

Differential Well-Being Outcomes of Incivility and Surface Acting Among Nurses as a Function of Race

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Nursing

is the top occupation for job growth in the United States since 2008. ²⁴



90%

of nurses experience verbal abuse at work. ²⁵



“My manager
yelled at me
about my sick
time in front of
six other
nurses.”

“.. because the charge
nurse did not like me, I
was **assigned the most
infectious patients** (HIV,
tuberculosis, and
hepatitis).”

“The **gossip**
and **bullying**
made me
leave.”

Simons and Mawn (2010)

1

Incivility

Behaviors with **ambiguous intent** to harm the target that are characteristically **rude** and **discourteous**.¹



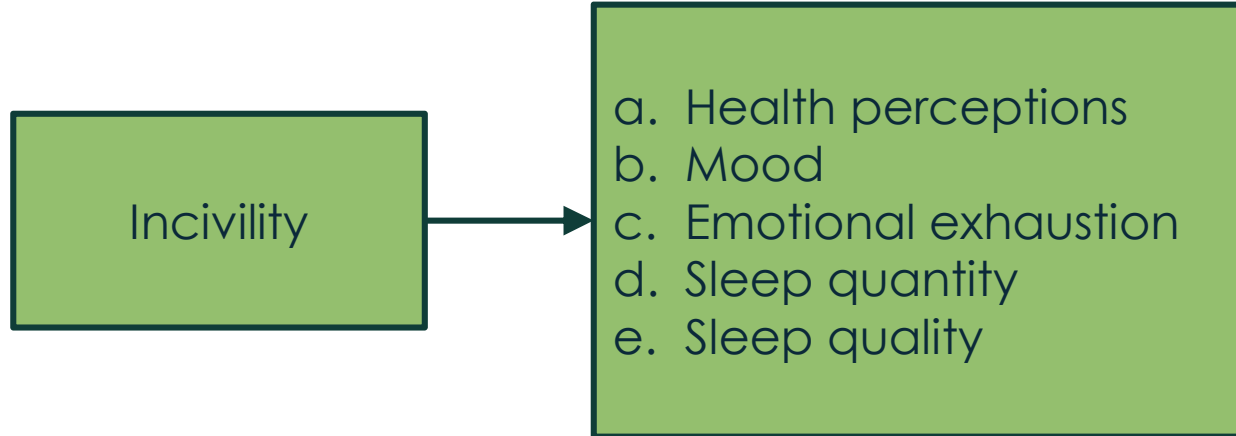
Incivility Outcomes



- + Burnout ³
- + Withdrawal ^{7, 8, 9, 10}
- Performance ⁶
- Satisfaction ^{4, 5}
- Health ¹¹

Hypothesis 1

Incivility will be negatively related to well-being outcomes.





2

Emotional Labor

The process of regulating both **feelings** and **expressions** for organizational goals. ¹²



Surface Acting

- Regulating observable expressions
- No change in thoughts
- Response-focused regulation



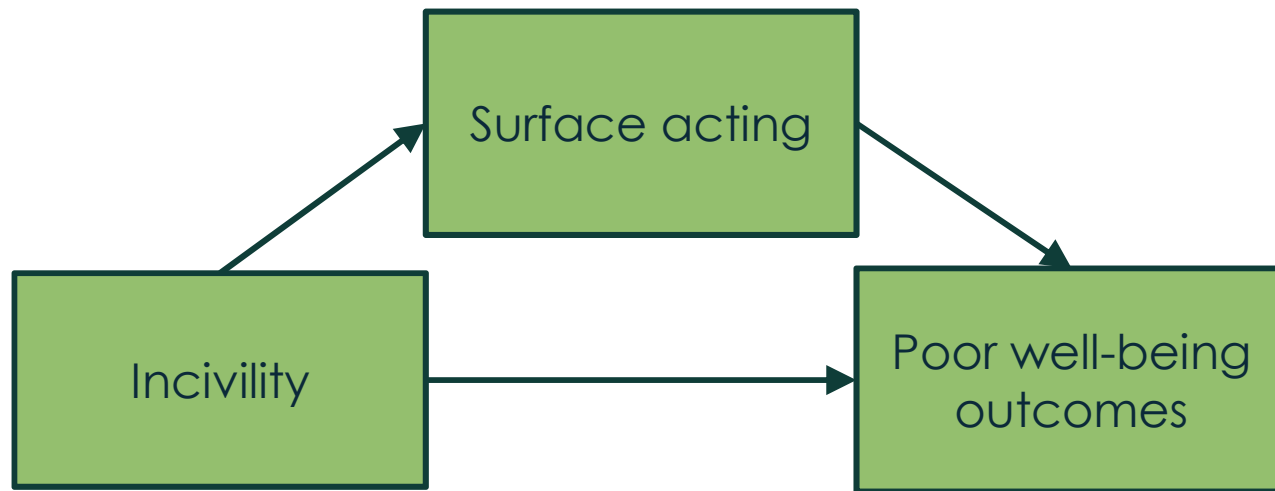
Surface Acting Outcomes



- + Burnout ¹³
- + Withdrawal ^{12, 15}
- Performance ¹⁴
- Satisfaction ¹²
- Health ¹²

Hypothesis 2

There will be an indirect effect of incivility on poor well-being outcomes through surface acting.





Group Differences in Emotional Labor

Gender

- Women are more likely to feel differently than expressed ¹⁶
- Women experience poorer outcomes ₁₇

Age

- Positively correlated with deep acting ¹⁸
- Negatively correlated with surface acting ¹⁸

Race

???



The Influence of Race

- Minority groups may display certain emotions to **“fit in”** ¹⁹
- Individuals may **manage impressions** to seem competent and non-threatening ¹⁹
- Black airline pilots and flight attendants do experience **highly regulated emotional labor** ²⁰
- Minority groups experience **more incivility** than their non-minority counterparts (selective incivility) ¹



Hypothesis 3

Black nurses will experience more incivility than their White counterparts.

