

# VISUALISING AND MAPPING LITERATURE ON WORKPLACE INCIVILITY: A BIBLIOMETRIC ANALYSIS FROM 1999 TO 2022

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**Abstract:** *Workplace incivility produces work stress among employees and negatively influences employees' performance. However, a major problem with this kind of issue is, that the organizations' awareness is still low; not to mention the social stigma of the issue. This study not only helps the process of theory development but also intervention design and implementation. To assess the global research trends, specifically the growth of publications, topics of interest, publication outputs by countries, and co-occurrences of author keywords, this article presents a bibliometric analysis of workplace incivility. 888 articles published between 1999 to 2022 were found in the Scopus database that matched the search criteria. The results revealed a rising trend in publication outputs where the United States rank the highest in the number of publications produced. Publications were also found from Canada, Australia, and the United Kingdom. China, Pakistan, South Korea, and Singapore were among the Asian countries listed in terms of publication by country. This indicates that research on workplace incivility by Asian background researchers is scarce. The findings from this study will provide the researchers with new information that could be used by future researchers in strategizing more research on topics related to workplace incivility.*

**Keywords:** *emotional exhaustion, workplace incivility, workplace mistreatment, workplace violence, rudeness*

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## Introduction

Incivility refers to behaviours that are hurtful to the victims, such as being disrespectful, spreading rumours, shunning, or ignoring (Abubakar, 2018). Workplace incivility is detrimental to victims' health because it reduces their well-being (Al-Zyoud & Mert, 2019a). Because workplace disrespect is extremely harmful to companies, employees, and employers (Patterson et al., 2018), it is considered a toxic workplace environment; especially when the victims decide to retaliate. In addition, previous research noted that social exclusion is related to anxiety, depression, emotional exhaustion, and psychological distress (Al-Zyoud & Mert, 2019).

Incivility can be described as nonverbal or verbal actions showing disrespect or hostile behaviour against the victims. Workplace incivility can sometimes be exhibited by the offender, who may do so with or without purpose, and with or without a desire to injure the victim (Samosh, 2019). Those who commit crimes can refute claims of malicious intent by saying they had no intention of hurting the target, that they were unaware of the repercussions of their actions, that the victim misinterpreted what they were doing, or that the victim was overly sensitive (Andersson & Pearson, 2013). However, much of this idea is still hypothetical, thus nothing is known about how employees view incivility in the workplace (Moon & Morais, 2022).

The limited research on workplace incivility has indicated mixed findings regarding its causes and outcomes (Moon & Morais, 2022). This research also aims to help employees who are affected by workplace incivility and build on the employees' morals and character to prevent further destruction due to the impact of toxic workplace environments, especially on workplace incivility. Therefore, this paper aims to describe the patterns of publication of workplace incivility by conducting a bibliographic analysis of publications extracted from the Scopus database. This study analyses the document profiles and reports the details of it along with the citation metrics and co-occurrence of author keywords. This study is important because it sheds light on the global research patterns on workplace incivility which offers recommendations for research in the future.

## Literature Review

The recent literature defines workplace incivility as actions that break the norm of respect from incivility (Andersson & Pearson, 2013). On the other hand, workplace incivility also means inappropriate behaviours, rudeness, and a lack of respect for superiors or co-workers (Akella & Eid, 2021). People frequently encounter incivility at work, maybe as a result of the subtle character of rude behaviour and the difficulty for non-victims to notice its existence (Estes & Wang, 2008). Workplace incivility should not happen among workers in any corporate world. If these negative behaviours continue, they may discourage, shame, irritate, or otherwise bother the victims to the point where they are unable to perform their jobs successfully or efficiently (Na-Nan et al., 2022).

However, this issue remains primarily disregarded and indiscernible, possibly due to ignorance or denial. Knowing this fact would not be helpful if those with authority do not act to prevent it. When bad or hard things keep happening in life, they can add up to much stress. If that happens, the victims can feel emotionally worn out and drained. Rasool et al. (2019) stated that workplace incivility, which is a toxic work environment makes employees depressed at work and has a detrimental effect on the effectiveness of the organisation as a whole. This is called being emotionally worn out. Most victims tend to get emotionally worn out slowly over time.

