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A PROCESS MODEL OF WORKPLACE CYBER INCIVILITY SPILLOVER

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ABSTRACT

Cyber incivility is a pervasive problem, affecting individuals not only while at work but also at home. It has been found to spillover to the home domain in the form of aggression and withdrawal, affecting the target and their partner, but the mechanism behind this association has not been examined. This study examines work-related affective rumination as a spillover mechanism between experienced cyber incivility and aggressive and withdrawn behaviors at home. I hypothesized that daily experienced cyber incivility will be positively associated with both aggressive behavior and withdrawn behavior at home, and work-related affective rumination will mediate this relationship. Using data collected from 56 participants via baseline and 10-day daily diary survey, I found significant within-person associations between cyber incivility and aggressive and withdrawn behavior. Additionally, it was observed that on days when individuals experienced cyber incivility, affective rumination acted as a partial mediator, meaning that the increase in rumination was associated with a subsequent increase in the spillover of aggression and withdrawn behavior into the home. Implications for research and practice are discussed.

Keywords: cyber incivility, affective rumination, aggression, withdrawal, daily-diary study, multilevel path analysis

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TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

A Process Model of Workplace Cyber Incivility Spillover

Every employee must face rude or discourteous interactions at some point in their working career, if not daily. Research has demonstrated that workplace incivility, defined as low intensity, deviant behavior with ambiguous intent to harm (Andersson & Pearson, 1999), is experienced by most of the workforce. Research shows that nearly 75% of employees experience this phenomenon at some point in their careers (Cortina et al., 2001), with 50% experiencing incivility on a weekly basis (Pearson & Porath, 2005). The increased use of technology and online communication in organizations has given rise to a new form of incivility: cyber incivility. Cyber incivility refers to the use of technology and the internet to engage in uncivil behaviors and has been associated with decreased job satisfaction and organizational commitment, as well as increased deviant workplace behavior that harms the organization (Lim & Teo, 2009).

Although the individual and organizational effects of cyber incivility on work outcomes are well researched (e.g., Giumetti et al., 2012; Lim & Teo, 2009; Scisco et al., 2019), less is known about how this low intensity, deviant behavior affects the target of cyber incivility in other domains, such as the home domain. Furthermore, there is little research investigating potential mechanisms between the experience of cyber incivility and spillover into the home domain. Integrating affective events theory (AET; Weiss & Cropanzano, 1996) with the theoretical model of selective cyber incivility (Nag et al., 2023), I seek to address these gaps in the literature by examining affective rumination as a spillover mechanism in the relationship between experienced cyber incivility and aggressive and withdrawn behaviors at home. Figure 1 shows the conceptual model for cyber incivility.

Cyber Incivility

Though incivility research has primarily focused on face-to-face incivility, the increased use of online communication at work has opened another domain of communication in which workplace incivility can occur. Work-related cyber incivility is defined as communicative behavior exhibited in computer mediated interactions that violate workplace norms of mutual respect (Lim and Teo, 2009; Giumetti, et. al., 2012). Cyber incivility can be passive, defined as an omission of respect, with examples including ignoring emails or failing to address concerns (Lim & Teo, 2009). Cyber incivility can also be active, which is characterized as a commission of disrespect, with examples including using demeaning or derogatory remarks via computer mediated interactions (Lim & Teo, 2009). Research suggests that active cyber incivility is more emotionally charged (Yuan et al., 2020) and a more significant predictor of negative work attitudes than passive cyber incivility (Lim & Teo, 2009). For the purposes of this research, I will be examining active cyber incivility at work.

A national study reported that American workers received an average of 97 business emails per day and sent about 30 business emails per day (Radicati Team, 2019), making cyber incivility likely to occur, especially as the COVID-19 pandemic has shifted whole industries to virtual work. Incidents of cyber incivility are likely to have stronger adverse effects than face-to-face incivility, considering that there is not an opportunity for immediate clarification or feedback (Byron, 2008). In addition, the fast paced, impersonal nature of cyber communication may give people an excuse to be less courteous, and employees may say things online that they would not say in person, a phenomenon called the online disinhibition effect (Suler, 2004).

Spillover Effects

Recent research has sought to understand the process by which cyber incivility impacts individuals in their home domains through spillover. Spillover is a process by which both the behaviors and attitudes developed in one domain are subsequently transferred to another domain (Rothbard, 2000). The harmful and pervasive effects of incivility on withdrawal, psychological distress, job satisfaction, and career salience (Cortina et. al., 2001) suggest that the effects will ripple into other domains and will likely affect the targets' relationships at home. Cyber incivility is no different. Park and Haun (2018) investigated email incivility through the spillover-crossover lens and found that the effects of email incivility spill into the family domain, affecting the employee and their partner.

