KEY STATISTICS ON CIVILITY

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Stats on CIVILITY & WORKPLACE

(1) In a poll of eight hundred managers & employees across seventeen industries, among workers who have been on the receiving end of incivility:

- 48 percent intentionally decreased their work effort,

- 47 percent intentionally decreased the time spent at work,

- 38 percent decreased the quality of their work,

- 80 percent lost work time worrying about the incident,

- 63 percent lost work time avoiding the offender,

- 66 percent said their performance declined,

- 78 percent said their commitment to company declined,

- 12 percent said they left their job due to incivility, and

- 25 percent took their frustration out on customers.

(2) Nearly 25 years ago, a study conducted by Accountemps and reported in Fortune, managers and executives of Fortune 1000 firms spend 13 percent of their time at work–the equivalent of seven weeks a year–mending employee relationships and dealing with the aftermath of incivility.

(3) In a study of 4,500 doctors and nurses, 71 percent tied disruptive behavior (defined as "abusive personal conduct," including condescending, insulting, or rude behavior) to medical errors they knew of and 27 percent tied bad behavior to the deaths of their patients.

(4) One of the most important ways civility enhances a team's performance is by increasing the amount of "psychological safety" people feel–the feeling that the team environment is a trusting, respectful, and safe place to take risks.

Studying more than 180 of its active teams, Google found that who was on a team mattered less than how team members interacted, structured their work, and viewed their contributions. Employees on teams with more psychological safety were more likely to make use of their teammates' ideas and less likely to leave Google. They generated more revenue for the company and were rated as "effective" twice as often by executives.

(5) The American Psychological Association estimates that workplace stress costs the US economy $500 billion a year. A stunning 550 billion workdays are lost each year due to stress on the job, 60 to 80 percent of workplace accidents occur because of stress, and more than 80 percent of doctor visits are stress related.

Stats on CIVILITY & VOTERS

(6) Nearly all Americans, 95 percent, say civility is a problem, with three-quarters (74 percent) saying civility has declined in the past few years and two-thirds (67 percent) saying it is a major problem today. In the online poll conducted among 1,005 adults 18 years and older, 70 percent also say that incivility in this country has risen to "crisis" levels, up from 65 percent in 2014.

(7) Likely voters see negative consequences for uncivil behavior:

- 79 percent say incivility in government is preventing action on important issues;
- 77 percent say the U.S. is losing stature as a civil nation;
- 76 percent say incivility makes it difficult to discuss controversial issues;
- 64 percent say they have stopped paying attention to political conversations and debates; and
- 61 percent say incivility is deterring people from entering public service.

(8) This statistic shows the share of voters in the United States who believed that the lack of civility in politics today was a serious problem, as of July 2018. A blended 91% of voters (87 percent of Republicans + 95 percent of Democrats) in the United States thought the lack of civility in politics was a serious problem, as of July 2018.
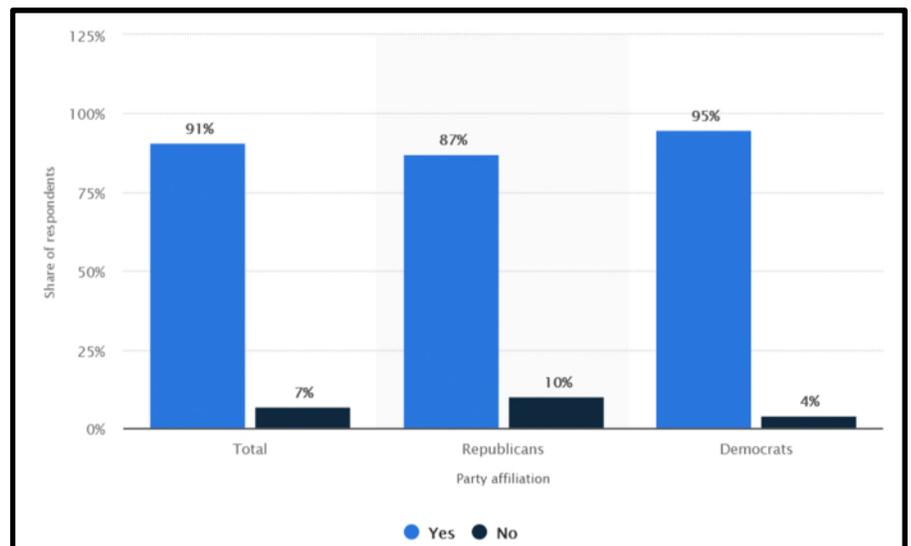
(9) Voters agreed that political incivility affects the reputation of the U.S. (86 percent).

Nearly 9 in 10 Clinton voters (89 percent) named politicians as the group most responsible for the decline in civility, followed by the Internet/social media (69 percent) and news media (51 percent). Trump voters blamed the news media (77 percent), demonstrators/protestors (76 percent) and the Internet/social media (75 percent).

Stats on CIVILITY in DIGITAL & SOCIAL

(10) An analysis of mainstream media and blog sites separated out individual types of uncivil behavior, and found >25% of comments contained either insulting language or mockery, the most common types of incivility

(11) A content analysis of uncivil comments around news media stories has shown that uncivil messages are not based on evidence

(12) Uncivil language in a blog post produces more attitude certainty and less open-mindedness outcomes that further indicate incivility could be pushing people toward more polarization.

(13) 84 percent have personally experienced incivility; and 25 percent have experienced cyberbullying or incivility online, up nearly three times from 2011

(14) Experts predict that as many as 40% of all Americans will be digitally shamed

(15) According to over 1,500 leaders and technology experts selected by Pew Internet Research center, most believed (81 percent) that the tone of online discourse will either stay the same or get worse over the next decade.

(16) A majority of Americans (62%) view online harassment as a major problem, and nearly eight-in-ten Americans (79%) say online services have a duty to step in when harassment occurs on their platforms.

Stats on CIVILITY in HEALTHCARE

(17) Stress and the acuity of patients, along with staffing issues and burnout in clinical areas that provide critical care, result in higher incidences of incivility.

(18) In a recent survey of 3765 registered nurses, almost half of respondents had been bullied in some way, either by a peer (50%) or by someone with authority over them (42%).

(19) Incivility, bullying, and workplace violence result in decreased job satisfaction, reduced organizational commitment, and decreased personal health, as well as additional direct and indirect costs to employers and RNs, according to the statement. One study calculated lost productivity related to workplace incivility at $11,581 per nurse annually.

(20) Workplace incivility has been linked to decreased mental health (depression, anxiety) (Hansen et al., 2006; Tepper, 2000), patient safety (Felblinger, 2008), organizational commitment and turnover intentions (Leiter, Laschinger, Day, & Gilin Oore, 2011), increased job stress (Agervold & Mikkelsen, 2004), somatic symptoms (LeBlanc & Kelloway, 2002), and emotional exhaustion (Grandey, Kern, & Frone, 2007).

(21) 39% of nurse graduates in their first year of practice witnessed bullying (Laschinger), and 31% experienced bullying (Laschinger & Grau)

(22) 85% of nurses have experienced horizontal/lateral violence

(23) A survey of nearly 5,000 respondents (nurses, physicians, pharmacists, and management) noted physicians encountering the following behavior from non-physicians:

- Negative comments about colleagues (71%); Refusal to answer questions or return calls (68%); Constant nitpicking/fault-finding (56%); Reluctance to follow safety practices or work collaboratively (55%); Impatience with questions (55%); and condescending language, demeaning comments, and insults (54%).

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