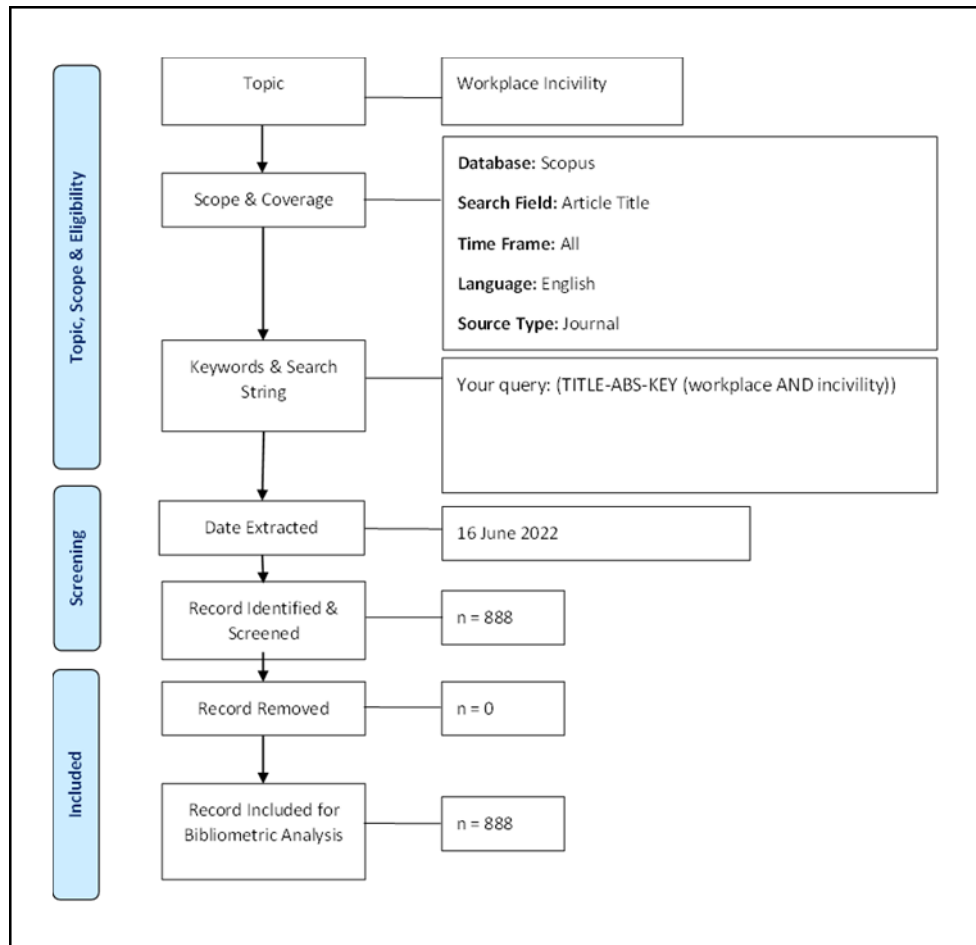
Incivility towards employees may cause anxiety, depression, and emotional exhaustion. Such behaviours also become the basis for employees' stress, affecting their service performance (Yasin & Jan, 2021). Bullying which is considered an act of incivility has been characterized as an act of rudeness. Although bullying behaviours are not the main focus of this study, a comparison that indicated their prevalence allowed researchers to look more broadly at whether poor treatment of employees affects their perceptions of their general health and well-being (Geldart et al., 2018). Similarly, workplace harassment is defined as damaging or inappropriate behaviours carried out to undermine another person's self-confidence or cause them to feel ashamed, embarrassed, or disgraced (Na-Nan et al., 2022).

Respectful treatment contributes to mental health for everyone. Additionally, research demonstrates that those who witness workplace harassment are more likely to disclose stress and mental health problems (Anjum & Ming, 2018). In addition, low morale, stress, and a hostile work environment, among other things, are big reasons why people misbehave at work. When employees are unhappy or feel their work is not noticed and appreciated, they tend to be stressed out, hostile, and rude. It will be a breeding ground for incivility when individuals do not work well together or when members are not good at what they do.

### **Methodology**

This study employs bibliometric analysis to understand the trends and development of publications related to the workplace incivility topic. Van Raan (2014) found that the bibliometric analysis's responsibility is to gather and arrange important information from various sources. It is also a way to show scientific publications that try to figure out the status of a specific topic with how excellent and influential the authors and sources are. Generally, this study will help the researchers to identify worldwide research trends and give them the insight to strategize more research in the future.

Data mining on the Scopus database was conducted on the 14<sup>th</sup> of June 2022. The query string used for the search was TITLE-ABS-KEY (workplace incivility). 888 articles from the earliest publication in 1999 to publications in 2022 were returned by this query string. The Scopus search result was then examined based on the source title, access type, year, country, and subject area. For ranking purposes, the researchers also examined citation scores. The researchers then exported the citation, bibliographic, and abstract data from the search result to VOSviewer software which help to analyse the co-existence of the authors' keywords by building a bibliometric map to first pinpoint the item with the highest frequency and then examine the item connected to the strength of the relationship. Figure 1 below depicted the work diagram of how the research was strategized in this study.



**Figure 1: Research process flow**

## Results and Discussion

### Document Profiles

Document profiles is the examination of the properties of the document. 888 documents were extracted in this study where most of the publications were research articles (725; 81.64%). Review articles were the second-most prevalent sort of document, and they constituted 5.97% (53) of the total documents retrieved. Another type of document is chapters in books, conference proceedings, notes, editorials, letters, and books. Table 1 provides information about the various document types that were analysed.