Aggression and Withdrawal as Spillover Outcomes

Expressions of anger and social withdrawal are considered two responses to experiences of stress at work. Withdrawal as a behavioral outcome of stress has negative impacts on the individual as well as the organization and is defined as being distracted, nonresponsive, and having a lack of interest (Schulz, 2004). Employees who are withdrawn exhibit less organizational commitment, productivity, and employee morale, with withdrawal considered a subset of counterproductive workplace behaviors (Lehman & Simpson, 1992). Withdrawal is seen as a natural, adaptive response to resource and energy depletion after the experience of a stressful event at work (Krischer, et al., 2010) and has been linked to cyber incivility (Park & Haun, 2018). Expressions of anger and increases in conflict, defined by sarcasm, impatience, and annoyance, are an additional behavioral response to stress and have been linked to job stress. Story and Repetti (2006) found that after experiencing increased work stress, wives report increased anger and withdrawal, and husbands report increased anger and withdrawal after the experience of a negative social interaction at work.

Affective events theory posits that negative, affective work-related events elicit emotional reactions that are dynamic overtime (Weiss, 2002) and are associated with negative affect-driven behavior (Weiss & Beal, 2005). Experienced active cyber incivility at work, much like experienced face-to-face workplace incivility, is considered a negative affective work-related event (Zhou et al., 2022). According to AET, experienced active cyber incivility should therefore be associated with affect-driven behavior, such as aggression and withdrawal at home. Research suggests that experienced cyber incivility spills over to influence withdrawal at home (Park & Huan, 2018) via stress, however results from prior research did not differentiate between active and passive cyber incivility. Although there is no prior research examining the association between cyber incivility and aggressive behavior, either at work or home, extrapolating from the face-to-face incivility literature would suggest that cyber incivility may also be associated with aggressive behavior at home (Lim et al., 2018). Therefore, I propose the following hypotheses:

Hypothesis 1a: Daily experienced active cyber incivility will be associated with withdrawn behavior at home.

Hypothesis 1b: Daily experienced active cyber incivility will be associated with aggressive behavior at home.

Work-Related Affective Rumination as a Mediating Mechanism

Another factor associated with incivility that affects employees at home is work-related rumination, defined as intrusive, repetitive thoughts directed at work-related issues (Cropley & Zjilstra, 2011). The experience of work-related rumination is thought to be exacerbated by the increase in online communication technology and the expectations of most companies for employees to take their work home with them. The clear boundary between work and home is continually blurring, particularly affecting employee's during the evening hours that are meant

for their families. Those who work from home have an even harder time disengaging from work, considering there is no physical signal or transition phase to leave work behind. Increased conflicts between family and work life have been reported, particularly families with young children (Cropley & Zijlstra, 2011**).** Research also shows that more incidences of workplace incivility is related to ruminative thoughts in the evening, adding support to the idea that low-intensity rude behavior at work affects ruminative thoughts while at home (Vahle-Hinz, 2019).

Work-related rumination is a central part of the relationship between workplace stressors and poor health, and studies show that rumination has serious long-term health consequences on psychological health and leads to counterproductive work behaviors if left unchecked (Vahle-Hinz, 2019). While research has yet to examine work-related affective rumination in association with experienced cyber incivility, the theoretical model of selective cyber incivility posits that employees may experience heightened levels of rumination associated with cyber incivility given that cyber incivility involves increased situational and contextual ambiguity, which is likely to influence employee behavior and attitudes (Nag et al., 2023). Therefore, I propose the following:

Hypothesis 2a: Work-related affective rumination will mediate the relationship between daily experienced active cyber incivility and withdrawn behavior at home.

Hypothesis 2b: Work-related affective rumination will mediate the relationship between daily experienced active cyber incivility and aggressive behavior at home.

Method

Participants

The sample size for the current study consisted of 56 participants with a mean age of 37 years (SD = 9.74). Of these participants, 58.9% identified as male and 41.1% as female. The majority of the participants were White (80%) and educated with at least a 4-year college degree

(51.8%). Additionally, 75.0% were married and 40.0% reported having no children 18 and under living in their home. 41% of participants' household total annual income was $100,000 or more. Participants predominantly worked in professional and related occupations (33.9%) and management, business, and financial operations (28.6%). The work schedule of participants was largely a regular daytime schedule (85.7%), with 92.9% working 5 days a week and an average workweek of 43 hours (SD = 6.41). The mean duration of employment with their current employer was 7.33 years (SD = 6.539) and 58.9% of the participants reported supervising others as part of their job.

