being targeted by workplace incivility, two separate Spearman Rank Order Correlations were conducted - one measuring physical meetings and the other for digital meetings (including hybrid meetings). The means and standard

deviations of the incivility variables and the behaviors' relationship to age are presented in Table 2. The result showed a non-significant negative correlation between experienced incivility in physical meetings and age, r (90) = -.027, p = .796. The result showed a non-significant positive correlation between age and experienced incivility in digital meetings, r (90) = .071, p = .501. Due to the result, hypothesis 2 was rejected.

To test hypothesis 3 and see if there was a difference between receiving workplace incivility and position of power, two separate Mann-Whitney U tests were conducted — one for physical meetings and the other for digital meetings (including hybrid meetings). The result showed a significant difference between the position of power in physical meetings (U = 511.5, p = .02) and that you are more likely to receive incivility in physical meetings if you do not have a supervisor position. However, the result showed no significant difference in the position of power in digital meetings (U = 581.5, p = .162). Therefore, hypothesis 3 was rejected.

Spearman's Rank Correlation was computed to assess the relationship between experienced workplace incivility in physical and digital meetings and professional experience— two separate Spearman's Rank Correlation were conducted to compare the two environments and are presented in Table 2. A non-significant positive correlation existed between incivility in physical meetings and professional experience, r (90) = .013, p = .903. Furthermore, the result showed a non-significant and weak negative correlation between incivility in digital meetings and professional experience, r (90) = .059, p = .580. Hence, hypothesis 4 was rejected.

Experienced and Witnessed Workplace Incivility in Relation to Work Motivation

Firstly, six separate Spearman's Rank Correlation were conducted to assess the relationships between incivility and the five types of motivation (see Table 2). There were no significant relationships between incivility and social, material, introjected, identified, or intrinsic motivation.

Secondly, five separate multiple linear regressions were used to test if experienced and witnessed workplace incivility in digital meetings significantly predicted the various types of motivations.

The fitted regression model measuring social motivation was: Social motivation = 2.212 + .315 (experienced incivility) +.043 (witnessed incivility). The overall regression was statistically non-significant (R^2 = .023, F (2,86) = 1.006, p = .370). It was found that experienced workplace incivility in digital meetings did not significantly predict social motivation (β = .315, p = .464) and that witnessed workplace incivility in digital meetings did not significantly predict social motivation (β = .043, p = .909).

The fitted regression model measuring material motivation was: Material motivation = 1.685 + .287 (experienced incivility) - .210 (witnessed incivility). The overall regression was statistically non-significant (R^2 = .011, F (2,86) =.481, p = .620). It was also found that experienced workplace incivility in digital meetings did not significantly predict material motivation (β = .287, p = .330) and that witnessed workplace incivility in digital meetings did not significantly predict material motivation (β = -.210, p = .420).

Moreover, the fitted regression model measuring introjected motivation was: Introjected motivation = 2.560 + .463 (experienced incivility) -.261 (witnessed incivility). The overall regression was statistically non-significant (R^2 = .017, F (2,86) = .739, p = .481). The results revealed that experienced workplace incivility in digital meetings did not significantly predict introjected motivation (β = .463, p = .247) and that witnessed workplace incivility in digital meetings did not significantly predict introjected motivation (β = -.261, p = .459).

Furthermore, the fitted regression model measuring identified motivation was: Identified motivation = 3.836 - .063 (experienced incivility) - .132 (witnessed incivility). The overall regression was statistically non-significant (R^2 = .011, F (2,86) =.473, p = .624). The results also showed that experienced workplace incivility in digital meetings did not significantly predict identified motivation (β = -.063, p = .861) and that witnessed workplace incivility in digital meetings did not significantly predict identified motivation (β = -.132, p = .677).

Lastly, the fitted regression model measuring intrinsic motivation was: Intrinsic motivation = 4.181 - .233 (experienced incivility) - .004 (witnessed incivility). The overall regression was statistically non-significant ($R^2 = .011$, $F(2,86) = .499$, $p = .609$). Furthermore, results showed that experienced workplace incivility in digital meetings did not significantly predict intrinsic motivation ($\beta = -.233$, $p = .566$) and that witnessed workplace incivility in digital meetings did not significantly predict intrinsic motivation ($\beta = -.004$, $p = .992$). Due to the result, hypothesis 5 was rejected.