**Table 1: Document Type**

Document Type	Total Publications	Percentage (%)
Article	725	81.64%
Review	53	5.97%
Book Chapter	49	5.52%
Conference Paper	23	2.59%
Note	14	1.58%
Editorial	11	1.24%
Letter	5	0.56%
Book	4	0.45%
<b>Total</b>	<b>888</b>	<b>100.00</b>

The source type results begin with, most of the documents being published by Journal (807; 90.88%). Other common sources included Book (51; 5.47%), Conference Proceeding (19; 2.14%), Book Series (8; 0.90%), and Trade Journal (2; 0.23%). The top source types are presented in Table 2 below.

**Table 2: Source Type**

Source Type	Total Publications	Percentage (%)
Journal	807	90.88%
Book	51	5.74%
Conference Proceeding	19	2.14%
Book Series	8	0.90%
Trade Journal	2	0.23%
<b>Total</b>	<b>888</b>	<b>100.00</b>

As in Table 3 below, the most top language used in documents were English (880; 98.88%). Next frequently used language is Spanish (4; 0.45%), Korean (3; 0.34%), Arabic (1; 0.11%), French (1; 0.11%) and Polish (1, 0.11%).

**Table 3: Languages used in Documents**

Language	Total Publications	Percentage (%)
English	880	98.88%
Spanish	4	0.45%
Korean	3	0.34%
Arabic	1	0.11%
French	1	0.11%
Polish	1	0.11%
<b>Total</b>	<b>890</b>	<b>100.00</b>

Most of the documents published are research associated with the field of Business, Management and Accounting (304; 34.23%). Other subject areas include Psychology (260; 29.28%), Social Sciences (224; 25.23%), Nursing (220; 24.77%) and Medicine (190; 21.4%). A detail of the top 10 subject areas is presented in Table 4 below.

**Table 4: Top Ten Subject Area**

Subject Area	Total Publications	Percentage (%)
Business, Management and Accounting	304	34.23%
Psychology	260	29.28%
Social Sciences	224	25.23%
Nursing	220	24.77%
Medicine	190	21.40%
Economics, Econometrics and Finance	52	5.86%
Arts and Humanities	47	5.29%
Computer Science	27	3.04%
Environmental Science	23	2.59%
Decision Sciences	18	2.03%

### Research Trends Analysis

Trend analysis is a strategy to forecast movements based on trend data. Using trend analysis will give the idea of what has happened in the past researchers and what will happen in the future. According to this data, the years with the highest productivity were 2021 and 2003 and 2002, when a total of 135 documents were produced. It demonstrates that there has been a rise in the number of documents over the past 23 years, as seen in Figure 4. The highest number of citations per publication was recorded for documents released in 1999 (827.5 citations per publication), and the lowest number is for those published in 2002 and 2003 (0 citations per publication). Table 5 below provides information on the citation matrix for retrieved documents by year.

**Table 5: Year of Publication**

Year	TP	NCP	TC	C/P	C/CP	<i>h</i>	<i>g</i>
2022	90	26	101	1.12	3.88	9	11
2021	135	82	329	2.44	4.01	12	17
2020	114	95	114	1.00	1.20	17	24
2019	104	92	1037	9.97	11.27	24	32
2018	96	87	1410	14.69	16.21	21	34
2017	62	54	1231	19.85	22.80	19	38
2016	48	46	1492	31.08	32.43	18	30
2015	47	43	963	20.49	22.40	21	34
2014	35	34	1289	36.83	37.91	17	26
2013	29	26	1456	50.21	56.00	20	25
2012	28	25	1686	60.21	67.44	34	14
2011	38	34	1876	49.37	55.18	10	11
2010	11	11	993	90.27	90.27	13	17
2009	18	17	2538	141.00	149.29	4	5
2008	5	5	791	158.20	158.20	5	5
2007	5	5	252	50.40	50.40	3	5
2006	5	5	207	41.40	41.40	7	8
2005	8	8	1823	227.88	227.88	2	2
2004	2	2	90	45.00	45.00	0	0
2003	1	0	0	0.00		0	0
2002	1	0	0	0.00		4	4
2001	4	4	1424	356.00	356.00	1	2
1999	2	2	1655	827.50	827.50	9	11
<b>Total</b>	<b>888</b>						

Notes: TP=total number of publications; NCP=number of cited publications; TC=total citations; C/P=average citations per publication; C/CP=average citations per cited publication; h=h-index; and g=g-index.