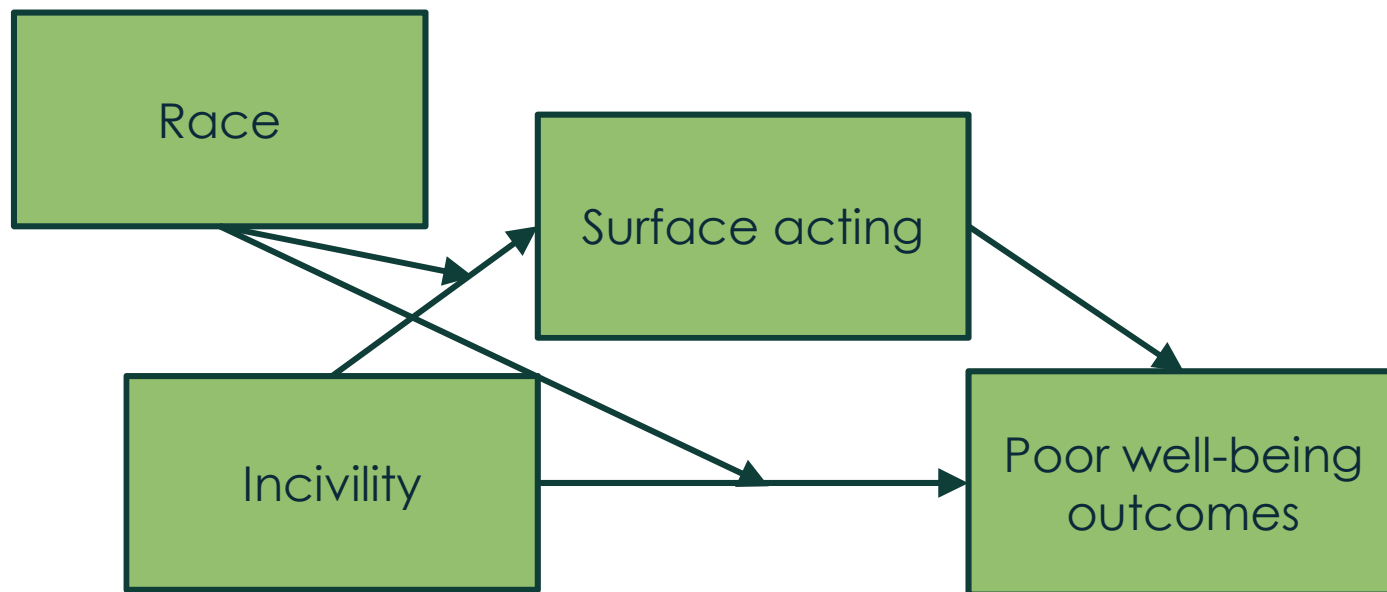


Hypothesis 4

Black nurses will engage in surface acting more than their White counterparts.

Hypothesis 5

Race will moderate the relationship between incivility, surface acting, and well-being outcomes.





3

Method



Participants

- $N = 100$ female-identifying nurses
 - Black $n = 51$
 - White $n = 49$
- Work over 20 hours per week
- Hospital (46%)
- $M_{\text{age}} = 35.71$ ($SD_{\text{age}} = 9.52$)

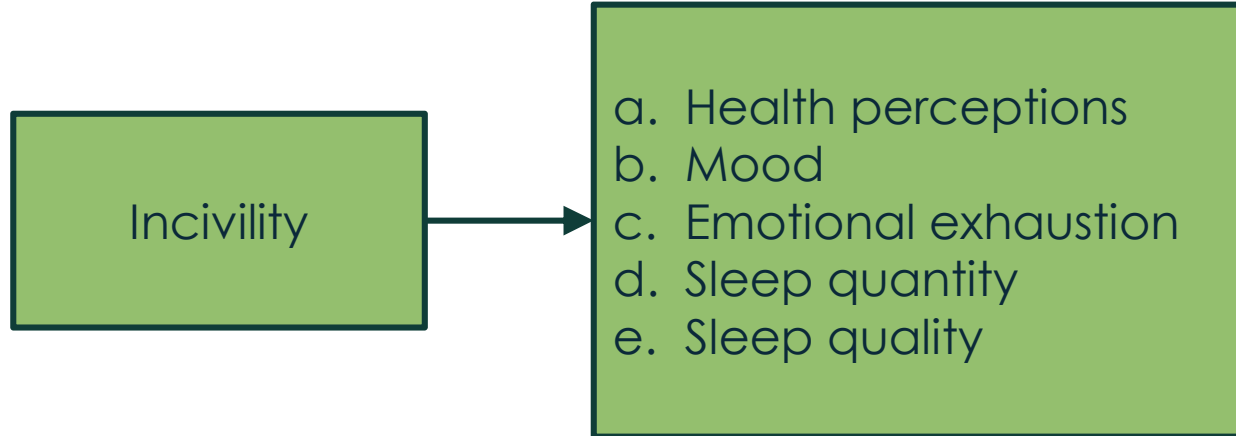


4

Preliminary Results

Hypothesis 1

Incivility will be negatively related to well-being outcomes.



	Incivility	Surface acting	Perceptions of health	Negative mood	Emotional exhaustion	Sleep quantity	Sleep quality
Incivility	($\alpha = .95$)	--	--	--	--	--	--
Surface acting	.40**	($\alpha = .74$)	--	--	--	--	--
Perceptions of health	.21*	-.30**	(N/A)	--	--	--	--
Negative mood	.52**	.32**	-.40**	($\alpha = .79$)	--	--	--
Emotional exhaustion	.49**	.37**	-.48**	.78**	($\alpha = .91$)	--	--
Sleep quantity	.35**	-.15	.20	-.33**	-.32**	(N/A)	--
Sleep quality	.43**	-.26**	.42**	-.54**	-.62**	.51**	($\alpha = .83$)

Note. * $p < .05$, ** $p < .01$. Diagonals represent reliability values.