Qualitative results

Thematic analysis of the data revealed two recurring themes. The themes were: theme 1. Occurrence of Workplace Incivility in Digital Meetings (including hybrid meetings), and theme 2. Discussions about Working Climate in Digital Meetings

Theme 1. Occurrence of Workplace Incivility in Digital Meetings (including hybrid meetings)

In one open question in the survey where people were asked to describe, from their own experience, how uncivil behavior could take form/occur in digital meetings (including hybrid meetings), certain behaviors were found to be more common than others. A recurring theme was that participants reported difficulty integrating during meetings. This occurred through not being seen and/or heard, difficulty with turn order (getting to speak), and being interrupted while speaking. One informant wrote:

“One does not let others talk to the point, or they simply take their turn to speak before others.”

Another informant commented:

“People can be interrupted by others in various ways, for example by hushing, someone yelling stop or just starting to talk into someone else's mouth.”

Another informant mentioned exclusion and wrote:

“It can be more difficult to include everyone, consciously or unconsciously, which can come across as rude and exclusionary.”

Sub-theme 1. Hybrid meetings. Furthermore, several informants reported that integrating during meetings was especially difficult during hybrid meetings and that the feeling of grouping increased.

"It happens that it becomes difficult to get space to express yourself, especially if you participate remotely in hybrid meetings, as those who participate physically tend to (unconsciously) take up more space. Then, it is not about uncivil expression but rather an unconscious but uncivil exclusion."

Another informant wrote:

"Digital participants become second-class participants."

The feeling of being forgotten during hybrid meetings was also a common theme described by several informants.

"Those who are there physically during the meeting "forget" that others are there digitally, and they are not included in small talk, etc. It is not always so easy for the person participating digitally to understand what is being said in the room if they are talking into each other's mouths."

The feeling of being forgotten could be experienced, unclear whether it was consciously or unconsciously.

"Do not know if it is uncivil when someone on the screen gets forgotten, but sometimes it can almost feel deliberate"

Sub-theme 2. Other expressions of workplace incivility in digital meetings (including hybrid meetings). Moreover, other expressions of workplace incivility in digital meetings that informants reported were participants not having the camera on and shortcomings in using functions, even if they were asked to, participants who were not active during the meeting, and participants who were working on other things while participating in a meeting.

Theme 2. Discussions about Working Climate in Digital Meetings

Another open question in the survey was regarding suggestions for dealing with or preventing workplace incivility in digital and/or hybrid meetings. One emerging theme from this question was how the participants would like to discuss and prevent the behavior.

Sub-theme 3. Direct and indirect communication. The discussion about how to deal with and prevent workplace incivility could occur in direct forms. One informant wrote:

"Immediately raise the issue if you feel that you or someone else has been treated uncivilized."

Another informant wrote:

"We talk about our meeting culture and on which occasions it is best to use physical, digital, or hybrid meetings. For example, sensitive, more personal meetings take place physically."

Informants also wished to discuss and prevent workplace incivility in indirect forms. One informant commented:

"Use the camera, use speaker list, clarity in what is expected of the participants during the meeting."

Sub-theme 4. Informing and raising awareness. Something that permeated the theme was how participants wished for preventive measures by informing and raising awareness about the behavior. One informant wrote:

"Training meeting culture, common meeting culture, policy for meetings"

Another informant wrote about preventing uncivil behavior through working culture.

"Talk about digital culture and meeting culture in general. What we expect from each other during meetings".

Some participants mentioned that guidelines about behaving in digital meetings had already been drawn up at the departmental level.

"There is a guideline in the department about how we should behave in digital meetings that was written during the pandemic."

Discussion

The present cross-sectional study aims to contribute knowledge about workplace incivility. More specifically, the research aims to investigate workplace incivility individuals have experienced or witnessed in digital meetings (including hybrid meetings). The thesis also aims to investigate how workplace incivility in digital meetings is associated with work motivation. Additionally, five hypotheses were proposed stating that women, younger individuals, non-supervisory personnel, and those with shorter tenure are at greater risk of receiving workplace

incivility in digital meetings (see below). The present study also tested the proposed hypothesis stating that workplace incivility in digital meetings is negatively related to work motivation. Moreover, the thesis presented additional questions asked to answer the purpose of the study, which were the following; how prevalent workplace incivility in digital meetings is, which type of behavior seems most prevalent in digital meetings, and how workplace incivility occurs/takes form.

