

Exploring Workplace Incivility in the Nursing Profession: A Qualitative study

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ABSTRACT

Introduction: Maintaining politeness is necessary because nurses are fundamentally dedicated to tenderheartedness and veneration in human life. This study aimed to investigate nurses' experiences regarding workplace hostility.

Methodology: A qualitative thematic approach was employed in this study. The researchers used a consolidated criterion for reporting qualitative research (COREQ), a 32-item checklist designed to outline the important aspects of the research team, study methods, context of the study, findings, analysis, and interpretations. The researchers conducted this study in one of Zamboanga City's hospitals from June to November 2023, with the participants being nursing professionals. The data were analyzed thematically, as outlined by these authors.

Results: Three themes stemmed from verbatim reports provided by the respondents; thus, "crossing ethical border" with a subtheme: (a) Disrespect and (b) Positional power; Callous behavior with subtheme such as: (a) putting some worth on it; (b) demoralization; "Upholding professional integrity" had two subthemes namely; "coping after all"; and "perception toward intervention."

Conclusion: Workplace incivility among nurses remains widespread and underscores its negative effects on professional conduct, job satisfaction, and overall well-being. Nurses have resolved and decorum, but recognizing that they need help shows an urgency for studies; hence, there is a need for action plans that will fight rudeness while creating support systems within organizations for each other's colleagues.

Keywords: Workplace incivility, disrespect, nursing profession, nurses, qualitative

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