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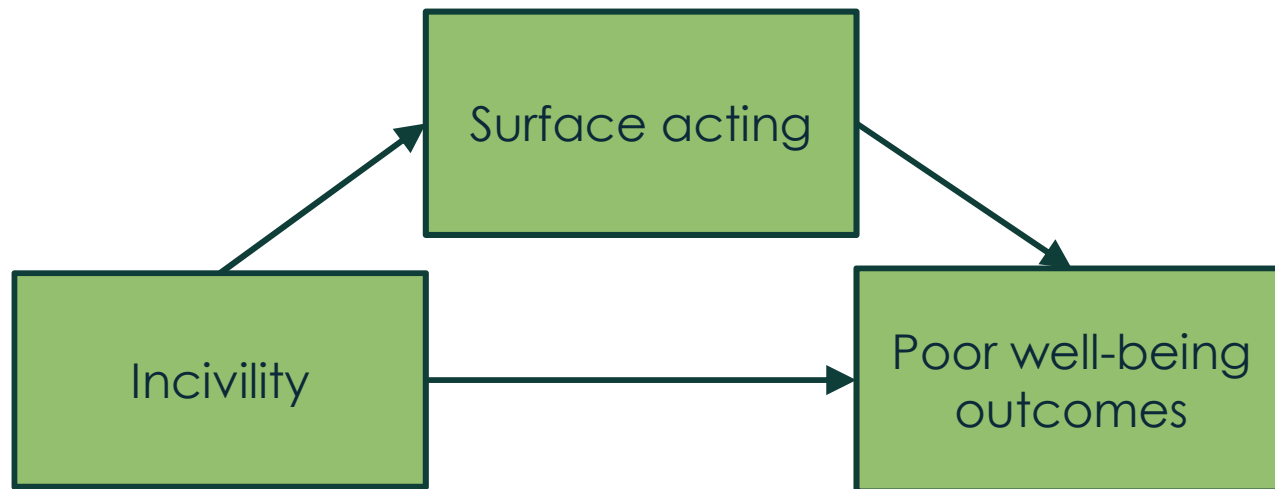
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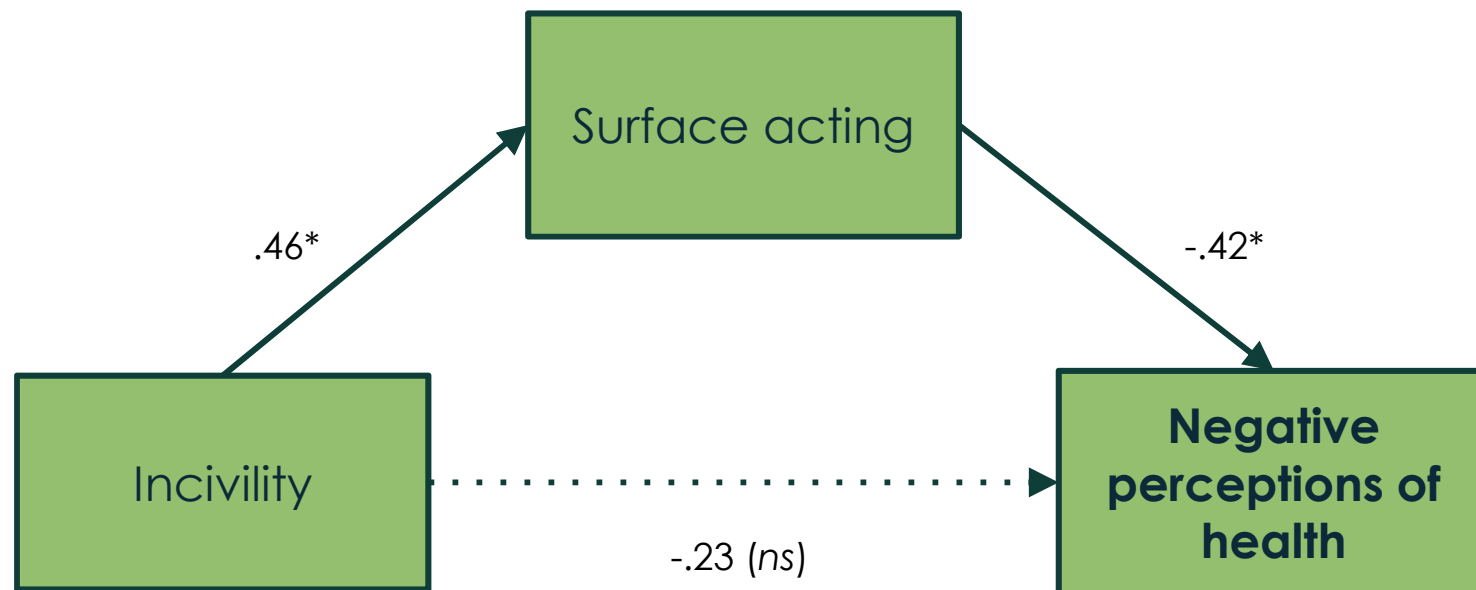
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Hypothesis 2

There will be an indirect effect of incivility on poor well-being outcomes through surface acting.