Procedure

Three waves of daily diary data were collected. Within each wave, data was collected over a 10-day period (two working weeks, Monday – Friday) from full-time working adults working outside the home who are not self-employed. On average, participants completed 8 out of 10 daily surveys. Additionally, baseline data were collected one week prior to daily diary data. Participants were pre-screened to ensure they are 18 or older, work full-time, and interact with coworkers and supervisors daily. Participants received $2 per daily survey completed. Additionally, participants who completed all 10 daily surveys received a $5 bonus. An external grant through NIGMS ##8P20GM103436 provided monetary support for participant incentives, and all study procedures were in compliance with the approved study protocol (IRB#21-127). Participation was voluntary and responses are kept confidential. All assessment measures were collected via secure web-based surveys.

Measures

Participants were asked to respond to the following measures daily, reflecting their experiences that day. All measures have been previously validated and were adapted to fit the daily context.

Active cyber incivility was assessed with the 7-item Cyber Incivility Scale (Lim & Teo, 2009). Items were adapted to fit the daily context. Items included a stem asking participants to indicate the extent to which you agree with the following statements. *Today* at work, a coworker or supervisor. An example item is, "Said something hurtful to me through email." Items were assessed along a 5-point Likert-type response format ranging from 1 (*strongly disagree*) to 5 (*strongly agree*). Items were coded such that higher scores indicate a greater degree of cyber incivility experienced during the workday. Cronbach's $\alpha = .95$. This represents the average reliability coefficients across the 10-days of measurement, indicating a high level of internal consistency for the scale across all measurement points.

Affective work-related rumination was assessed with the 5-item affective rumination subscale from the Work-Related Rumination Questionnaire (WRRQ; Cropley et al., 2008). Items were previously adapted for the daily diary context (Burch & Barnes-Farrell, 2020). Items included a stem, "Today, after getting home from work…". An example item is, "I became tense when I thought about work-related issues." Items were assessed along a 5-point Likert-type response format ranging from *1* (*strongly disagree*) to *5* (*strongly agree*). Items were coded such that higher scores indicate a greater degree of post-work ruminative thinking. Cronbach's $\alpha = .87$. This represents the average reliability coefficients across the 10-days of measurement, indicating a high level of internal consistency for the scale across all measurement points.

At-home aggressive behavior was assessed with the 12-item Angry Marital Behavior Scale (Schulz et al., 2004). Items were adapted to fit the daily diary context; Lim et al., 2018).

Items included a stem asking participants to report the extent to which they engaged in angry behaviors at home each evening. An example item is, "I took out my frustrations on my partner/spouse." Items were assessed along a 5-point Likert-type scale ranging from *1* (*strongly disagree*) to *5* (*strongly agree*). Items were coded such that higher scores indicate a greater degree of aggressive behavior that evening. Cronbach's α = .87. This represents the average reliability coefficients across the 10-days of measurement, indicating a high level of internal consistency for the scale across all measurement points.

At-home withdrawn behavior was assessed with the 9-item Withdrawn Marital Behavior Scale (Schulz et al., 2004). Items were adapted to fit the daily dairy context (Lim et al., 2018). Items included a stem asking participants to report the extent to which they engaged in withdrawn behaviors at home each evening. An example item is, "I wanted to be alone." Items were assessed along a 5-point Likert-type scale ranging from *1* (*strongly disagree*) to *5* (*strongly agree*). Items were coded such that higher scores indicate a greater degree of withdrawn behavior that evening. Cronbach's α = .79. This represents the average reliability coefficients across the 10-days of measurement, indicating a high level of internal consistency for the scale across all measurement points.

Results

Initial descriptive analyses were performed using SPSS version 29.0 before conducting inferential statistical testing with Mplus 8.2. Descriptive statistics, including means, standard deviations, and zero-order correlations for all study variables, are presented in Table 1. Gender was included as a control variable in the model because it showed significant patterns of correlations with the outcome variables of interest (i.e., aggression and withdrawal). This inclusion helps to isolate the specific effect of cyber incivility as a predictor on the outcome

variables, while considering rumination as a potential mediating variable. Job control did not show significant correlations with the outcome variables and was not included as a control.

Examination of zero-order correlations reveals that daily active cyber incivility is moderately correlated with aggression (r = .57) and withdrawal (r = .35), indicating that with an increase in cyber incivility, employees are likely to report corresponding increases in aggressive and withdrawal behaviors. Additionally, the positive correlation between aggression and rumination (r = .11), as well as between rumination and withdrawal (r = .20), indicates that employees who experience higher levels of aggression and withdrawal are also more prone to engage in rumination. These relationships justify the need to consider rumination as a potential mediator in the progression from cyber incivility to aggression and withdrawal.

Due to the hierarchical structure of the data, multilevel random coefficient modeling (MRCM) was applied. This approach encompassed daily observations at level 1 (N = 560), which were nested within individuals at level 2 (N = 56). Variables at level 1 were centered around person-mean with overall means for the variables of interest entered at level 2 to decompose variance into within-person and between-person components.