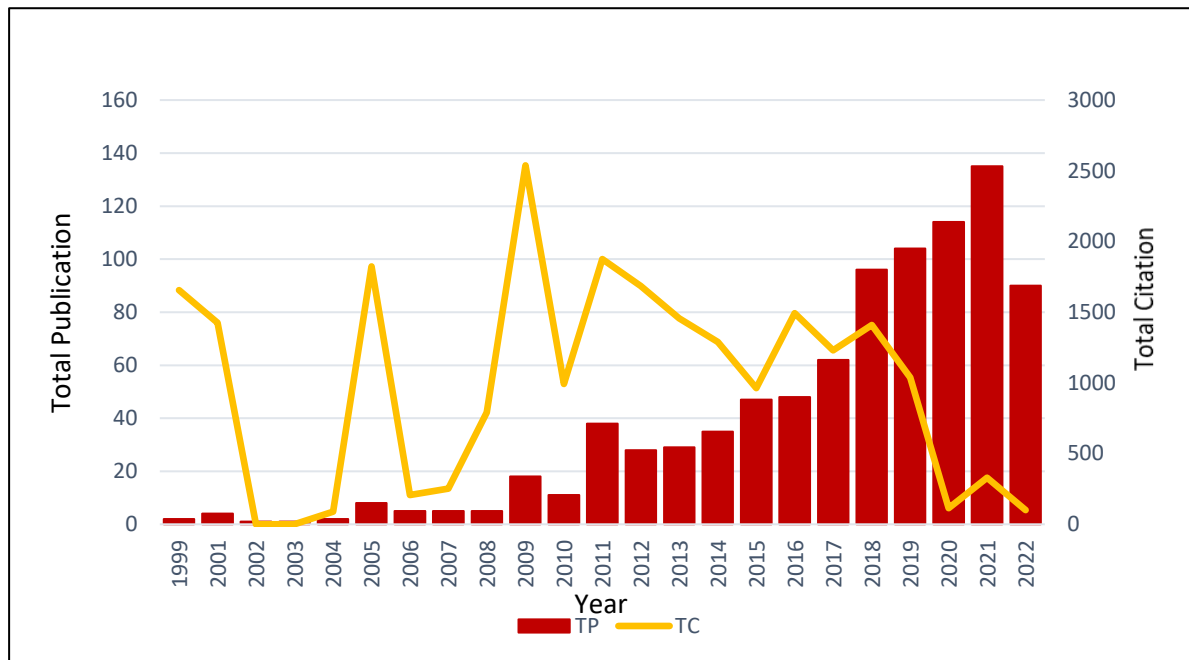


Figure 2. Total Publications and Citations by Year

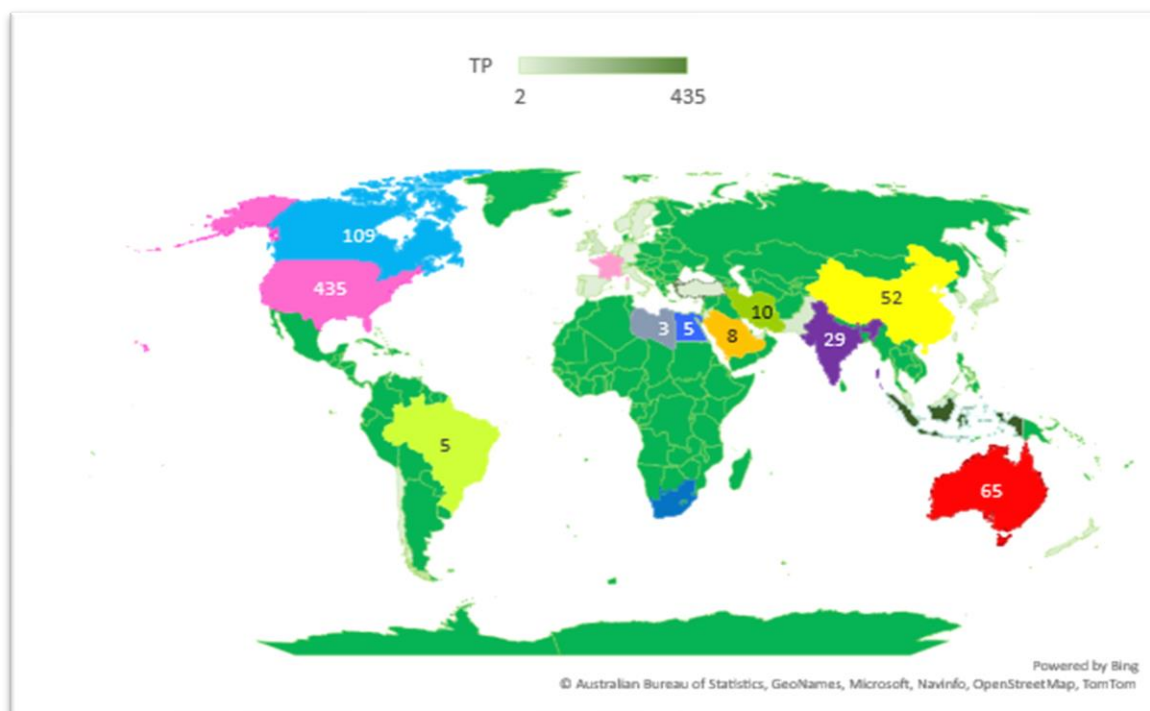
### Analysis of Geographical Distribution of Publications

The publishing of the materials included contributions from researchers in 41 different countries. Table 6 lists the best 20 countries that contributed to the publications. With a total of 435 documents, the United States of America came in the first place (48.99%), followed by Canada (109, 12.27%) and Australia (65, 7.32%). the United Kingdom (46; 5.18%) and China (52; 5.86%). As seen in Table 6 and Figure 3, the map displays 41 countries grouped into five different clusters, which indicated by different colours.