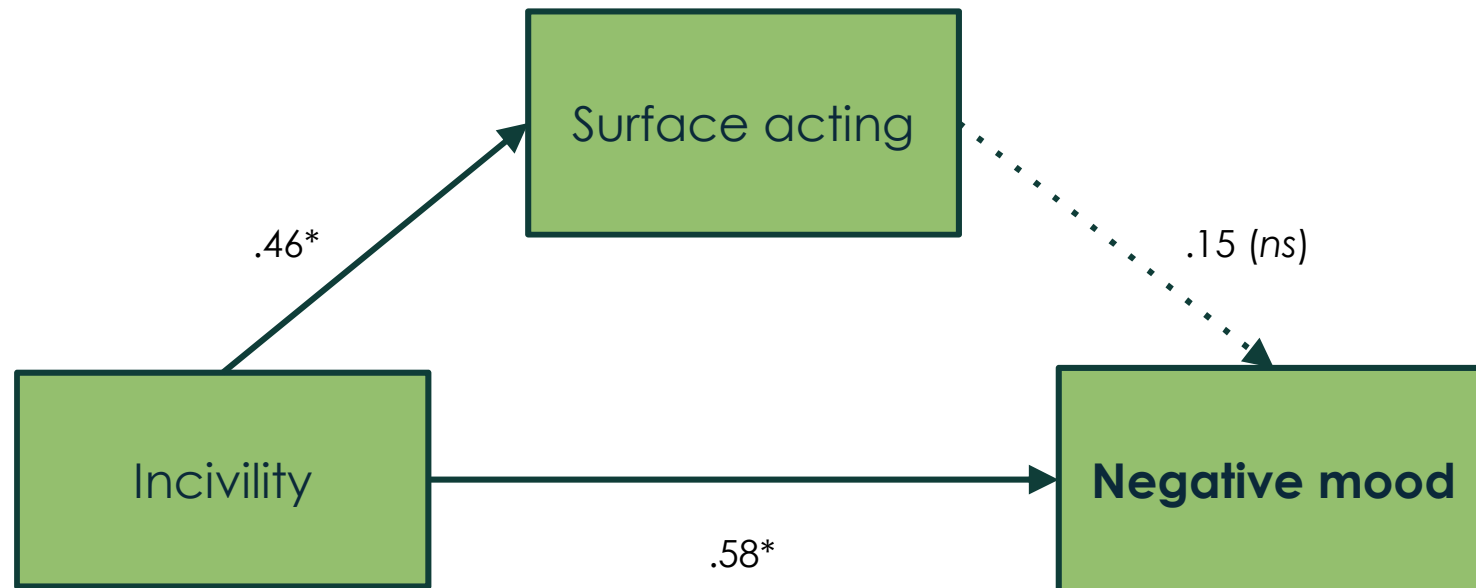


Hypothesis 2



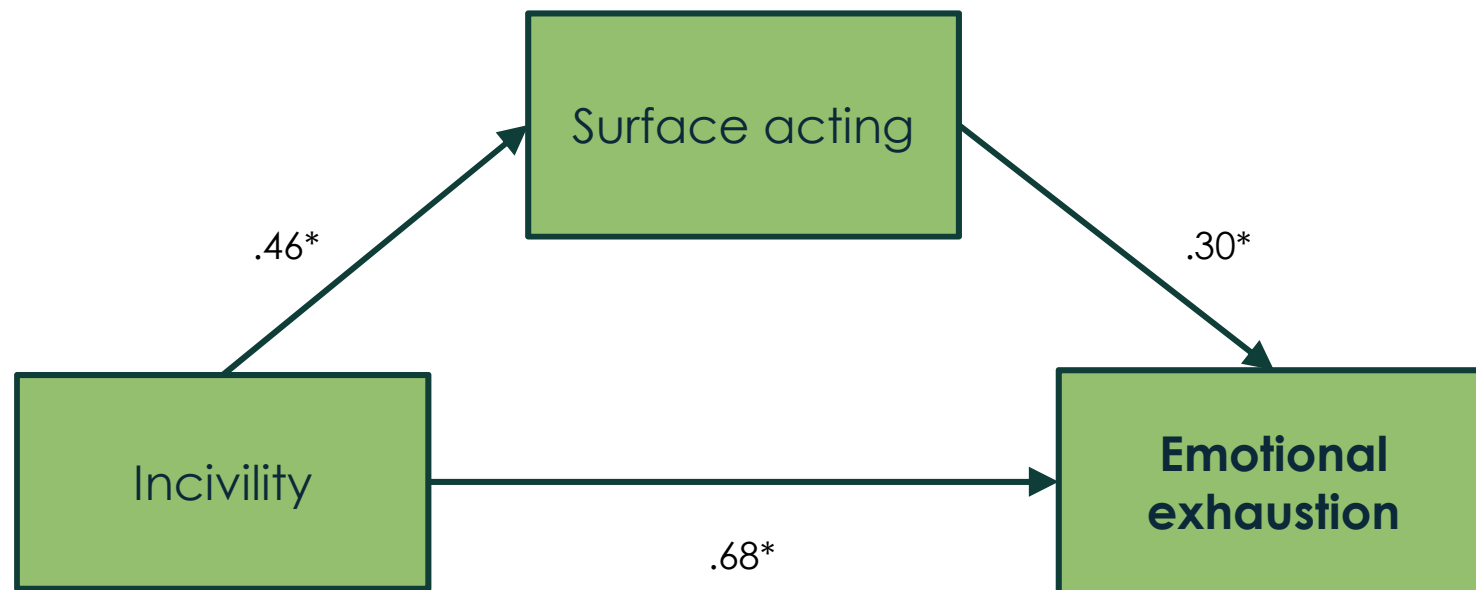
Hypothesized indirect effect on **negative perceptions of health**. * $p < .05$.

Hypothesis 2



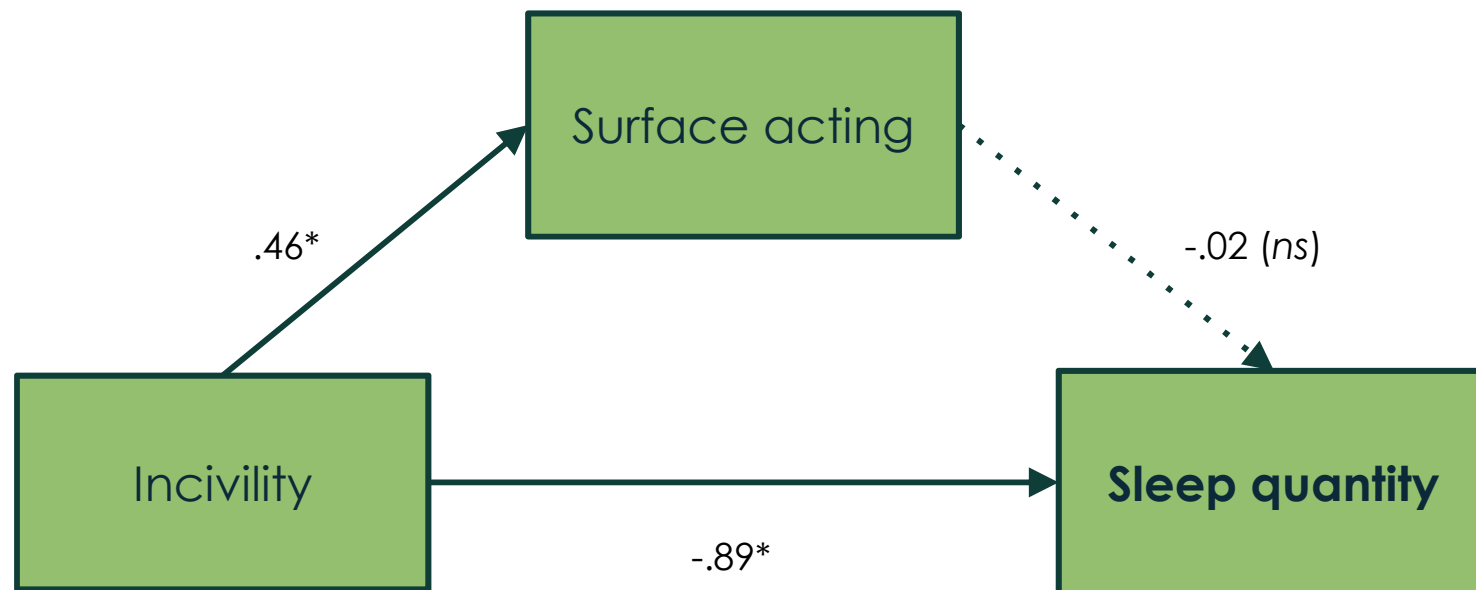
Hypothesized indirect effect on **negative mood**. * $p < .05$.

Hypothesis 2



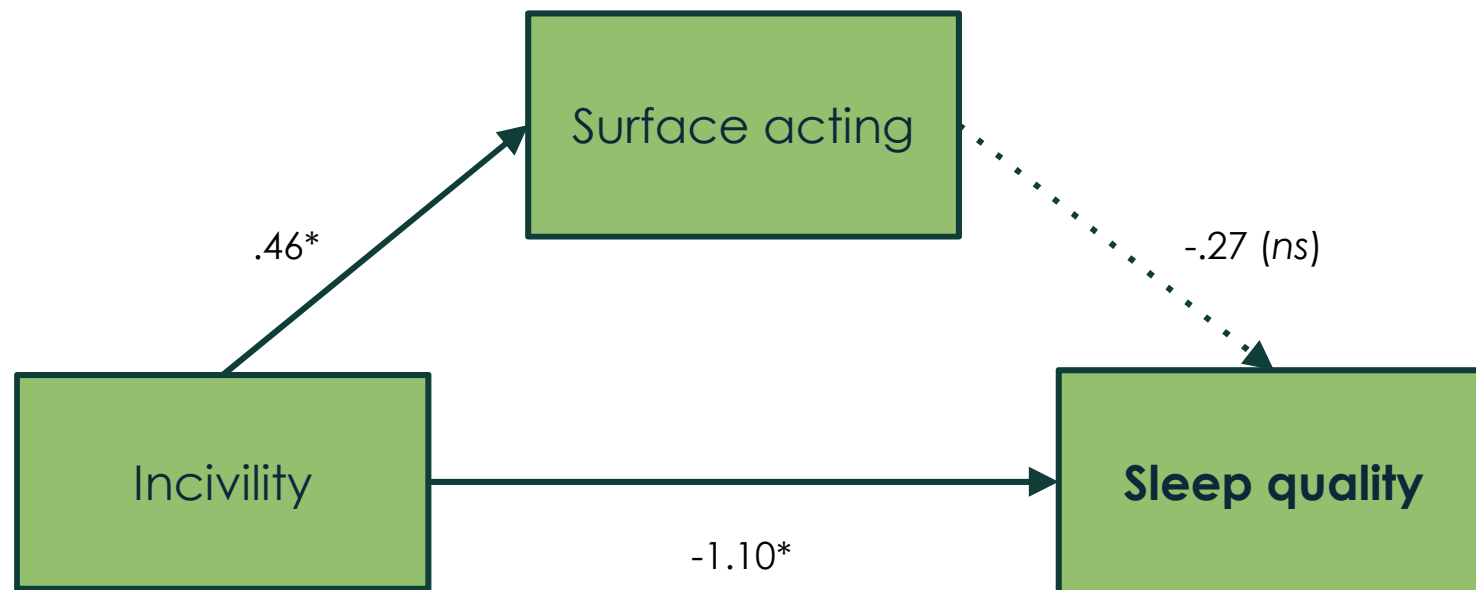
Hypothesized indirect effect on **emotional exhaustion**. * $p < .05$.

