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AN INVESTIGATION ON WORKPLACE INCIVILITY AND NON-WORK-RELATED PRESENTEEISM IN HEALTH CARE CENTRES

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KEYWORDS	ABSTRACT
Workplace Incivility, Non-work-related Presenteeism, Healthcare Employees, Healthcare Industry Pakistan	Presenteeism, the phenomenon in which individuals are physically present at work but fail to perform to their full capacity for a variety of reasons, has received substantial attention in recent years, particularly in healthcare industry. While considerable amount of research has focused on sickness-related presenteeism, there is scarcity of studies exploring non-job-related presenteeism, which encompasses behaviors such as disengagement from work or engaging in personal activities during work hours. Understanding the dynamics of non-work-related presenteeism is critical in Pakistan, a developing country with fast-expanding healthcare industry. This study aims to investigate impact of workplace incivility on non-work-related presenteeism and explore the moderating role of emotional intelligence in this relationship. A questionnaire-based survey was carried out with 315 health sector employees from various districts in Pakistan. The regression analysis was used to analyses data. The findings show a positive association between. This study adds to the limited body of knowledge on non-work-related presenteeism and gives useful insights for healthcare organizations in Pakistan and beyond.
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INTRODUCTION

Workplace incivility has emerged as a major worry in today's workplace. Work incivility includes a variety of disrespectful workplace behaviors like rudeness, impoliteness, and interpersonal abuse (Andersson & Pearson, 1999; Pearson, Andersson, & Porath, 2005). Negative impact of workplace incivility on employee well-being and job performance is extensively documented (Andersson & Pearson, 1999; Schilpzand, Pater, & Erez, 2016). However, one issue that has received more attention

is the potential link between workplace incivility and non-work-related presenteeism. Non-work-related presenteeism occurs when employees are physically present at work but are unable to fully engage in job activities due to personal or health difficulties (Ayranci & Kumral, 2020). Concerns such as health troubles, family challenges, or financial stress might divert an employee's attention away from their professional responsibilities (Miraglia & Johns, 2016). Employees like nurses are backbone of healthcare delivery, responsible for assuring patients' well-being, dealing healthcare procedures, and giving the emotional support (Andrew, Joseph, Tracey, Amy & Tiand, 2023). These healthcare professionals play an important role in patient care process at hospitals, making their contributions crucial.

As healthcare settings become more dynamic and demanding, the issue of workplace incivility has come to the forefront, hurting nurses' mental and physical well-being as well as the quality of care offered (Marcatto, Colautti, Luis, Blas, Cavallero & Ferrante, 2016). This study paper sets out to investigate the multidimensional relationship between workplace incivility and non-work-related absenteeism, with a particular emphasis on the role of nurses in the healthcare facilities throughout Pakistan. Workplace incivility, characterized as low-intensity deviant behaviors such as rudeness, disrespect, and insulting remarks, has penetrated the healthcare industry, affecting not just work environment but also the overall morale of healthcare personnel (Ayranci & Kumral, 2020). These behaviors can be observed between coworkers, between healthcare professionals and patients, and within the interdisciplinary healthcare team in particular situations and contexts. As a result, the emotional and psychological cost of the civility cannot be overstated (Glaser, Seubert, Hornung & Herbig, 2015). Non-work-related absenteeism, defined as absences from work caused by personal or health difficulties rather than work-related ones, has arisen as a thoughtful consequence of the workplace incivility.

As healthcare worker battle with delicate balance between personal well-being and professional responsibilities, the emotional tiredness and psychological pressure imposed by incivility can lead to greater rates of the non-work-related absenteeism (Ayranci & Kumral, 2020; Andrew, Joseph, Tracey, Amy & Tiand, 2023). This study seeks to unravel the complexity of relationship between workplace incivility and non-work-related absenteeism in the Pakistani healthcare facilities. This study intends to examine impact of workplace incivility on non-work-related absenteeism using a positivism approach that incorporates quantitative surveys. Its findings give useful insights for healthcare administrators and policymakers, as well as contribute to current body of knowledge in healthcare management. This concern is critical in tackling workplace incivility and absenteeism, with ultimate goal of establishing a better, more productive work environment for the healthcare workers who tirelessly serve Pakistan's healthcare sector. Theoretically, the social exchange theory supports the association between work incivility and non-work-related presenteeism. According to social exchange theory, people have a give-and-take relationship with the concerned organization as well as coworkers.