Initial unconditional models assessed all variables of interest, with the intraclass correlation coefficient (ICC1)—the ratio of between-person variance to total variance—supporting the use of multilevel modeling with ICC1 values ranging from 0.59 to 0.77, indicative of moderately high values (Kozlowski & Klein, 2000). Further, multilevel confirmatory factor analysis (MCFA) was employed to validate the factor structure of the model due to the non-independence of nested data. This involved splitting the total covariance matrix into within and between matrices to determine factor structures at each level (Dedrick & Greenbaum, 2011). For scales with over five items, random parcels were generated by averaging item responses. These

parcels then informed a four-factor model, fitting both within and between-person levels, analyzed using MPlus 8.5 (Muthen & Muthen, 1998-2012). The model demonstrated good fit [$\chi 2$ (186) = 598.90, $p < .001$; RMSEA = .08; CFI = .94; SRMR(within) = .04; SRMR(between) = .07]. Discriminant validity was supported using a WALD test, indicating clear separation among the constructs of interest [WALD (6) = 88552.21, p < .001]. A significant WALD test indicates that there is discriminant validity among the study constructs of interest.

Hypothesis Testing

Hypothesis testing supported the proposed relationships. Hypothesis 1a showed a significant association between daily experiences of active cyber incivility and increased withdrawn behavior at home ($\beta = 0.04$, $p < .001$). Similarly, Hypothesis 1b showed a significant association between daily active cyber incivility and aggressive behavior at home ($\beta = 0.04$, $p < .001$). Next, the mediation analysis was conducted using a within-person model to examine how affective work-related rumination mediates the relationship between daily experiences of cyber incivility and subsequent withdrawn and aggressive behaviors among employees. The results indicated a significant mediating effect of affective rumination on both withdrawn (Hypothesis 2a; indirect effect = .10; $p = .002$; 95% CI = .07, .13; 95% Bayesian CI: .04 to .19) and aggressive behaviors (Hypothesis 2b; indirect effect = .05; $p = .005$; 95% CI = .03, .07; 95% Bayesian CI: .02 to .09), indicating that affective rumination may intensify these behaviors on days when employees experience cyber incivility. To address nonnormality in standard error of the indirect effects, bayes credibility intervals are reported instead of confidence intervals. Because the bayes credibility intervals contain a non-zero value, the significance of the indirect effects is supported. After accounting for affective rumination, the relationship between active

cyber incivility on aggression and withdrawal was still significant, indicating a partial mediation. These findings are summarized in Table 2.

Discussion

The current study aimed to explore work-related affective rumination as a mechanism through which daily active cyber incivility leads to both withdrawn and aggressive behaviors at home. The data support the hypothesized relationships. Instances of active cyber incivility was positively correlated with both aggressive and withdrawn behaviors while at home, mediated by the process of work-related affective rumination. Employees are more likely to experience withdrawal and aggressive behaviors at home on days they face instances of cyber incivility. Moreover, the process of ruminating on these negative work-related events mediates the relationship, meaning that employees who experience cyber incivility tend to ruminate about the experience. Employees might find it challenging to dismiss the negative emotions associated with these events, potentially revisiting the incident mentally. Such repetitive thinking might facilitate a psychological link between workplace experiences and home behavior, manifesting in increased aggression and withdrawal. This pattern suggests that daily occurrences of cyber incivility could significantly correlate with changes in employee behavior outside the workplace.

Theoretical Implications

The principles of affective events theory (Weiss & Cropanzano, 1996) were combined with the conceptual framework of selective cyber incivility (Nag et al., 2023) to understand the dynamics of these relationships. These findings contribute significantly to the body of knowledge on workplace incivility and its ramifications beyond the professional setting. These observations not only help to support the model of selective cyber incivility, underscoring the targeted nature of incivility online (Nag et al., 2023), but also highlight the applicability of

affective events theory (Weiss & Cropanzano, 1996) in understanding the repercussions of negative work experiences on personal behavior through a dynamic framework.

Selective cyber incivility posits that cyber incivility becomes particularly damaging when it is perceived as personally targeted (Nag et al., 2023). This study found that such selectivity intensifies rumination and subsequent emotional reactions, supporting the notion that personalized attacks in digital communications are perceived more intensely by the victims. These findings support the model by demonstrating that the selective nature of cyber incivility amplifies the mediating role of affective rumination, leading to spillover effects into home life. This highlights the critical need for addressing the unique challenges posed by selective cyber incivility in workplace communication policies, which will be further discussed.