Hypothesis 2



Hypothesized indirect effect on **sleep quantity**. * $p < .05$.

Hypothesis 2



Hypothesized indirect effect on **sleep quality**. * $p < .05$.



Hypothesis 3

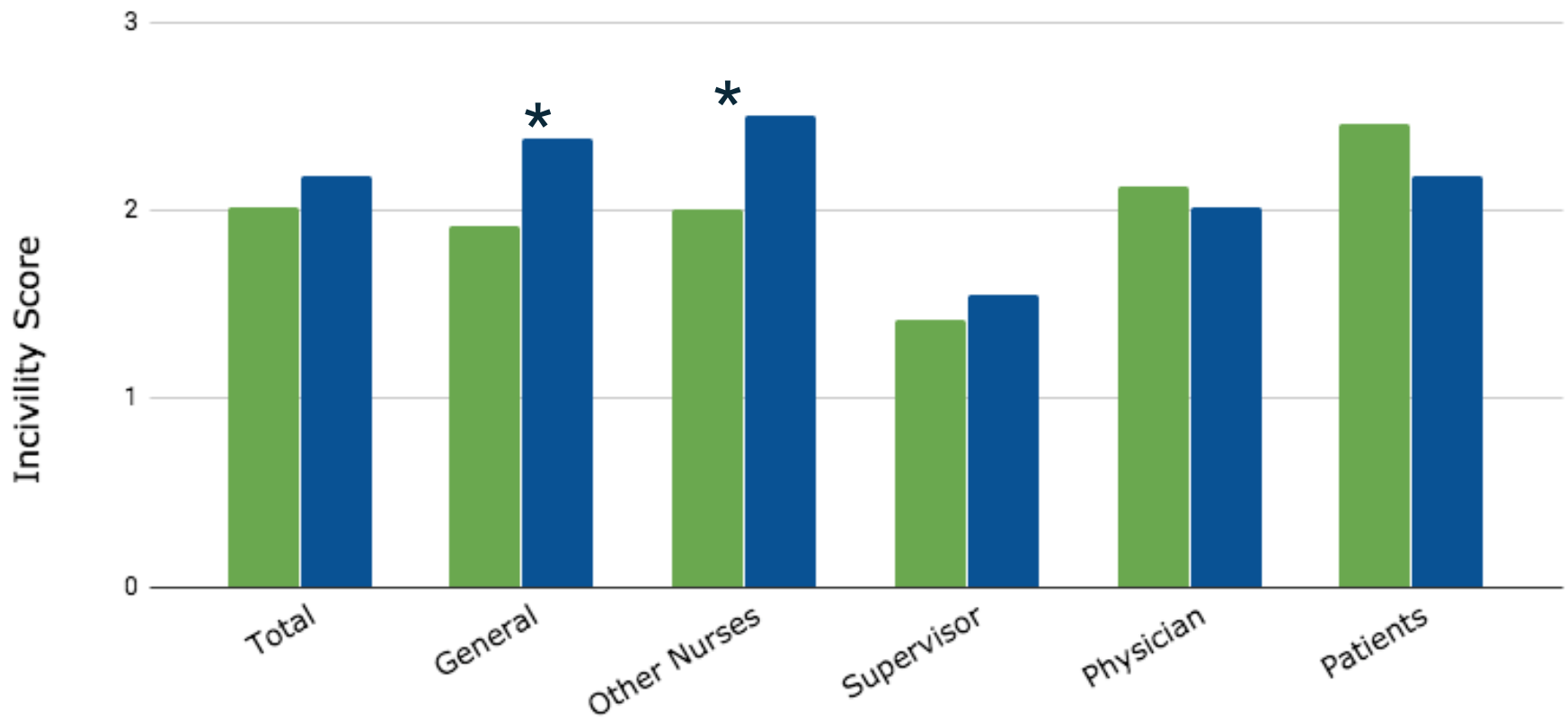
Black nurses will experience more incivility than their White counterparts.

	White M (SD)	Black M (SD)	t(98)	p-value
Total incivility	2.01 (0.51)	2.18 (0.73)	-1.32	.19
General incivility	1.92 (0.49)	2.38 (0.93)	-3.09**	.003
Other nurses	2.01 (0.74)	2.51 (0.97)	-2.92**	.004
Supervisor	1.42 (0.76)	1.55 (0.77)	-0.85	.40
Physician	2.13 (0.87)	2.02 (0.99)	0.57	.57
Patients & visitors	2.46 (0.89)	2.18 (1.01)	1.46	.15

Note. ** p < .01.

Differences in Incivility by Race

White Black



Note. * $p < .01$.