Employees, according to this notion, regard their job interactions as a series of social exchanges. Workplace incivility disturbs the social exchange equilibrium by breaching mutual respect and reciprocity standards. The uncivil behavior is viewed as a negative exchange inside the workplace,

resulting in a breach of the psychological contract between employee and the organization (Blau, 1968). Employees may have a sense of unfairness as a result of this perceived breach, resulting in heightened stress and strain (Rupp & Cropanzano, 2002). Workplace incivility refers to rude or disrespectful behavior in the workplace, while presenteeism is the phenomenon where employees come to work even when they are unwell or facing personal issues, leading to reduced productivity and likely negative impacts on patient care in healthcare settings (Gustiawan, Noermijati, Aisjah, Indrawati & Hendryadi, 2023). This strain extends beyond the workplace, hurting an individual's well-being, including personal life. The workplace incivility cause tension that spills over into an employee's personal life, making it harder for them to detach from personal worries and completely focus on job tasks. As result, people may participate in non-work-related presenteeism because of this spillover effect.

LITERATURE REVIEW

The literature review provides the contextual and background information about research issues under considerations in particular context. By reviewing existing literature, it helps in providing the understanding to introduce the issues and subject matter, helping them understand the broader issues in specific context.

Workforce Incivility

Workplace incivility is a widespread and detrimental issue in today's organizations. It refers to low-intensity deviant behavior in the workplace that is frequently manifested as impolite, disrespectful, or inconsiderate actions, which violate mutual respect and civility norms (Dalal, 2005). Incivility can range from small slights to severe forms of mistreatment, and it can have detrimental effects on individuals and organization (Zurbrügg & Miner, 2016). Workplace incivility includes behaviors like belittling, rudeness, interrupting, ignoring, and gossiping that create hostile work environment (Chen et al., 2019). Pearson et al. (2005) stated that workplace incivility is a low-intensity deviant behavior with ambiguous intent to harm target. Incivility can disrupt teamwork and collaboration, making it hard for employees to work together effectively. When coworkers intentionally exclude others from dialogs, meetings, or social activities, it can be considered uncivil behavior (Gustiawan, Noermijati, Aisjah, Indrawati & Hendryadi, 2023). This ambiguity extricates incivility from overt aggression, making confrontation difficult. Numerous studies have found significant prevalence of workplace incivility. Cortina, Magley, Williams, and Langhout (2001), 71% of respondents reported workplace incivility.

The individuals and organizations are both affected by incivility. It has been associated to lower job satisfaction (Andersson & Pearson, 1999), the greater stress and burnout (Cortina et al., 2001), worse productivity, and higher turnover rates (Lewis & Malecha, 2011). Workplace incivility has a wide range of repercussions. Incivility can subsidize to decreased job satisfaction, psychological suffering and the poor performance (Cortina et al., 2001; Vasconcelos, 2020). Thus, some of the organizational repercussions include greater absenteeism, higher turnover rates, and poorer productivity (Rahim & Cosby, 2016; Zia-ud-Din, Arif, & Shabbir, 2017). This includes the condescending or dismissive language, disruptions and talking over others during meetings or discussions. Workforce incivility, often referred to as workplace incivility, is a term used to describe low-intensity, disrespectful, and

rude behaviors in the workplace (Zurbrügg & Miner, 2016). These behaviors may not be as severe as harassment or bullying but still have a negative impact on work environment and the well-being of employees. Furthermore, an increase in incivility can result in formation of toxic working culture, leading in a downward spiral of uncivil behavior (Biçer, 2021; Cash, White-Mills, Crowe, Rivard, & Panchal, 2018).