Hypothesis 1 stated that women are at greater risk of receiving workplace incivility in digital meetings than men. This statement was proposed with the assumption that the prevalence of the behavior would be similar in both environments (Cortina et al., 2013). However, the results of the study gave no support for this hypothesis. One possible explanation could be that men and women could be seen as more equal in a digital environment than in a physical one and that differences among groups could be more neutralized in a digital meeting environment.

Hypothesis 2 stated that younger people are at greater risk of receiving workplace incivility in digital meetings than others, assuming that the prevalence of workplace incivility would be similar in both environments. Even though previous studies have supported this in a physical environment (Leiter et al., 2010), the results of the present study gave no support for the hypothesis. A reason why the study could not confirm the hypothesis may be because of the form of the meeting environment, and therefore some differences may be neutralized. For example, digital meetings are relatively new in our working environment, which could contribute to a higher tolerance for uncivil behavior than when we are in physical meetings.

The third hypothesis proposed that those not in a supervisory position are at greater risk of receiving incivility in digital meetings than those in a supervisory position. Notwithstanding, the results were supported in a physical meeting environment, supporting previous research (Pearson & Porath, 2009), the hypothesis was not supported in a digital meeting environment. Speculation of why the hypothesis was not supported could be because of the form of the meeting environment. For example, it may be more difficult to instigate ambiguous workplace incivility and give unclear signals without it being questioned or seen.

Furthermore, the fourth hypothesis stated that those with shorter tenure at the workplace are more likely to receive incivility in digital meetings than others. However, the hypothesis was not supported by the results. The reason why the hypothesis could not be supported could be questioned. One reason for this may be that we miss out on certain communication channels in digital meetings that signal, for example, uncertainty, which results in not becoming a target for those who instigate workplace incivility. Another speculation could be that we feel more comfortable in our own home environment, which results in us not giving out as many signals that could make us a target for receiving workplace incivility.

The fifth and last hypothesis proposed that workplace incivility in digital meetings negatively affects work motivation. Although one might suggest that previous research would indicate that these topics should associate with each other (Ayub & Rafif, 2011; Cameron & Webster, 2011; Cortina et al., 2001; Gagné & Deci, 2005; Lashinger et al., 2009; Matthews & Ritter, 2019), the results did not support the hypothesis. A possible explanation for this result could be that the levels of incivility are too low in the tested workplaces, resulting in them not affecting motivation. Another likely explanation could be that work motivation is more influenced by other factors than incivility, which could explain why the small degrees of rudeness that appeared in the study had no significant connection to motivation.

The Prevalence of Workplace Incivility

When investigating the answer to the first additional research question, which aimed to investigate the prevalence of the behavior, it showed that workplace incivility is relatively the same in frequency in physical and digital environments. However, the results indicated a slightly higher level of workplace incivility in digital meetings, it is too small to see as significant. Despite lower ratings, the results indicate that workplace incivility in digital meetings (including hybrid meetings) can be considered a fairly common phenomenon in Swedish authorities. Previous research investigating workplace incivility in a Swedish context showed similar results (Torkelson et al., 2016). An explanation for the low-frequency rating may be because the authorities that chose to respond to the study prioritized this type of work environment questions in the past since they show an interest in responding to REMM's studies that work with digital meetings. Another

explanation could be that Swedish authorities have a good working culture that promotes a healthy psychological work environment (Leiter et al., 2015).

Types of Behavior Indicating More Prevalence

The answer to the second research question aimed to investigate which type of behavior seemed most prevalent. The metric and non-metric data indicate that the most prevalent expression of workplace incivility is associated with integrating. The question summarizes and describes how workplace incivility can occur and take form in digital meetings (including hybrid meetings). Furthermore, the theme explores the behavior in a way that can contribute to a more in-depth understanding. For example, that there seems to be a bigger challenge with workplace incivility in hybrid meetings, and that the behavior can occur in more ways than the WIS seems to provide.

The quantitative and qualitative results showed that the most frequently reported act of workplace incivility that respondents experienced and witnessed was that a supervisor or coworker paid little to no attention to the respondents' or others' opinions, which also could be behaviors described as various ways of integrating and involuntary exclusion. Hence, the qualitative data confirm the quantitative data. This act was also the behavior with the biggest difference in frequency comparing the two environments. The results also showed an overall small increased tendency to workplace incivility in digital meetings compared to physical meetings. Something that can explain the result can, as previously mentioned, depend on the form of the meeting. The meeting format can, for example, make it easier to ignore others than before or make it harder to make everybody feel heard, especially in a hybrid environment. Another explanation could also be that there is a greater degree of misinterpretation in digital meetings, which makes people think they are being ignored, but this is due to other external factors, such as technical problems.