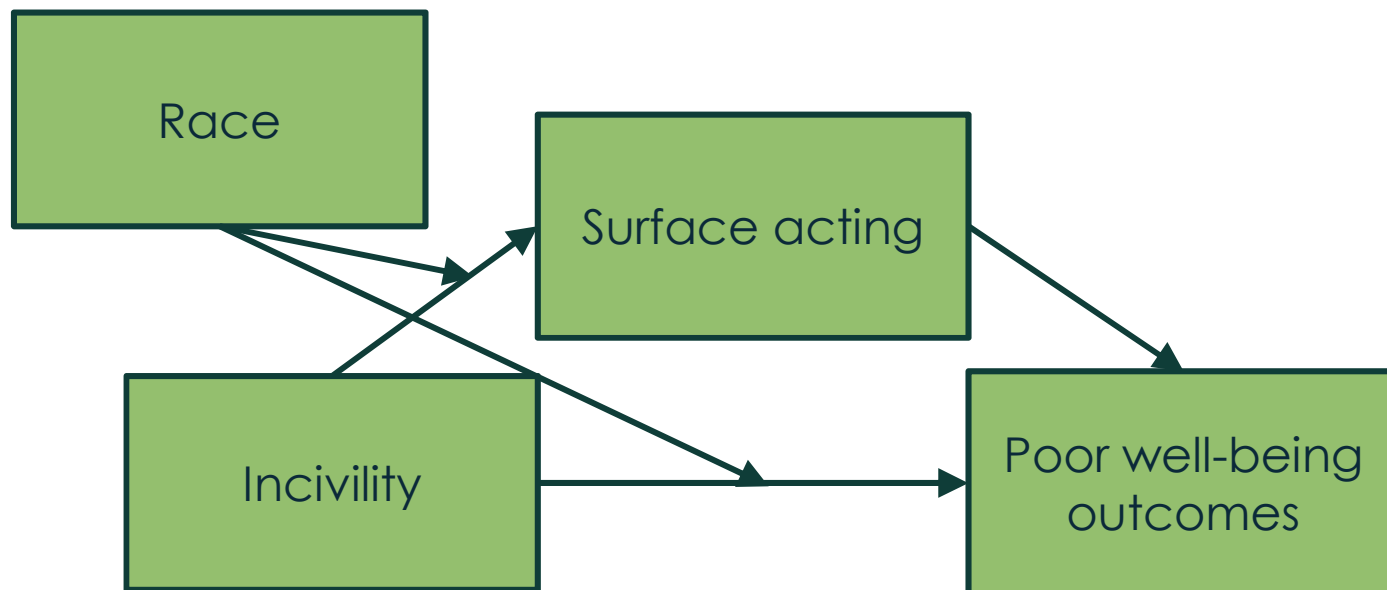
Hypothesis 4

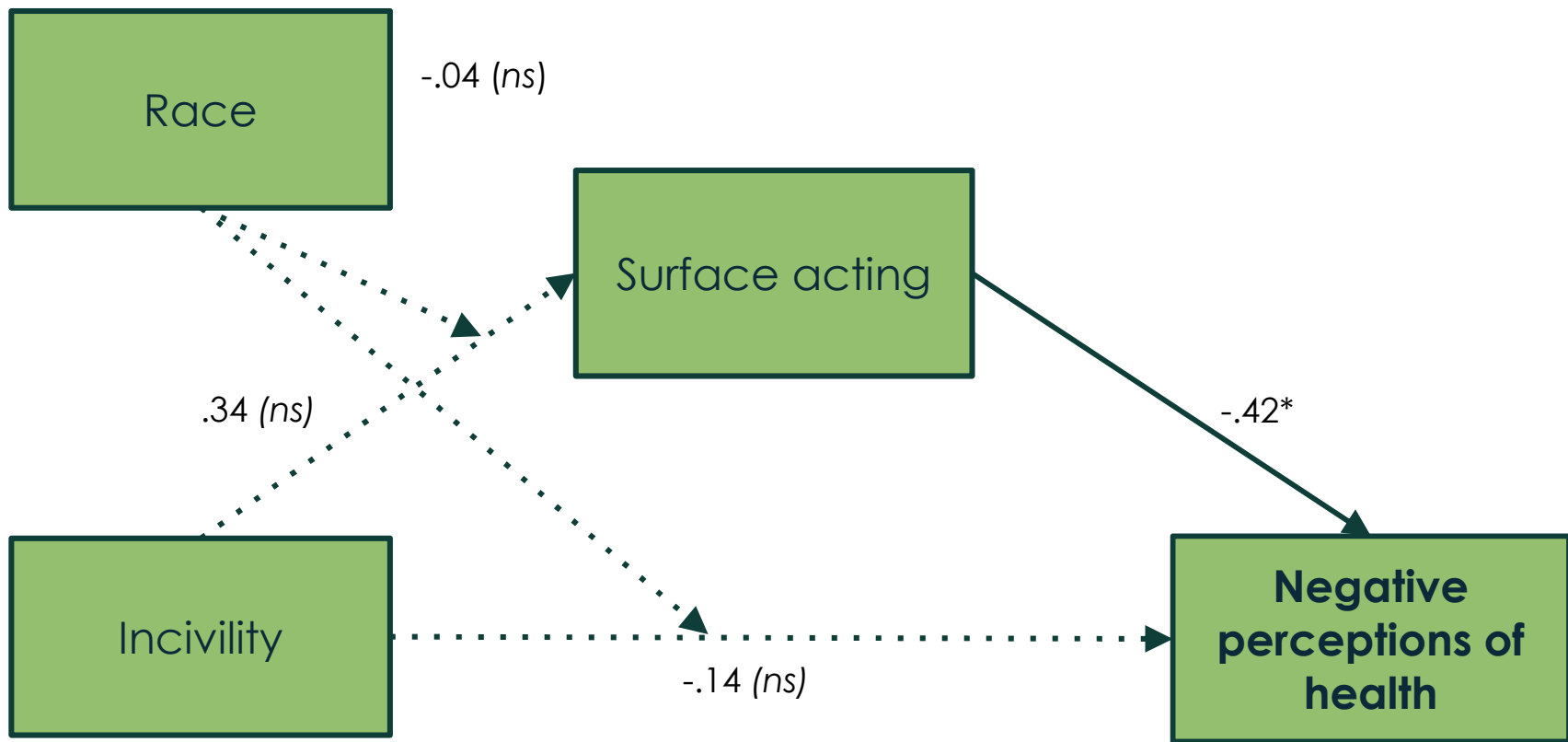
Black nurses will engage in surface acting more than their White counterparts.

	White M (SD)	Black M (SD)	t(98)	p-value
Surface acting	3.30 (0.66)	3.03 (0.78)	1.891	.06