Table 6. The top 20 Countries contributed to the publications

Country	TP	NCP	TC	C/P	C/CP	<i>h</i>	<i>g</i>
United States	435	363	13802	31.73	38.02	56	108
Canada	109	94	4620	42.39	49.15	34	67
Australia	65	51	1048	16.12	20.55	18	31
China	52	41	657	12.63	16.02	14	24
United Kingdom	46	35	2095	45.54	59.86	19	35
Pakistan	35	26	222	6.34	8.54	9	14
India	29	20	110	3.79	5.50	6	9
South Korea	28	24	385	13.75	16.04	9	19
Turkey	26	18	311	11.96	17.28	8	17
Singapore	21	20	1414	67.33	70.70	13	20
Italy	15	12	125	8.33	10.42	6	11
Spain	14	11	80	5.71	7.27	6	8
Malaysia	13	12	115	8.85	9.58	5	10
Switzerland	13	13	383	29.46	29.46	11	13
France	12	9	116	9.67	12.89	4	9
Ireland	12	9	224	18.67	24.89	7	9
Norway	11	11	808	73.45	73.45	6	11
Iran	10	8	61	6.10	7.63	5	7
Germany	8	8	99	12.38	12.38	5	8
New Zealand	8	5	36	4.50	7.20	4	5

Notes: TP=total number of publications; NCP=number of cited publications; TC=total citations; C/P=average citations per publication; C/CP=average citations per cited publication; *h*=*h*-index; and *g*=*g*-index.



**Figure 3. Countries contributed to the publications**

#### Authorships and Affiliations Analysis

Table 7 summarize the institutions with at least five publications each being the most significant. The most productive institution in the field is the Western University situated in Canada with 20 publications (2.25%) and the University of Michigan, Ann Arbor (20; 2.25%). This was followed by the National University of Singapore (16; 1.80%), Bowling Green State University (16; 1.80%), and the University of Central Florida (14; 1.58%).

**Table 7. Summary of most productive institutions**

Affiliation	Country	TP	NCP	TC	C/P	C/CP	<i>h</i>	<i>g</i>
Western University	Canada	20	20	1978	98.90	98.90	17	20
University of Michigan, Ann Arbor	United States	20	18	1820	91.00	101.11	13	18
National University of Singapore	Singapore	16	16	881	55.06	55.06	9	16
Bowling Green State University	United States	16	14	862	53.88	61.57	10	14
University of Central Florida	United States	14	14	342	24.43	24.43	9	14
Acadia University	Canada	14	13	1222	87.29	94.00	11	13
University of Manitoba	Canada	12	12	1147	95.58	95.58	11	12
Texas A & M University	United States	12	12	433	36.08	36.08	9	12
Saint Mary's University	Canada	11	10	1047	95.18	104.70	8	10



Affiliation	Country	TP	NCP	TC	C/P	C/CP	<i>h</i>	<i>g</i>
Florida International University	United States	10	8	337	33.70	42.13	6	8
Dalhousie University	Canada	10	8	274	27.40	34.25	5	8
University of Connecticut	United States	10	10	1353	135.30	135.30	8	10
University of Calgary	Canada	9	7	203	22.56	29.00	6	7
The University of Manchester	United Kingdom	9	5	811	90.11	162.20	5	5
University of South Florida, Tampa	United States	9	8	337	37.44	42.13	6	8
University of Limerick	Ireland	9	7	151	16.78	21.57	5	7
University of Toronto	Canada	9	8	226	25.11	28.25	6	8
Asper School of Business	Canada	9	9	954	106.00	106.00	8	9
University of Illinois Urbana-Champaign	United States	8	7	1062	132.75	151.71	5	7
The University of British Columbia	Canada	8	7	800	100.00	114.29	5	7

Notes: TP=total number of publications; NCP=number of cited publications; TC=total citations; C/P=average citations per publication; C/CP=average citations per cited publication; h=h-index; and g=g-index.

As shown in Table 8, author is Cortina, L.M. (University of Michigan, United States) listed as author with the highest number of publications; i.e. a total of 18 publications (2.03%). He is also the author with the highest number of cited publications. Other successful writers in the area include Leiter, M.P (17; 1.91%), Hershcovis, M.S. (12; 1.35%), Clark, C.M. (10; 1.13%), and Magley, V.J. (10; 1.13%).