Ultimately, the behaviors occurred and took form through feelings of being forgotten, grouping, difficulty with turn order (getting to speak), not being seen and/or heard, being interrupted while speaking, not having the camera on, shortcomings in using functions, and working on other things while participating. Previous thematic research on workplace incivility conducted in Sweden has found common results (except for the behaviors that only can be linked

to a digital environment) (Holm et al., 2016). Some of the behaviors are interesting in relation to the Work Incivility Scale (WIS) by Cortina et al. (2001) since some of the behaviors found in the present study correspond very well to the following items from the scale: 1 put you/others down or was condescending to you/others, 2 paid little attention to your/others statement or showed little interest in your/others opinion, 5 ignored or excluded you/others from the professional camaraderie, and 6 doubted your/others judgment on the matter over which you have responsibility. Considering this, we can see that the scale indicates a high versatility and can capture many uncivil behaviors in digital meetings. However, behaviors such as grouping, not having the camera on, shortcomings in using functions, and working on other things while participating in meetings differ from some parts of the objects found in WIS. Ultimately, this suggests that the scale successfully captures many workplace incivility experiences in digital meetings. However, there is room for further scale expansion and to measure experiences of workplace incivility in digital meetings more comprehensively.

Strengths and Limitations

The present study's sample size impacts the result - even if the results are valid, they cannot be fully substantiated, considering that the result is based on only 92 responses and is intended to reflect all Swedish authorities. Moreover, further survey responses have to be carried out to secure new findings and strengthen previous research on workplace incivility. The result should therefore be seen as an indication. One reason why some workers decided not to participate in the study could be because they might perceive it as too sensitive (to answer). Another reason could be that some might not feel that workplace incivility exists and do not think the survey is relevant. Furthermore, another reason may have been based on the length of the survey and the number of response options.

The representability of the sample can also be questioned, and various biases should be considered. One potential concern is self-reflection bias - the tendency that individuals personally interested in a certain topic are more likely to participate in a research study about the subject. Nevertheless, because of the procedure of the study and the nature of the group targeted in the

study, the researcher in the present study could not control the distribution of the survey or the distribution of samples (e.g., type of authority).

Another possible bias in studies that gather data through surveys is non-responsive bias - that there is a systematic difference between individuals who drop out before the study is completed from those who participate fully. Strategies to minimize this bias have been considered by sending reminders and providing ethical considerations. Despite this, the present study has a response rate of 43%, indicating a potential for non-responsive bias that should be considered.

Common method bias is another potential concern that has been considered in the present study. This method bias can appear when the independent and dependent variables are captured by the same response method (Podsakoff & Organ, 1986). Nonetheless, research conducted has shown that the bias can be minimized by, for example, ensuring that the participants are well informed about how the study can benefit them or the organization, giving promising feedback, and by keeping the survey short (Podsakoff et al., 2003).

However, a strength of this study is that the study is targeting a limited group - employees in Swedish authorities, which is a group that relates to similar definite frameworks. For example, many authorities are working towards digital meetings and are implementing guidelines that are, for example, proposed by REMM.

Furthermore, some participants reported much lower values than others, resulting in skewed data. Considering this, and the small sample size, non-parametric tests were conducted to include all values in the data set. Despite the contrary, the population distribution might still be questioned, and a higher response rate is needed to determine this. Another limitation of the present study is the broad focused group in relation to the limited response rate. Hence, the results of the present study should only be seen as an indication.

The choice to use a web-based survey was due to the aim of the study, convenience, and the possibility of reaching out to as many respondents as possible. Nevertheless, a challenge with

using a survey to gather data is to get people to respond, which is evident in the present study since about a total of 43% that received the survey answered. A strength of the present study is that the questions in the survey were based on validated instruments to measure workplace incivility and motivation. Using validated measures such as the Work Incivility Scale (Cortina et al., 2001) and the Multidimensional Work Motivation Scale (Gagné et al., 2015) provides a higher confidence level in measuring the intended constructs than non-validated scales. Something important to highlight, nonetheless, is the modification of the WIS scale. However, this was considered, and despite the modifications made to fit the present study, the scales showed a high internal consistency, exceeding the 0.70 thresholds (Hair et al., 2019), indicating good reliability when tested.

