

Patient Incivility and Counter Productive Work Behavior: Mediating Role of Fatigue

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ABSTRACT

Purpose: In stressful and hectic conditions, nurses may experience a significantly higher level of Incivility, more than other hospital staff members when caring for patients and their families with complex healthcare demands. The study investigates the effect of patient incivility on counterproductive work behavior as well as assesses the mediating role of fatigue (Physical, Emotional, Cognitive) between patient incivilities and counterproductive work behavior.

Design/Methodology/Approach: Utilizing a correlational design, data were collected from a purposive sample of 200 nurses, with a focus on demographic factors such as age, experience, qualification, and job position.

Findings/Results: Results indicate a significant positive correlation between patient incivility and both physical and emotional fatigue, as well as counterproductive work behavior. Linear regression analyses further highlight the predictive power of patient incivility on counterproductive work behavior, establishing a direct relationship. Mediation analyses revealed that physical, emotional, and cognitive fatigue fully mediate the relationship between patient incivility and counterproductive work behavior.

Practical Implications: This research sheds light on the detrimental effects of patient incivility on nurses' overall well-being and work behavior, emphasizing the crucial role of fatigue as a mediator. The findings contribute to the existing literature on nurse-patient interactions, providing insights for hospital administrators and policymakers to develop interventions aimed at promoting a healthier work environment for nurses.

Originality/Value: This study identifies mediators and moderators in the relationship between workplace incivility and counterproductive Behavior. This research answers the earlier calls for research on supervisor support and organization support in the relationship between patient incivility and Counterproductive work behavior.

Keywords: *Patient Incivility, Fatigue, Organizational support, Supervisor Support, Counterproductive Work Behavior, Nurses*