**Table 8. Authors with High Number of Publications**

Author's Name	Affiliation	Country	TP	NCP	TC	C/P	C/CP	<i>h</i>	<i>g</i>
Cortina, L.M.	University of Michigan	United States	18	18	2799	155.50	155.50	13	18
Leiter, M.P.	Acadia University	Canada	17	14	783	46.06	55.93	9	14
Hershcovis, M.S.	University of Calgary	Canada	12	11	1016	84.67	92.36	9	11
Clark, C.M.	Boise State University	United States	10	9	166	16.60	18.44	7	9
Magley, V.J.	University of Connecticut	United States	10	10	2362	236.20	236.20	9	10
Reio, T.G.	Florida International University	United States	10	8	337	33.70	42.13	6	8

Author's Name	Affiliation	Country	TP	NCP	TC	C/P	C/CP	<i>h</i>	<i>g</i>
Kabat-Farr, D.	Dalhousie University	Canada	9	8	462	51.33	57.75	5	8
Lim, S.	National University of Singapore	Singapore	9	9	1200	133.33	133.33	8	9
Miner, K.N.	Texas A&M University	United States	9	9	244	27.11	27.11	6	9
Taylor, S.G.	University of Central Florida	United States	9	9	320	35.56	35.56	6	9
Hur, W.M.	Inha University	South Korea	8	7	175	21.88	25.00	5	7
Jex, S.M.	University of Central Florida	United States	8	7	234	29.25	33.43	4	7
Laschinger, H.K.S.	Western University	Canada	8	8	769	96.13	96.13	8	8
Walsh, B.M.	Grand Valley State University	United States	8	6	139	17.38	23.17	5	6
Day, A.	Saint Mary's University	Canada	7	6	929	132.71	154.83	6	6
Spector, P.E.	University of South Florida	United States	7	6	600	85.71	100.00	4	6
Spence Laschinger, H.K.	Western University	Canada	7	8	769	109.86	96.13	8	8
Abubakar, A.M.	Antalya Bilim University	Turkey	6	6	222	37.00	37.00	6	6
Chaudhary, R.	Indian Institute of Technology Patna	India	6	4	22	3.67	5.50	3	4
De Clercq, D.	Goodman School of Business	Canada	6	4	71	11.83	17.75	4	4

Notes: TP=total number of publications; NCP=number of cited publications; TC=total citations; C/P=average citations per publication; C/CP=average citations per cited publication; h=h-index; and g=g-index.

### Source Title Analysis

Table 9 lists the 20 journals title that have published articles related to workplace incivility. Journal of Occupational Health Psychology listed first with 41 documents (4.62%). Next is the Journal of Nursing Management (22; 2.48%), Journal of Applied Psychology (18; 2.03%), Journal of Organizational Behaviour (16; 1.80%) and Frontiers in Psychology (15; 1.69%).

**Table 9. Most Active Source Title**

Source Title	TP	TC	Publisher	Cite Score	SJR 2018	SNIP 2018
Journal of Occupational Health Psychology	41	3499	APA	12.4	3.014	3.404
Journal of Nursing Management	22	907	Wiley-Blackwell	5	1.11	1.637
Journal of Applied Psychology	18	1989	APA	10.6	6.445	4.251
Journal of Organizational Behaviour	16	2007	Wiley-Blackwell	11.6	3.88	3.786
Frontiers in Psychology	15	135	Frontiers Media S.A.	4	0.873	1.605
International Journal of Environmental Research and Public Health	14	118	Multidisciplinary Digital Publishing Institute (MDPI)	4.5	0.814	1.44
Journal of Nursing Administration	14	613	Wolters Kluwer Health	2.1	0.536	0.79
International Journal of Workplace Health Management	12	167	Emerald	1.8	0.393	0.615
Work And Stress	11	1000	Taylor & Francis	10	2.422	3.097
Journal of Business and Psychology	10	269	Springer Nature	9	3.093	3.307
Journal of Business Ethics	10	109	Springer Nature	10.8	2.438	2.863
Nursing Forum	10	78	Wiley-Blackwell	3	0.6	1.134
Advances in Developing Human Resources	8	200	SAGE	3.4	0.528	1.154
International Journal of Conflict Management	8	30	Emerald	3.2	0.547	0.871
Journal of Professional Nursing	8	105	Elsevier	2.7	0.685	1.232
Nursing Management	8	37	Wolters Kluwer Health	0.8	0.317	0.544
Journal of Continuing Education in Nursing	7	94	Slack Incorporated	1.6	0.42	0.666
Collegian	6	107	Elsevier	3.7	0.581	1.137
Creative Nursing	6	16	Springer Publishing Company	0.7	0.211	0.263
Equality Diversity and Inclusion	6	16	Emerald	2.7	0.532	1.098

Notes: TP=total number of publications; TC=total citations.

### Citation Analysis

Citation analysis define the relative significance or impact of authors or articles by counting the frequency of an author, article, or publication has been cited by other works, It also evaluates the affect of the documents which are associated to workplace incivility research. A total of 888 documents with the word “workplace incivility” found in the article title published from 1999 to 2022 were extracted from the database. A total number of 232772 citations were documented for all these publications. Table 10 below summarized the citation metrics.