Researchers have previously criticized the Work Incivility Scale (WIS) (Cortina et al., 2001) for the subtle nature of the behavior (Lim & Lee, 2011), that the scale does not measure the complete construction of the behavior (Hershcovis, 2011) and the problem using standardized survey method due to the variations of norms depending on the context (Tepper and Henle, 2011). Nevertheless, this has been considered in the present study, and suggestions such as supplementing qualitative questions where the respondents can describe incidents that the participants witnessed themselves by Carpets and Henle (2011) have been made.

Another important highlight is the shortening of the MWMS. The scale was shortened in the survey by reducing the number of response alternatives from seven to five, considering the possible response rate and survey length, which have been criticized by researchers (Battistelli et al., 2015). However, research has shown that reducing a scale from 7 to 5 response alternatives does not need to significantly impact the results (Dawes, 2008).

Conclusion

Previous research on workplace incivility and work motivation indicates that both topics are important to consider when discussing a healthy psychological work environment. The present study is one of the few that investigates workplace incivility in a digital meeting environment. The present study is also one of few investigating the relationship between workplace incivility and

work motivation. Nevertheless, the present study is the first study investigating workplace incivility in digital meetings and its association with work motivation.

Even though the study did not find any significant correlations, the study provides knowledge about the overall frequency and occurrence of incivility. The study also provides knowledge about which behavior that seems more prevalent in digital meetings than others and contributes to awareness of how the behavior can take form. Ultimately, this study opens the idea of a new area of exploring workplace incivility.

Practical implementations

The present thesis emphasizes the importance of considering workplace incivility as a factor when working for a healthy psychological work environment in digital meetings. Furthermore, the findings can be useful when seeking after signs of the behavior and its occurrence in digital meetings. The findings in the present study can also be useful when searching for ways to implement strategies to decrease workplace incivility in digital meetings, such as informing about the behavior and increasing awareness, raising discussions about the behavior, and implementing guidelines about how to behave during digital meetings.

Directions for future research

Research about workplace incivility in the digital environment is scarce, and how we work digitally is increasing. Hence, more research overall about workplace incivility in the digital environment should be conducted to fill this gap. Further and larger studies about workplace incivility in digital meetings should be conducted to investigate the behavior in various professions. Moreover, further studies should also aim to supplement and secure the findings from the present study.

Since our way of working is increasing and continuing to be digital, another suggestion for future researchers would be to implement a validated measurement for measuring workplace incivility in a digital environment since the current most used scale for measuring the behavior is

customized for only physical environments. A valid measurement would provide a higher confidence level in measuring the intended constructs if a valid measurement were developed and implemented.

Something that the present study did not explore was instigated workplace incivility and its possible effects in digital meetings. This could also be an interesting subject to explore and further depend on the investigation of the behavior, understanding the origin of the behavior since there has been researching exploring instigated workplace incivility that occurs face to face.

Finally, qualitative research could be conducted on the subject to complement the research findings and to get a deeper understanding of the behavior that could result in concrete solutions, eliminating the negative effects.

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Appendices

Table A1

Descriptive statistics of experienced and witnessed workplace incivility in physical and digital meetings (including hybrid meetings)

	N	Min.	Max.	M	SD	Skewness	Kurtosis
EWI_P	91	1.00	3.00	1.24	0.46	2.16	3.94
EWI_D	91	1.00	3.14	1.27	0.47	2.39	5.49
WWI_P	91	1.00	4.00	1.39	0.62	2.00	4.13
WWI_D	91	1.00	3.57	1.32	0.54	2.2	5.34
Valid N (listwise)	91						

Note. The descriptive data presented above indicate that the gathered data on experienced workplace incivility (EWI) and witnessed workplace incivility (WWI) are non-distributed in both physical (P) and digital (D) meetings.

Table A2

Percentages of respondents reporting experienced and witnessed incivility in physical and digital (including hybrid) meetings.