The results of this study are framed within affective events theory (Weiss & Cropanzano, 1996), which posits that emotional reactions to workplace events play a critical role in shaping employees' attitudes and subsequent behaviors. This theoretical framework provides a nuanced analysis of how negative experiences at work, specifically instances of cyber incivility, can affect employees. These experiences are not confined to the professional domain but extend into other domains, significantly impacting behaviors such as withdrawal and aggression at home. This extension of negative work experiences into the home domain illustrates a pervasive path of emotional reactions, where the initial incivility triggers emotional responses that can affect home life. Additionally, affective rumination, as a mediator, reveals how persistent negative thoughts can enhance the emotional and behavioral effects of cyber incivility. This mechanism supports the theoretical framework of affective events theory and acts as an affective reaction between the occurrence of cyber incivility and aggression and withdrawal. This application shows the broad

and impactful reach of affective events theory in understanding workplace dynamics and their broader implications.

Strengths and Limitations

A strength of this research lies in its statistical approach, utilizing multilevel random coefficient modeling to account for the hierarchical data structure and daily variance in experiences of cyber incivility, allowing for analysis of within-person effects. Methodologically, because data were collected every day for 10 days, this reduces potential bias in retrospective reporting and allows for a more immediate and accurate representation of employees' experiences.

Despite these strengths, there are several limitations that must be acknowledged. One primary concern is the measurement of all constructs on a daily basis without temporal separation between them during each survey. This approach limits the ability to draw causal inferences from the data, as the simultaneous measurement of predictor and outcome variables complicates the interpretation of directional influences. Furthermore, the study's reliance on self-reported data introduces the potential for social desirability bias, where participants may report behaviors and attitudes that they believe are socially acceptable rather than their true feelings or actions.

Additionally, the demographic composition of the sample, being predominantly white and male, poses significant constraints on the generalizability of the findings. This skew may not accurately reflect the broader workforce, especially in environments that are more diverse. The demographic limitations suggest that the observed effects of cyber incivility might vary significantly across different cultural or gendered contexts. These limitations highlight areas for refinement in future research.

Practical Implications

The pervasive impact of cyber incivility on the home lives of employees requires a fundamental shift in organizational culture and communication strategies. To this end, it is imperative that organizations foster environments where civility is not only encouraged but also rigorously upheld as a standard of professional interaction. This illuminates the need for proactive measures to mitigate the effects of cyber incivility and its spillover into personal domains. Developing a workplace culture that explicitly condemns incivility, coupled with support systems to help employees manage incidents of cyber incivility and work-related affective rumination, is essential for reducing these negative outcomes.

To effectively reduce these negative outcomes, employers should supply support and resources for workers facing incivility. Training programs that focus on emotional intelligence and conflict resolution skills may help in reducing instances of cyber incivility and its associated behaviors. These initiatives should be designed to help employees recognize, address, and resolve instances of incivility before they escalate. Furthermore, they can equip employees with the tools needed to manage their emotional responses more effectively.

Additional resources could include the establishment of support groups among peers and effective conflict resolution mechanisms. This might include a step-by-step guide to navigating difficult conversations or reporting incidents, supported by real-life scenarios and interactive training sessions. Moreover, creating channels for transparent communication can enable employees to confidently report and confront disrespectful behavior. Such channels could include anonymous reporting systems, regular check-ins with HR, or open forums for discussion moderated by leadership. Reporting incivility without fear of reprisal allows for quicker resolution of conflicts and can deter potential perpetrators by signaling that such behavior is

monitored and addressed. This reassures employees that their concerns are taken seriously, and that the organization is committed to maintaining a respectful workplace. Such resources not only provide immediate assistance but also contribute to a broader organizational culture that does not tolerate disrespect.

Addressing cyber incivility not only provides immediate relief for employees but also fosters long-term employee well-being and overall organizational functioning. Such interventions could create a work environment with reduced levels of burnout as employees feel more equipped to manage stressors and maintain a healthy work-life balance. Maintaining standards of civility can lower turnover intentions by enhancing job satisfaction and organizational commitment. When employees feel that their well-being is valued, their loyalty and desire to remain with the company naturally increase. Additionally, by systematically discouraging negative behaviors and promoting positive interactions, organizations might see a decline in counterproductive work behaviors. This fosters a more cooperative and productive workforce where employees are more engaged and motivated to contribute to the organization's success. Over time, these shifts can lead to enhanced organizational reputation, attracting top talent and setting a standard for industry-wide best practices.

Future Research

Future studies should aim to address the limitations previously mentioned and expand the current understanding of cyber incivility and subsequent at home behavior. Employing diverse and representative samples that reflect a broader demographic spectrum would enhance the generalizability of the findings across different cultural, gender, and socioeconomic contexts. Further exploration of different variables and their potential influence on the relationship between cyber incivility and at home behavior is a reasonable next step, specifically, identifying

and distinguishing between potential mediators and moderators within this relationship. A potential mediator, such as emotional exhaustion, could explain how cyber incivility affects home behavior by potentially causing employees to feel too fatigued to engage positively with family members, thus impacting their interactions at home. A potential moderator, like personal resilience, might influence the strength or direction of cyber incivility's effect. Individuals with high levels of personal resilience might experience less negative impact because they are better able to cope with and recover from stress. This means that for these individuals, the same level of cyber incivility might result in fewer negative behaviors compared to those with lower resilience. Additionally, future research should explore the possible impact of cyber incivility on family dynamics and well-being. This extension could focus on how the stress from work-related incivility can permeate family life, potentially affecting marital satisfaction, parenting styles, and parent-child interactions.