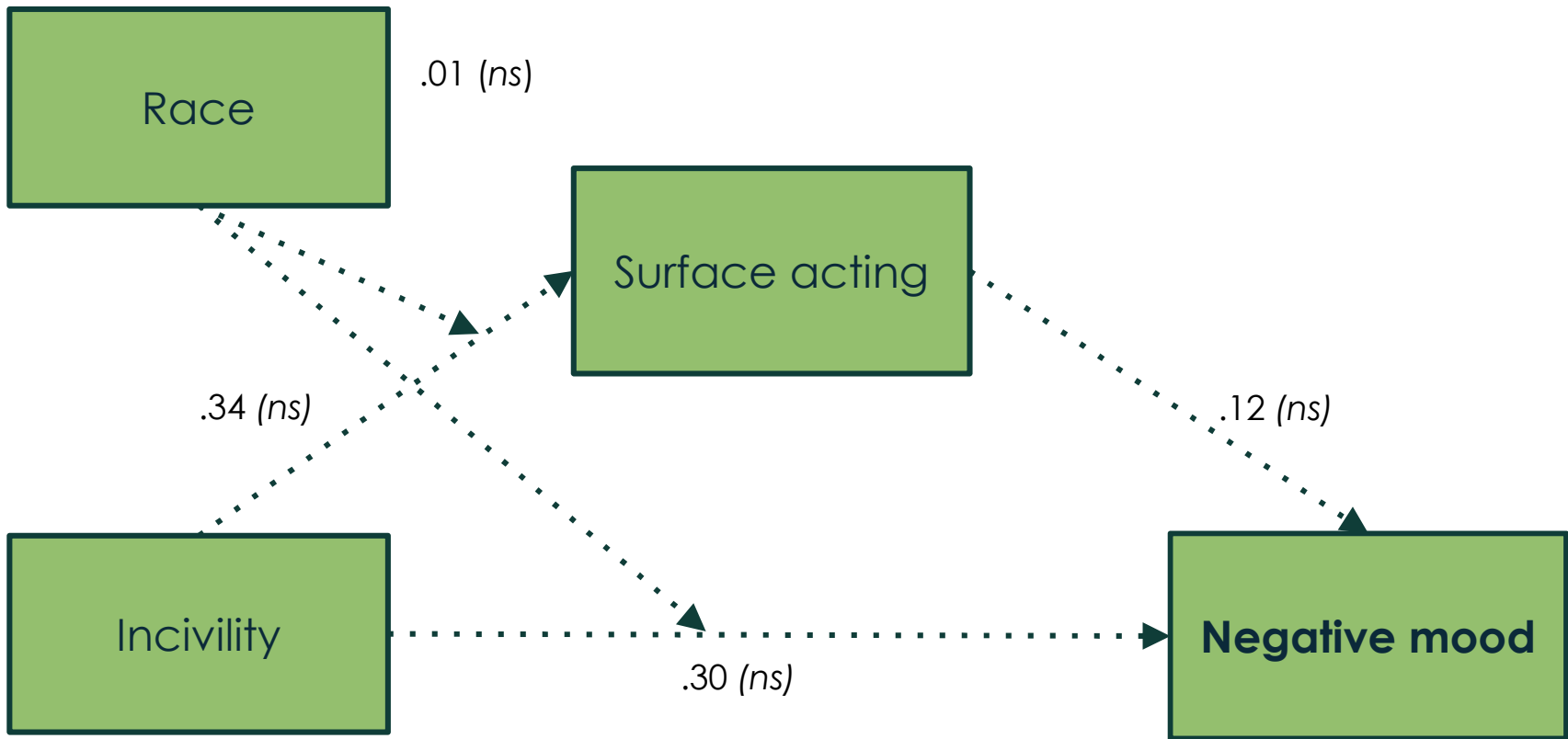
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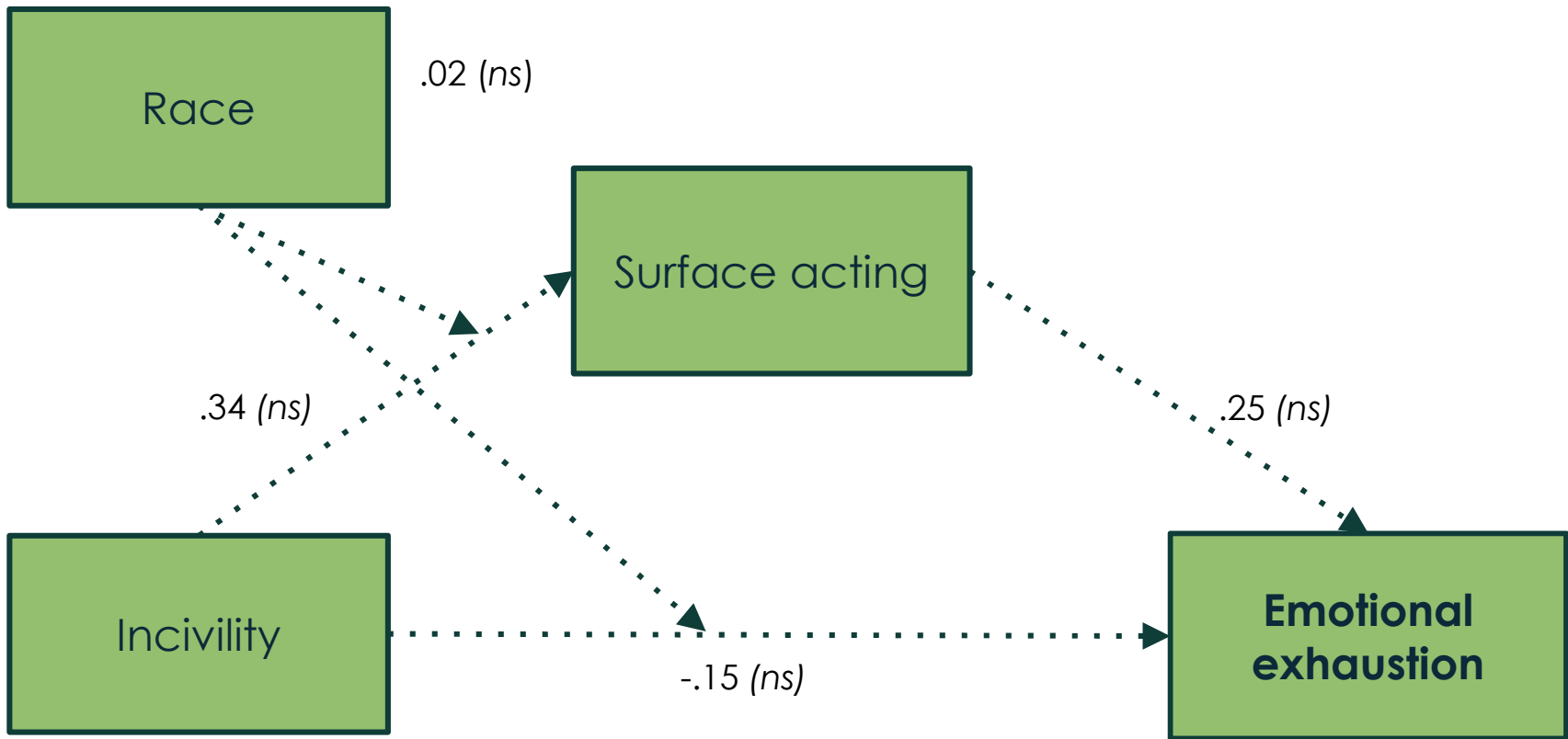