WIS	Experienced incivility (physical)	Witnessed incivility (physical)	Experienced incivility (digital)	Witnessed incivility (digital)
Varit förödmjukande eller nedlåtande mot dig/andra?	18.7%	30.8%	19.8%	24.2%
Inte lyssnat till vad du/andra sagt eller inte visat intresse för din/deras åsikt?	28.6%	41.8%	38.5%	40.7%
Gett dig/andra nedlåtande eller förolämpande kommentarer?	12.1%	25.3%	14.3%	18.7%
Tilltalat dig/andra på ett oprofessionellt sätt, antingen inför andra eller privat?	15.4%	25.3%	13.2%	24.2%
Ignorerat dig/andra eller uteslutit dig/andra från kollegialitet?	12.1%	16.5%	17.6%	19.8%
Ifrågasatt din/andras bedömning angående något som du/de ansvarar för på jobbet?	23.1%	30.8%	24.2%	27.5%
Försökt att dra in dig/andra i en oönskad diskussion kring personliga frågor?	8.1%	13.2%	9.9%	14.3%

Note. The percentage in this table shows all participants who did not report 'Never'.

Appendix A

Internet survey compiled using SUNET Survey.

Beskrivning: Mejlutskick

Hej,

REMM har fått en förfrågan från Lunds universitet om att samarbeta med att genomföra en studie om ohövligt beteende i möten, se kort beskrivning nedan.

Vi vore tacksamma om ni, och gärna några av era kollegor, vill besvara följande enkät senast den 10 mars:

https://survey.mailing.lu.se/Survey/45316

Tack på förhand! /Peter & Filippa

Hej! Jag som genomför studien heter Filippa Eriksson och är student på Masterprogrammet personal- och arbetslivsfrågor vid Lunds universitet.
Studien syftar till att kartlägga och öka kunskapen om ohövligt beteende i olika typer av möten för att se hur detta påverkar arbetsmotivationen. Jag vänder mig till personer som arbetar på en svensk myndighet och som har erfarenhet av digitala möten. Det tar ungefär 10 minuter att fylla i enkäten. Deltagandet är frivilligt och resultaten behandlas anonymt.

Huvudansvarig handledare för studien är Tomas Jungert, Docent, Institutionen för psykologi vid Lunds universitet. Bihandledare för studien är Kristoffer Holm, Postdoktor vid Malmös universitet. Kontaktperson för REMM i studien är Peter Arnfalk, Lektor på Internationella Miljöinstitutet vid Lunds universitet.

Har ni några frågor hör då av er till mig (Filippa), via e-postadressen: fi5883er-s@student.lu.se

Beskrivning: enkät

Enkätundersökning om ohövligt beteende i digitala möten

Med denna enkät vill vi kartlägga och fördjupa kunskapen om ohövligt beteende i fysiska och digitala möten som du som mötesdeltagare har upplevt själv eller bevittnat, för att undersöka om och hur detta påverkar din arbetsmotivation.

Med ohövligt beteende menar vi en mildare form av negativa beteenden som bryter mot normer för ömsesidig respekt. Detta kan till exempel vara att inte hälsa på varandra, exkludera andra från

gemenskapen, ställa personliga och inkräktande frågor, ha otrevlig ton eller ett fientligt kroppsspråk. Inbjudan att delta i studien går ut till personer vid olika myndigheter. Ansvarig för studien är Filippa Eriksson, student på Masterprogrammet personal- och arbetslivsfrågor vid Lunds universitet.

Hur går studien till?

Att besvara enkäten beräknas ta ca 10 minuter och det är frivilligt att delta. Innan du har skickat in enkäten har du möjligheten att när som helst, utan att behöva ange någon anledning, avbryta din medverkan. Om du fyller i och skickar enkäten innebär det att du samtycker till att delta i studien, bekräftar att du har tagit del av information om studien, du vet att deltagandet är frivilligt och att du när som helst innan enkäten är inskickad kan avbryta din medverkan.

Vad händer med mina uppgifter?

Studien kommer att samla in och registrera de svar som du uppger i enkäten. Svaren i enkäten behandlas anonymt och obehöriga kommer inte kunna ta del av dem. Data kommer att hanteras i enlighet med GDPR och Lunds universitets bestämmelser. Studiens resultat kommer publiceras och finnas tillgängliga via Lund University Publications Student Papers (LUP-SP), och även kunna nås via REMMs hemsida (www.remm.se).

Har ni några frågor hör då av er till mig (Filippa), via e-postadressen nedan.

Tack för er medverkan!

Ansvarig för studien är Filippa Eriksson, student på Masterprogrammet personal- och arbetslivsfrågor vid Lunds universitet.