The culture of the organization, whether supportive or competitive, could also moderate the impact of cyber incivility. For instance, employees in a supportive organizational culture that emphasizes respect and open communication might experience lower levels of stress and a greater sense of community, which can buffer the negative effects of cyber incivility. Conversely, in a competitive culture where aggressive behaviors may be more normalized, the consequences could be exacerbated, leading to higher stress and reduced morale. It is also crucial to consider that organizational policies, such as clear anti-harassment guidelines and accessible reporting mechanisms, may mitigate these effects. Such policies could provide a framework for addressing issues of cyber incivility, promoting a culture of accountability and safety, which can empower employees to report incidents without fear of reprisal, potentially leading to a decrease in the occurrence of such behaviors.

Employing qualitative research techniques, such as interviews or focus groups, could offer a deeper understanding of the personal experiences of employees dealing with cyber incivility. Qualitative data can enrich the insights gained from quantitative methods by capturing the nuanced emotions and strategies individuals use to cope with such incidents. This approach would also allow for the exploration of the support mechanisms employees find most effective, whether these are formal supports provided by the organization or informal supports such as peer networks, guiding the development of specific interventions.

By integrating these recommendations, future research can build a more robust body of knowledge that not only clarifies the mechanisms through which cyber incivility impacts workers' personal and family lives but also guides the development of targeted interventions designed to mitigate the negative effects. We can then better understand the multifaceted nature of workplace cyber incivility and develop more effective strategies to combat its pervasive influence.

Conclusion

In summary, the findings of this study demonstrate that the effects of workplace incivility on employees reach beyond professional environments, impacting their personal lives and emotional well-being. These findings underscore the necessity for organizations to not only recognize the pervasive nature of such behaviors but also to actively implement measures that address and mitigate their effects. Providing employees with adequate support systems, such as counseling services, peer support groups, and effective conflict resolution mechanisms, is imperative. Furthermore, fostering an environment that encourages open communication is crucial in empowering employees to report and address instances of incivility, thereby promoting a culture of respect and understanding.

As we move forward, a multifaceted approach that incorporates both preventive strategies and organizational interventions is essential in mitigating the effects of workplace incivility. Employers play a key role in shaping the organizational climate and have the responsibility to create a safe and respectful space for all employees. By implementing the proposed recommendations, we can not only reduce the occurrence of incivility in the workplace but also the detrimental spill-over into the personal lives of employees, enhancing overall well-being at home and at work. The path forward requires commitment, empathy, action, and self-reflection from all stakeholders to achieve a respectful workplace culture absent of incivility.

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Table 1

Descriptive Statistics and Correlations

Variable	*n*	M	SD	1	2	3	4	5	6	7
1. Age	550	37.04	9.83	-						
2. Gender	560	1.41	0.49	-.01	-					
3. Job Control	507	3.29	1.10	-.06	.03	-				
4. Incivility	352	1.13	0.39	-.08	.26*	-.11	-			
5. Rumination	350	3.07	2.05	-.01	.24*	.39*	.21*	-		
6. Withdrawal	351	1.94	0.82	-.10	.30*	-.14*	.35*	.20*	-	
7. Aggression	351	1.23	0.47	-.11*	.35*	-.04	.57*	.10*	.55*	-

Note. For Gender, 1 represents males and 2 females. Within-person correlations are presented for variables 4-7. Incivility refers to active cyber incivility. Rumination refers to Affective Rumination. Asterisks denote statistical significance with *p < .05.