Non-work-related Presenteeism

Non-work-related presenteeism, is a unique but understudied facet of workplace behavior, has received increased attention in recent years. Non-work-related presenteeism is a showing up to work but not functioning well due to a lack of concentration (Johns, 2010). The non-work-related presenteeism is the condition in which individuals attend work but are unable to function optimally owing to personal or health difficulties unrelated to job responsibilities (Ayrancı & Kumral, 2020). This marvels goes beyond ordinary absenteeism by combining physical presence with decreased productivity and involvement (Johns, 2010). Researchers have recognized need of distinguishing between non-work-related and work-related presenteeism. Non-work-related presenteeism, often referred to as presenteeism in broader sense, is phenomenon where employees come to work despite being unwell, facing personal issues, or experiencing distractions that hinder their productivity and well-being. It is opposite of absenteeism, where employees are absent from work. The former refers to employees who are unable to focus on their tasks owing to personal concerns, whilst the latter refers to individuals who come to work despite being ill or facing work-related stress (Johns, 2011; Miraglia & Johns, 2016).

Relationship between Work Incivility & Non-work-related Presenteeism

Recent studies point to significant link between work incivility and non-wok-related presenteeism. It is theorized that seeing uncivil behavior in workplace can be emotionally and psychologically taxing for employees, contributing to incapacity to fully engage in their daily activities (Ayrancı & Kumral, 2020). According to researchers, stress and emotional toll caused by workplace incivility may flow over in employee personal lives, resulting in non-work related presenteeism. Workplace incivility, characterized by rude and disrespectful behavior from colleagues or superiors, can lead to increased stress and emotional exhaustion for employees (Miraglia & Johns, 2016). Ayrancı and Kumral (2020) found that employees who reported higher levels of workplace incivility were more likely to engage in non-work-related presenteeism, as struggled to handle personal and health-related difficulties while at work. Experiencing workplace incivility negatively affect employee's mental health. This, in turn, can lead to non-work-related presenteeism if an employee is dealing with anxiety, depression, or other mental health challenges that affect their ability to focus on work and personal life (Gustiawan et al., 2023). Thus, present study found that workplace incivility is a strong predictor of the non-work related presenteeism, emphasizing the need of resolving uncivil workplace behavior.

RESEARCH METHODOLOGY

This study was descriptive in nature, with overarching purpose of clarifying the complicated links between workplace incivility and non-work-related presenteeism. Our research was directed by a positivistic approach, with emphasis on empirical data to support our conclusions. The Workplace

Incivility Scale was adapted from Terlecki (2011), while the Non-work related Presenteeism Scale was adapted from D'Abate and Eddy (2007). The study incorporated entire spectrum of workers within the healthcare sector across different districts in Pakistan. The data was collected through a random sample from 315 respondents, predominantly upper-level staff, including managers. The respondents provided their responses on five-point Likert Scale, ranging from 1 for "strongly agree" to 5 for "strongly disagree" for workplace incivility and non-work-related presenteeism. Cronbach's alpha value for both the scales were calculated more than .85, hence both the scales were reliable for further study.

RESULTS OF STUDY

The results regression analysis examining influence of incivility on non-work-related presenteeism are presented in Table 1. The data demonstrates a significant positive link between Work incivility and non-work related presenteeism. The correlation coefficient (R) is 0.497, showing a significant positive relationship. The R^2 is 0.247, indicating that Work incivility accounts for approximately 24.7% of the variation in non-work- related presenteeism. The F-statistic is performed to assess the overall significance of the model, providing a value of 32.529 with a matching p-value of 0.000. We conclude that the total model is statistically significant because the p-value is smaller than the traditional 5% threshold.

Table 1 Regression Results (Work Incivility & Non-Work related Presenteeism)

R	0.497
R2	0.247
Adj R2	0.247
F-Model	32.529
Beta	0.497
T value	5.703
Sig	0.000

**Dependent variable: Non-work related presenteeism

DISCUSSION

The positive link between workplace incivility practices and non-work-related presenteeism is consistent with prior studies emphasizing workplace incivility negative influence on the employee engagement and performance (Andersson & Pearson, 1999; Cortina, 2008). Incivility in workplace has been proven to diminish employees' motivation and commitment (Cortina et al., 2013), resulting in lower work effort and a proclivity for disengagement. Non-work-related absenteeism caused by workplace incivility can have major effects in the setting of healthcare, where quality of treatment and patient safety are paramount (Glaser, Seubert, Hornung & Herbig, 2015). Findings highlight the importance of addressing workplace incivility, creating a more respectful and supportive work environment, and implementing interventions to minimize hurtful impacts of incivility on employee performance in Pakistan healthcare organizations. Strong relationship between work incivility and non-work-related presenteeism highlights the hidden costs of incivility, which can outweigh the costs of absenteeism (Hemp, 2004; Marlowe, 2007). This study has various theoretical implications that help us better understand the workplace dynamics. consequently, it adds to the expanding