E-postadress: fi5883er-s@student.lu.se

Huvudansvarig handledare är Tomas Jungert, Docent, Institutionen för psykologi vid Lunds universitet.
Bihandledare är Kristoffer Holm, Postdoktor vid Malmös universitet.
Kontaktperson för REMM i studien är Peter Arnfalk, Lektor på Internationella Miljöinstitutet vid Lunds universitet.

* = *obligatorisk fråga (mandatory question)*

Samtycke

Jag samtycker till att delta i studien:*
(Svarsalternativ: Ja, jag samtycker/Nej, jag samtycker inte)

Enkätfrågor

Bakgrundsfrågor

1. Kön:
(Svarsalternativ: Man, Kvinna, Annat,Vill inte ange)

2. Födelseår:
(Svarsalternativ: Rullgardinsmeny med svarsalternativ fr.o.m 2005 - 1956 eller äldre)

3. Hur länge har du arbetat på din nuvarnade arbetsplats? (ange antalet år i siffror):
(Svarsalternativ: Öppet fält för inmatning av siffror)

4. Har du en arbetsledande ställning?:
(Svarsalternativ: Ja, Nej)

5. Inom vilken myndighet arbetar du?
(Svarsalternativ: Arbetsförmedlingen, Högskolan i Halmstad, Högskolan i Skövde, Uppsala universitet, Kemikalieinspektionen, Konsumentverket, SIDA, Skatteverket, Trafikverket, Annan myndighet (ange vilken nedan) samt kommentarsfält som lyder "Om annan myndighet, ange nedan:")

Frågor om deltagande i möten

Textstycke: Med digitala möten menas möten inom arbetet som sker på distans, i realtid och där deltagarna använder sig av kamera och mikrofon. Exempel på programvaror som erbjuder dessa funktioner är Skype för företag, Zoom och Microsoft Teams. Med hybridmöten menas möten med både digitala som fysiska deltagare.

6. Hur ofta har du deltagit i olika typer av möten den senaste månaden?

- Helt fysiska möten
- Hybridmöten
- Helt digitala möten

(Svarsalternativ: Aldrig, 1-3 ggr/månad, 1-4 ggr/vecka, En gång per dag, Flera gånger per dag)

Frågor om DU har blivit ohövligt bemött av andra mötesdeltagare under möten

7. Har du under ett helt FYSISKT MÖTE den senaste månaden varit med om att någon av ***dina chefer*** eller ***arbetskamrater***:

- Varit förödmjukande eller nedlåtande mot dig?
- Inte lyssnat till vad du sagt eller inte visat intresse för din åsikt?
- Gett dig nedlåtande eller förolämpande kommentarer?

- Tilltalat dig på ett oprofessionellt sätt, antingen inför andra eller privat?
- Ignorerat dig eller uteslutit dig från kollegialitet?
- Ifrågasatt din bedömning angående något som du ansvarar för på jobbet?
- Försökt att dra in dig i en oönskad diskussion kring personliga frågor?
(Svarsalternativ: Aldrig, Sällan, Ibland, Ofta, För det mesta)

8. Har du under ett DIGITALT MÖTE (inklusive hybridmöte) den senaste månaden varit med om att någon av ***dina chefer*** eller ***arbetskamrater***:

- Varit förödmjukande eller nedlåtande mot dig?
- Inte lyssnat till vad du sagt eller inte visat intresse för din åsikt?
- Gett dig nedlåtande eller förolämpande kommentarer?
- Tilltalat dig på ett oprofessionellt sätt, antingen inför andra eller privat?
- Ignorerat dig eller uteslutit dig från kollegialitet?
- Ifrågasatt din bedömning angående något som du ansvarar för på jobbet?
- Försökt att dra in dig i en oönskad diskussion kring personliga frågor?
(Svarsalternativ: Aldrig, Sällan, Ibland, Ofta, För det mesta)

Frågor om du har sett ANDRA mötesdeltagare bli ohövligt bemötta under möten

9. Har du under ett helt FYSISKT MÖTE den senaste månaden varit med om att någon av ***dina chefer*** eller ***arbetskamrater***:

- Varit förödmjukande eller nedlåtande mot andra?
- Inte lyssnat till vad andra sagt eller inte visat intresse för deras åsikt?
- Gett andra nedlåtande eller förolämpande kommentarer?
- Tilltalat andra på ett oprofessionellt sätt, antingen inför andra eller privat?
- Ignorerat andra eller uteslutit andra från kollegialitet?
- Ifrågasatt andras bedömning angående något som de ansvarar för på jobbet?
- Försökt att dra in andra i en oönskad diskussion kring personliga frågor?
(Svarsalternativ: Aldrig, Sällan, Ibland, Ofta, För det mesta)

10. Har du under ett DIGITALT MÖTE (inklusive hybridmöte) den senaste månaden varit med om att någon av ***dina chefer*** eller ***arbetskamrater***:

- Varit förödmjukande eller nedlåtande mot andra?
- Inte lyssnat till vad andra sagt eller inte visat intresse för deras åsikt?
- Gett andra nedlåtande eller förolämpande kommentarer?
- Tilltalat andra på ett oprofessionellt sätt, antingen inför andra eller privat?
- Ignorerat andra eller uteslutit andra från kollegialitet?
- Ifrågasatt andras bedömning angående något som de ansvarar för på jobbet?
- Försökt att dra in andra i en oönskad diskussion kring personliga frågor?

(Svarsalternativ: Aldrig, Sällan, Ibland, Ofta, För det mesta)

Frågor om ohövligt beteende i fysiska, digitala och hybridmöten

11. Hur väl anser du att följande påstående stämmer:
- Ohövlighet i digitala möten är ett problem i mitt jobb
- Ohövlighet är vanligare i digitala möten än i fysiska möten
- Ohövlighet är vanligare i hybridmöten än i digitala möten
- Ohövlighet i digitala möten blev vanligare under pandemin
- Ohövlighet i digitala möten är något som vi pratar om på vår arbetsplats
- Ohövlighet i digitala möten är något som vi har vidtagit åtgärder mot på vår arbetsplats

(Svarsalternativ: stämmer inte alls, stämmer delvis, stämmer måttligt, stämmer in starkt, stämmer in helt)

12. Beskriv hur ohövligt beteende kan uttrycka sig i digitala möten och/eller hybridmöten som du har deltagit i:
(Svarsalternativ: Öppet fält för inmatning av ord)

13. Har du eller din arbetsgivare förslag på hur man kan stävja eller förebygga problem med ohövligt beteende i digitala och/eller hybridmöten? Var vänlig beskriv:
(Svarsalternativ: Öppet fält för inmatning av ord)

Frågor om arbetsmotivation

Textstycke: Du har nu fått svara på frågor om ohövligt beteende i digitala möten. De nedanstående frågorna berör din motivation gällande ditt arbete. Kryssa i hur väl dessa påståenden stämmer in på dig.

14. Varför gör du eller skulle du anstränga dig för ditt nuvarande jobb?

- För att få andras godkännande (t.ex. handledare, kollegor, familj, klienter …).
- Eftersom andra kommer att respektera mig mer (t.ex. handledare, kollegor, familj, klienter …).
- För att undvika att bli kritiserad av andra (t.ex. handledare, kollegor, familj, klienter …).

- Eftersom andra kommer att belöna mig ekonomiskt endast om jag lägger tillräckligt mycket ansträngning på mitt jobb (t.ex. arbetsgivare, arbetsledare …).
- Eftersom andra erbjuder mig större anställningstrygghet om jag anstränger mig tillräckligt på mitt jobb (t.ex. arbetsgivare, arbetsledare …).
- Eftersom jag riskerar att förlora mitt jobb om jag inte anstränger mig tillräckligt.

- För att jag måste bevisa för mig själv att jag kan.
- För att det får mig att känna mig stolt över mig själv.
- För annars kommer jag att skämmas över mig själv.

- För annars kommer jag att må dåligt över mig själv.

- För att jag personligen anser att det är viktigt att lägga kraft på det här jobbet.
- För att ansträngningar i det här jobbet stämmer överens med mina personliga värderingar.
- För att satsa på det här jobbet har personlig betydelse för mig.

- För att jag har roligt när jag gör mitt jobb.
- För det jag gör i mitt arbete är spännande.
- Eftersom det arbete jag gör är intressant.

(Svarsalternativ: stämmer inte alls, stämmer delvis, stämmer måttligt, stämmer in starkt, stämmer in helt)

Textstycke: Tack för att du tog dig tid att göra denna undersökning. Ditt svar har registrerats.