**Table 10. Citations Metrics**

Metrics	Data
Papers	888
Number of Citations	232772
Years	23
Citations Per Year	1011.83
Citations per Paper	26.21
Cites_Author	9824.58
Papers_Author	401.07
Authors_Paper	2.99
h_index	70
g_index	132

The findings provide evidence that the top 20 cited articles related to workplace incivility are shown in Table 11. The article that received the highest citation, “Tit for Tat? the spiraling effect of incivility in the workplace”, authored by Andersson, L.M., Pearson, C.M. was published in the Academy of Management in 1999. This article received a total of 1633 citations and was the most impactful article based on the citation per year (71.91 citations/y). This is followed by the article “Incivility in the workplace: incidence and impact” authored by Cortina, L.M., Magley, V.J., Williams, J.H., Langhout, R.D. (1012; 48.19 citations/y), “Measuring exposure to bullying and harassment at work: Validity, factor structure and psychometric properties of the negative acts questionnaire-revised.”, authored by Einarsen, S., Hoel, H., Notelaers, G. (715; 55 citations/y), “Incivility, social undermining, bullying...oh my!": A call to reconcile constructs within workplace aggression research.” authored by Einarsen, S., Hoel, H., Notelaers, G. (489; 44.45 citations/y) and “Job stress, incivility, and counterproductive work behavior (CWB): The moderating role of negative affectivity” authored by Penney, L.M., Spector, P.E. (483; 28.41 citations/y).

**Table 11. Top 20 Highly cited articles**

No.	Authors	Title	Year	Cites	Cites per Year
1	Andersson, L.M., Pearson, C.M.	Tit for Tat? the spiraling effect of incivility in the workplace	1999	1654	71.91
2	Cortina, L.M., Magley, V.J., Williams, J.H., Langhout, R.D.	Incivility in the workplace: incidence and impact.	2001	1012	48.19
3	Einarsen, S., Hoel, H., Notelaers, G.	Measuring exposure to bullying and harassment at work: Validity, factor structure and psychometric properties	2009	715	55

		of the negative acts questionnaire-revised.			
4	Hershcovis, M.S.	"Incivility, social undermining, bullying...oh my!": A call to reconcile constructs within workplace aggression research.	2011	489	44.45
5	Penney, L.M., Spector, P.E.	Job stress, incivility, and counterproductive work behavior (CWB): The moderating role of negative affectivity.	2005	483	28.41
6	Lim, S., Cortina, L.M., Magley, V.J.	Personal and Workgroup Incivility: Impact on Work and Health Outcomes.	2008	460	32.86
7	Aquino, K., Thau, S.	Workplace victimization: Aggression from the target's perspective.	2009	426	32.77
8	Lim, S., Cortina, L.M.	Interpersonal mistreatment in the workplace: The interface and impact of general incivility and sexual harassment.	2005	370	21.76
9	Pearson, C.M., Porath, C.L.	On the nature, consequences and remedies of workplace incivility: No time for "nice"? Think again.	2005	364	21.41
10	Spence Laschinger, H.K., Leiter, M., Day, A., Gilin, D.	Workplace empowerment, incivility, and burnout: Impact on staff nurse recruitment and retention outcomes.	2009	358	27.54
11	Schilpzand, P., De Pater, I.E., Erez, A.	Workplace incivility: A review of the literature and agenda for future research	2016	338	56.33
12	Leiter, M.P., Laschinger, H.K.S., Day, A., Oore, D.G.	The impact of civility interventions on employee social behavior, distress, and attitudes.	2011	284	25.82
13	Pearson, C.M., Andersson, L.M., Wegner, J.W.	When workers flout convention: A study of workplace incivility.	2001	281	37.79
14	Fox, S., Stallworth, L.E.	Racial/ethnic bullying: Exploring links between bullying and racism in the US workplace.	2005	273	34.95
15	Van Jaarsveld, D.D., Walker, D.D., Skarlicki, D.P.	The role of job demands and emotional exhaustion in the relationship between customer and employee incivility.	2010	270	22.5
16	Cortina, L.M., Kabat-Farr, D., Leskinen, E.A., Huerta, M., Magley, V.J.	Selective Incivility as Modern Discrimination in Organizations: Evidence and Impact.	2013	271	30.11

17	Cortina, L.M., Magley, V.J	Patterns and Profiles of Response to Incivility in the Workplace.	2009	256	19.69
18	Sliter, M., Sliter, K., Jex, S.	The employee as a punching bag: The effect of multiple sources of incivility on employee withdrawal behavior and sales performance.	2012	248	24.8
19	Sliter, M., Jex, S., Wolford, K., McInnerney, J.	How rude! Emotional labor as a mediator between customer incivility and employee outcomes.	2010	215	17.92
20	Lim, S., Lee, A.	Work and Nonwork Outcomes of Workplace Incivility: Does Family Support Help?	2011	175	15.91

### Keywords

A keyword analysis analyses keywords used in the search available in a document to determine which ones are mostly used in the articles. This provides information of what are the keyword used in document searching. Results shown that author keywords with minimum occurrences of 5 showed are incivility, human, humans, workplace, article, female, and adult were the most often used author keywords once the search query's core keywords were removed.