discourse on presenteeism by focusing light on link between Workplace incivility and non-work-related presenteeism.

The importance of investigating non-sickness-related presenteeism is highlighted by highlighting the enormous impact of workplace incivility on the employees' engagement and productivity. This research contributes to a better understanding of elements that influence employees' involvement and attentiveness at work. From a practical standpoint, our study provides the organizations and managers with actionable insights. For starters, it emphasizes the need of cultivating a corporate culture that values the civility and respect. To encourage the civility, organizations should invest in training programs and awareness campaigns, and leaders should model the desired behavior. The organizations can lower the prevalence of non-work-related presenteeism and increase overall productivity by addressing workplace incivility. There are various limitations to study that should be addressed. For starters, sample size was modest and limited to employees in the healthcare sector in select districts of Pakistan. As a result, findings' generalizability to a larger population may be limited. To improve the representativeness of results, future research should investigate larger and more diverse samples.

Likewise, because the study's design was cross-sectional, data was collected at the single point in time, preventing an in-depth examination of the dynamic links between workplace incivility and non-work-related presenteeism across time. Using longitudinal research approaches may provide for a more sophisticated understanding of causality and relevant solutions. Third, relying on self-reported questionnaire data opens the door to typical technique bias and response bias. In future investigations, incorporating mixed-method approaches or objective metrics may improve data validity. Furthermore, because this study focused on healthcare industry in Pakistan, the findings may be limited in their relevance to other businesses and cultural contexts. Subsequent research should look into the applicability of these findings to diverse industries and countries. Finally, the study did not look at the potential moderators that could help explain the link between workplace incivility and non-work-related absenteeism, such as job satisfaction, organizational culture, and coping methods. Thus, investigating these variables may provide a more complete understanding of the concerned phenomenon.

CONCLUSION

In conclusion, this study delves into the complex dynamics of workplace incivility, and non-work-related presenteeism, notably in Pakistan's healthcare industry. The findings highlight significant impact of workplace incivility upon the non-work-related presenteeism. This study emphasizes the worth of resolving workplace incivility to reduce its negative impacts on worker presenteeism. The incivility led to increased stress, anxiety, and burnout among healthcare workers. The study offered certain significant outcomes from the different perspectives that are critical for the employees and organizations. The breakdown of teamwork and communication due to incivility can compromise patient safety and quality of the care. The non-work-related presenteeism occurs when healthcare workers are physically present but not fully engaged in their work due to personal issues, including family hitches, financial stress, mental health concerns. As organizations strive for best productivity and employee well-being, maintaining the courteous and supportive work environment becomes

increasingly important. So, several potential study directions are suggested in light of these results and related restrictions.

Recommendations

1. The longitudinal studies to follow progress of workplace incivility and non-work-related presenteeism should be studied. This method can reveal causal linkages that among these phenomena that help to build effective solutions.

2. The comparative analyses across industries and cultural contexts can reveal differences in impact of workplace incivility on non-work-related presenteeism, thus, understanding the distinctions helps to inform sector-specific tactics.

3. The researchers should look into potential mediating elements that could help to explain observed relationships amid job satisfaction, organizational culture, and coping techniques as be explored to offer complete picture of situation.

4. Fifth, it is critical to evaluate the impact of the cultural and geographical characteristics on workplace dynamics. Future studies should look into how cultural factors and local settings influence workplace incivility and absenteeism.

5. Given the special character of the healthcare industry, more study should be conducted to investigate healthcare-specific factors that lead to workplace incivility and presenteeism. This could entail investigating effects of patient care demands, shift work, and specialized healthcare profession positions.

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