Table 2

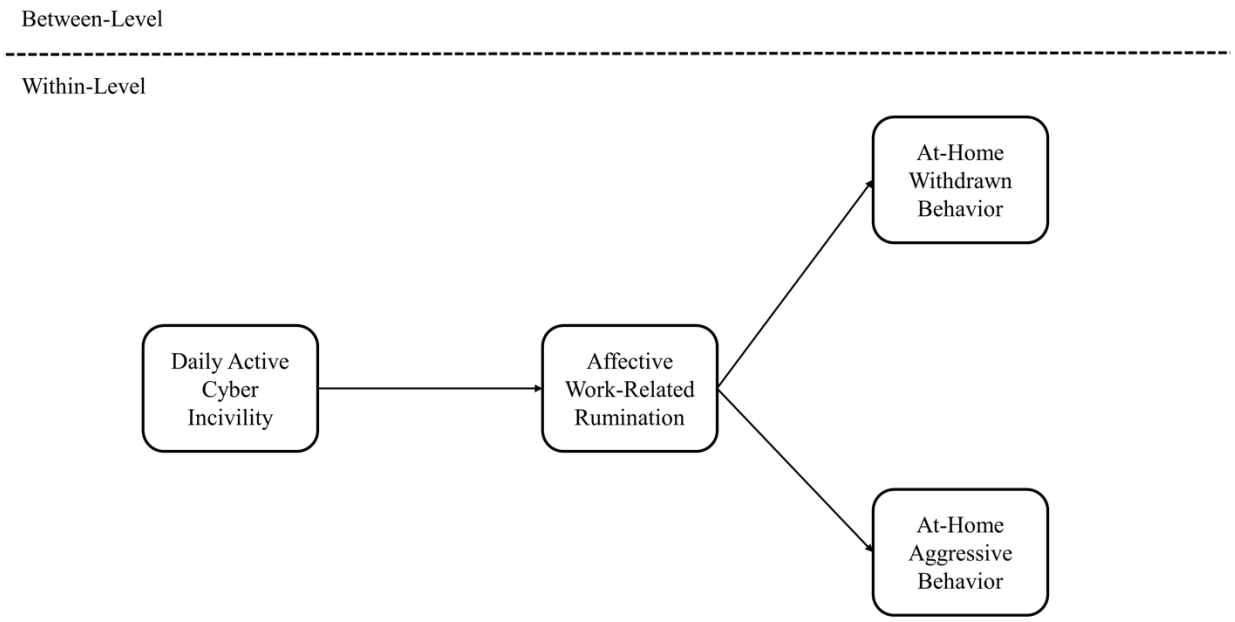
Standardized Model Results

Measure	Withdrawal			Aggression			Rumination		
	β	SE	*p*	β	SE	*p*	β	SE	*p*
Control									
Gender	.09	.04	.01	.09	.04	.02	.23	.11	.01
Effects									
Cyber Incivility	.04	.01	<.001	.04	.01	<.001	.21	.05	<.001
Rumination	.23	.05	<.001	.19	.05	<.001	-	-	-
R^2	0.06*			0.04*			0.04*		

Note. All effects reported are within-person effects. Cyber Incivility refers to active cyber incivility. Rumination refers to Affective Rumination. R^2 values represent the proportion of variance explained by the predictors within individuals. Asterisks denote statistical significance with *p < .05.

Figure 1

Conceptual Model.



Appendix A

Screening Survey

Question	Response Scale
How many hours do you work in a typical week (include only time spent at work or "on the clock")?	Open
Are you considered full time or part time?	1 = Full time 2 = Part time 3 = N/A
Do you primarily work from home?	0 = No 1 = Yes
How many days do you work in a location other than your home?	Open
How many days do you work from home	Open
How often do you interact with coworkers and/or your supervisor on a typical day?	1 = not at all 2 = rarely 3 = sometimes 4 = often 5 = all the time
How many days do you work in a typical week?	Open
Are you self-employed (e.g., you primarily work alone)?	1 = Yes 0 = No
Please check which days you work regularly (every week)?	Sunday Monday Tuesday Wednesday Thursday Friday Saturday
Which of the following best describes your work schedule?	1 = A regular daytime schedule 2 = A regular evening shift 3 = A regular night shift 4 = A rotating shift -- one that changes periodically from day to evening or night 5 = A split shift consisting of two distinct period each workday 6 = A flexible or variable schedule with no set hours 7 = Some other schedule
You **may be** eligible to **earn more money** by completing additional surveys related to this study. Please provide a home email address where we can further contact you to complete your participation in this study. We will not use your email for any other reason and all responses will be kept strictly confidential.	Open

Appendix B

Baseline Survey

Question	Response Scale
What is your age?	Open response
What is your biological sex?	1 = male 2 = female 3 = intersex
Which of these best describes your current sexual orientation?	1=Heterosexual/Straight 2=Gay/Lesbian 3=Asexual 4=Bisexual 5=Queer 6=A sexual orientation not listed here
What is your racial background?	1 = White, European decent 2 = Black, African American, African 3 = American Indian, Alaska Native 4 = Asian, Asian American 5 = Hispanic, Latino/a
What is your marital status?	1 = Single (never married) 2 = Living with partner (opposite-sex or same-sex) 3 = Married 4 = Divorced, Separated, or Widowed
How long have you and your spouse/partner been in a relationship (in years)?	Open Response
What is the 5-digit zip code where you live?	Open
How many children 18 and under live in your home?	Open
Do you provide care to an elderly or disabled family member?	0 = no 1 = yes
What is your household's total annual income?	1 = Under $25,000 2 = From $25,000 to less than $50,000 3 = From $50,000 to less than $75,000 4 = From $75,000 to less than $100,000 5 = $100,000 or more
Please select the occupation division that best describes yours.	1 = Management & business & financial operations 2 = Sales & related occupations 3 = Construction trades & related work 4 = Production occupation 5 = Professional & related occupations 6 = Office & administrative support 7 = Installation, maintenance, & repair occupations