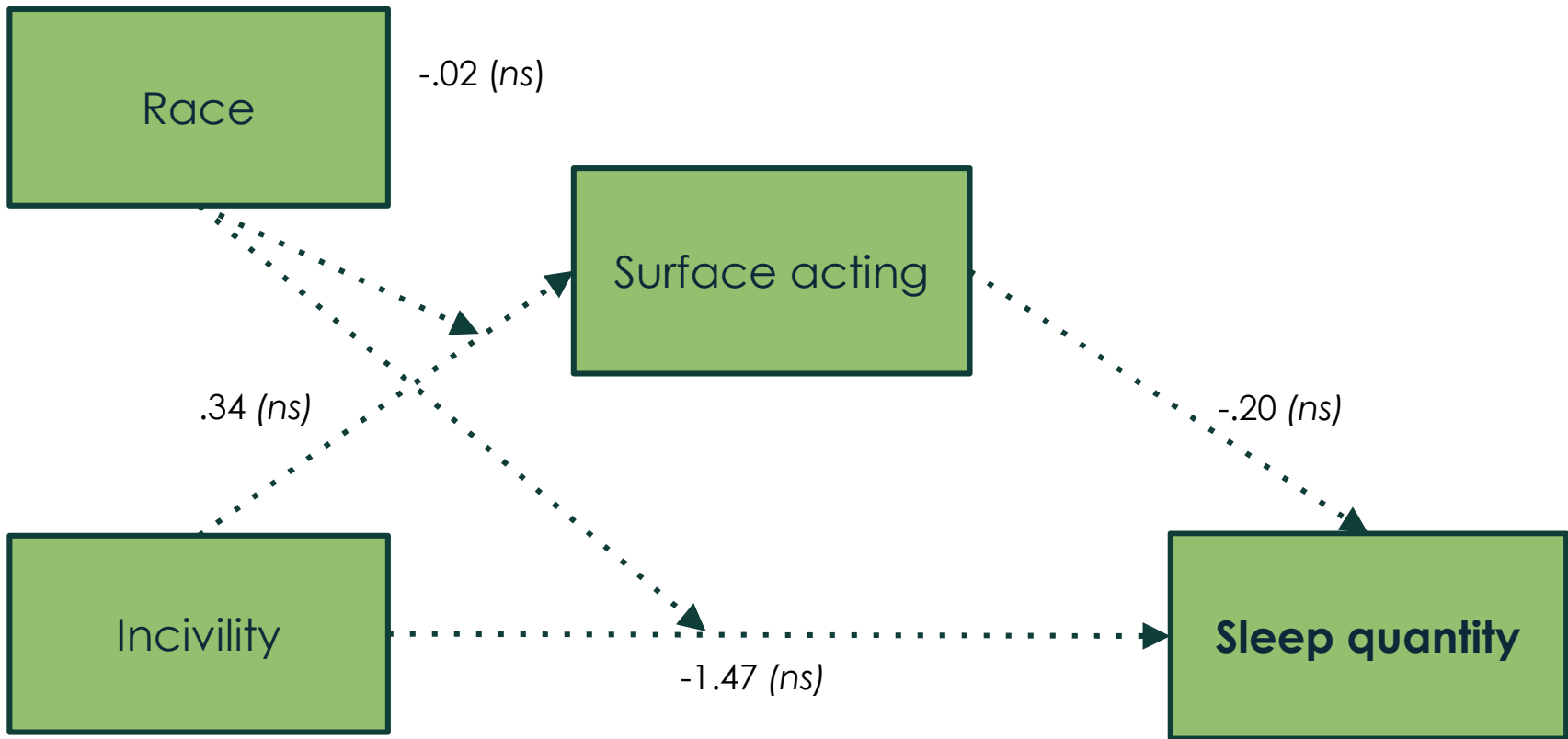
Hypothesized moderated mediation with **negative perceptions of health**.
(* $p < .05$)



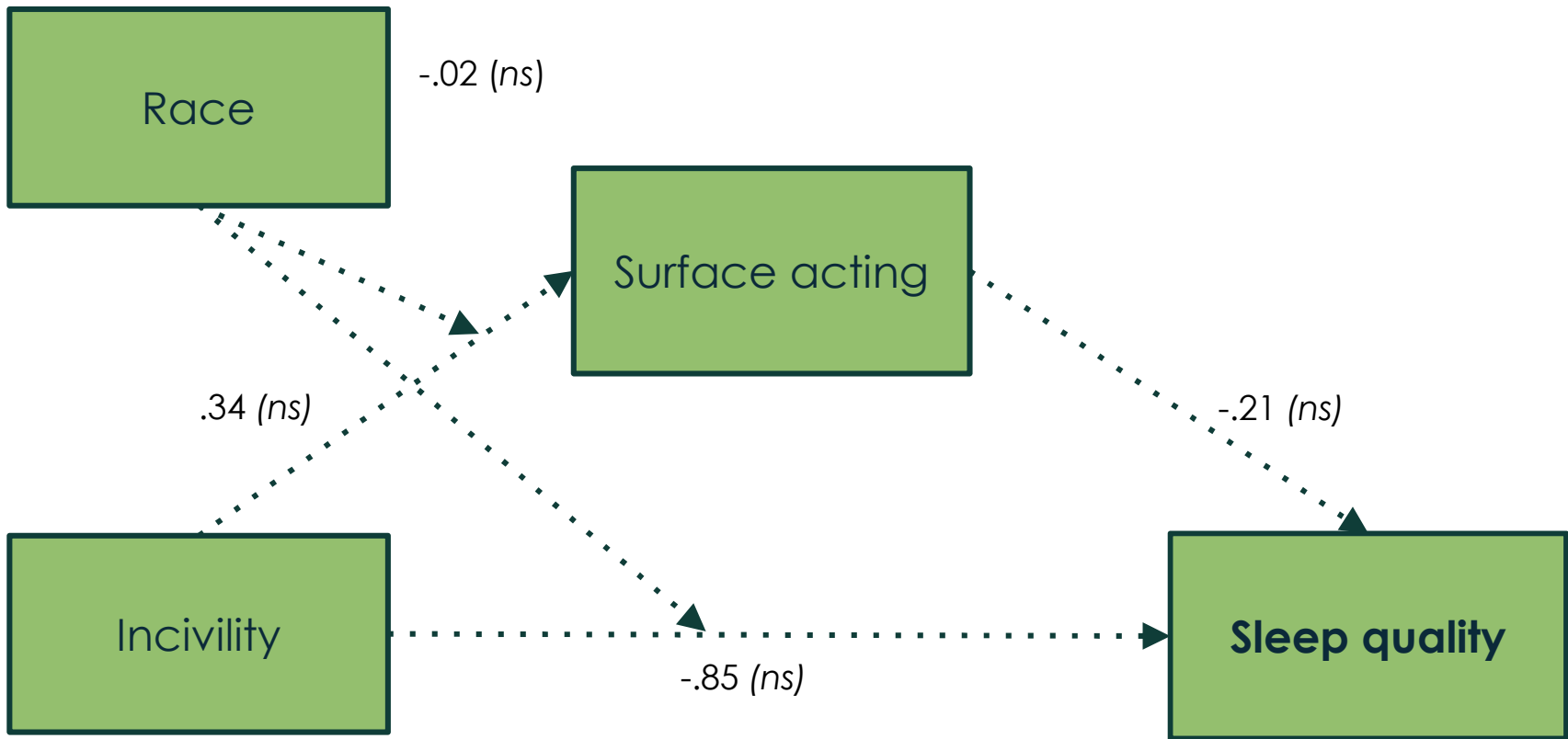
Hypothesized moderated mediation with **negative mood**.



Hypothesized moderated mediation with **emotional exhaustion**.



Hypothesized moderated mediation with **sleep quantity**.



Hypothesized moderated mediation with **sleep quality**.



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Discussion



Limitations

- Cross-sectional data inferences
- Small, limited sample
- One example of many emotional experiences



Implications and Future Research

- Nursing interventions
 - Emotional labor interventions
 - At-risk populations
- Bringing racial differences to emotional labor literature
- Future research
 - Different minority populations
 - Positive coping mechanisms

Acknowledgements



**NORTHWEST CENTER FOR
OCCUPATIONAL HEALTH &
SAFETY**

**BLACK
NURSES
ROCK**



Questions?