	8 = Transportation & material moving occupation 9 = Service occupations 10 = Farming, fishing, forestry 11 = Educator 12 = Student
What is the 5-digit zip code where you work?	Open Response
How many days do you work in a typical week?	Open Response
How many hours do you work in a typical week (include only time spent at work or "on the clock" for all currently held jobs)?	Open Response
How many years have you been with your current employer (in years)?	Open Response
What is your current job title?	Open Response
Do you supervise others as part of your job?	1 = yes 2 = no
Which of the following best describes your work schedule	1 = A regular daytime schedule 2 = A regular evening shift 3 = A regular night shift 4 = A rotating shift -- one that changes periodically from day to evening or night

Appendix C

Cyber Incivility

REFERENCE: Lim & Teo (2008)			
STEM: Please indicate the extent to which you agree with the following statements. ***Today*** at work, a coworker or supervisor…			
Q#	**Var. Name**		**Response Scale**
	cybInc1	Said something hurtful to me through email.	1 = strongly disagree 2 = disagree 3 = neither agree nor disagree 4 = agree 5 = strongly agree
	cybInc2	Used emails to say negative things about me that they would not say to me face-to-face.	
	cybInc3	Made demeaning or derogatory remarks about me through email	
	cybInc4	Inserted sarcastic or mean comments between paragraphs in emails.	
	cybInc5	Put me down or was condescending to me in some way through email	
	cybInc6	Sent me emails using rude and discourteous tone	
	Cybinc7	Used CAPS to shout at me through email	
	Cybinc8	Not replying to my emails	
	Cybinc9	Ignored a request (e.g., schedule a meeting) that I made through email	
	Cybinc10	Replied to my emails but did not answer my queries	
	Cybinc11	Used emails for time-sensitive messages (e.g., canceling or scheduling a meeting on short notice)	
	Cybinc12	Paid little attention to a statement made by me through email or showed little interest in my opinion	
	Cybinc13	Not acknowledging that they received my email even when I sent a “request receipt” function	
	Cybinc14	Used email for discussions that would require face-to-face dialogue	

Appendix D

Aggressive Behavior

REFERENCE: Schulz et al. (2004)			
STEM: Please indicate the extent to which you agree with the following. ***Tonight***…			
Q#	**Var. Name**		**Response Scale**
	Agg1	I took out my frustrations on my partner	1 = strongly disagree 2 = disagree 3 = neither agree nor disagree 4 = agree 5 = strongly agree
	Agg2	I yelled at my partner	
	Agg3	I was impatient	
	Agg4	I was argumentative	
	Agg5	I complained about things my partner did or things they did not do	
	Agg6	I got angry at my partner	
	Agg7	I said unkind things to my partner	
	Agg8	I was sarcastic to or made fun of my partner in a way that was not nice	
	Agg9	I was mean to my partner	
	Agg10	I became annoyed with my partner	
	Agg11	I acted in an unkind manner to my partner	
	Agg12	I snapped at or spoke in a nasty none of voice to my partner	

Appendix E

Withdrawn Behavior

REFERENCE: Schulz et al. (2004)			
STEM: Please indicate the extent to which you agree with the following. ***Tonight***…			
Q#	**Var. Name**		**Response Scale**
	Withdraw1	I was in my own world	1 = strongly disagree 2 = disagree 3 = neither agree nor disagree 4 = agree 5 = strongly agree
	Withdraw2	I wanted to be alone	
	Withdraw3	I wanted some quiet time to myself	
	Withdraw4	I avoided talking about problems I was having with my partner	
	Withdraw5	I did not feel like talking about my feelings or thoughts with my partner	
	Withdraw6	I avoided listening to my partners' feelings	
	Withdraw7	I found it hard to unwind at home	
	Withdraw8	I was talkative	
	Withdraw9	I was withdrawn	

Appendix F

Work-Related Rumination

Work-Related Rumination Questionnaire		
REFERENCE: Cropley, et al. (2008). **STEM:** Please indicate whether you felt any of the following during your commute home from work today.	1 = strongly disagree 2 = disagree 3 = neither agree nor disagree 4 = agree 5 = strongly agree	
I was annoyed by thinking about work-related issues.		Aff_Rum1
I was irritated by work-related issues.		Aff_Rum2
I was fatigued by thinking about work-related issues.		Aff_Rum3
I was troubled by work-related issues.		Aff_Rum4
I became tense when I thought about work-related issues.		Aff_Rum5

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