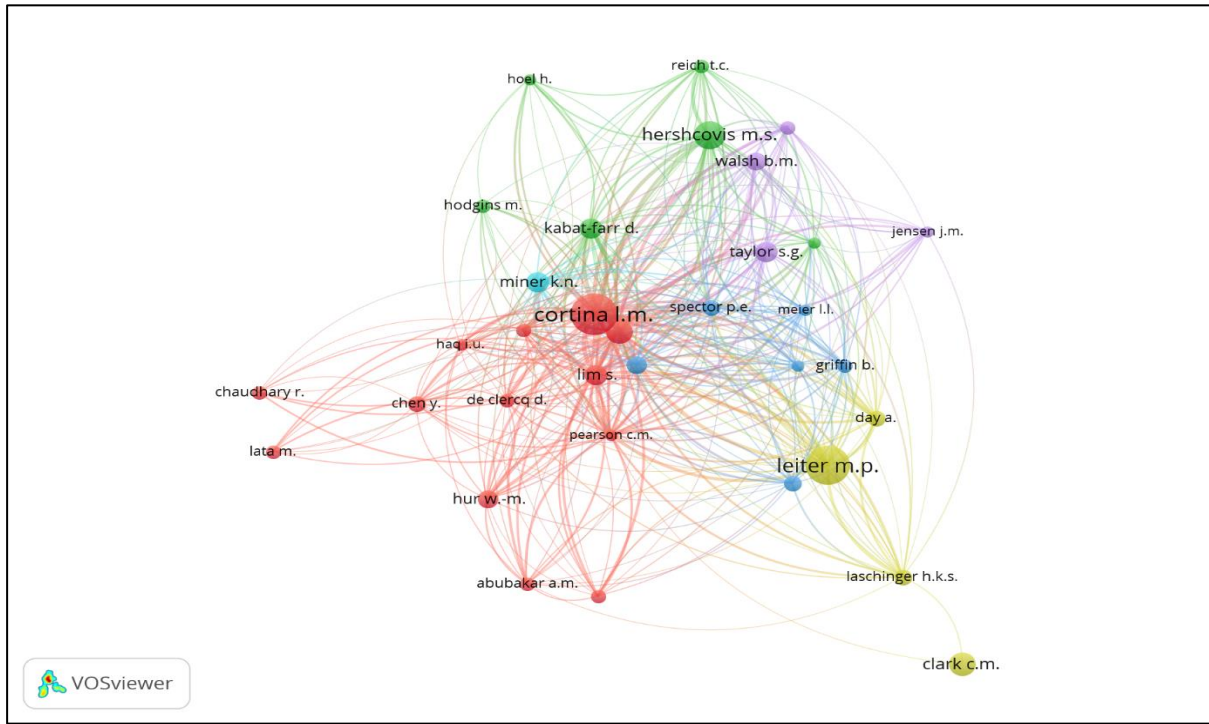
**Table 12. Top Keywords**

Author Keywords	Total Publications	Percentage (%)
Incivility	404	45.50%
Human	400	45.05%
Humans	323	36.37%
Workplace	299	33.67%
Article	239	26.91%
Female	213	23.99%
Adult	212	23.87%
Male	205	23.09%
Workplace Incivility	193	21.73%
Psychology	176	19.82%
Bullying	154	17.34%
Questionnaire	124	13.96%
Interprofessional Relations	103	11.60%
Public Relations	103	11.60%
Job Satisfaction	102	11.49%
Surveys And Questionnaires	90	10.14%
Middle Aged	87	9.80%
Nursing Staff	85	9.57%
Human Experiment	77	8.67%
Nurse	76	8.56%

### Visualisation Map

As a final comparison, Figure 4 below illustrated a network visualisation map for citation by the author. This map contains 6 clusters with 13 items in it. The cluster can be linked to the previous section on publications, as these articles are related to the same author. Regarding the

rest, the authors, Cortina, L.M. stand out with the highest total link strength which is 716 (18 documents).



**Figure 4. Network map of the citation by the author (full counting)**

Figure 5 below depicts a network map that visualise the author's keywords. The circles which are in same colour suggest a similar subject shared between the publications. These circles represent a subfield in the topic of workplace incivility. 94 items have been divided into 10 groups. The blue group is the biggest group originated by the keyword "workplace incivility" and has 426 occurrences. Next is the keyword workplace bullying (105 occurrences), civility (30 occurrences), emotional exhaustion (30 occurrences) and gender (25 occurrences). Group 1 (Red, 17 items) is related to other keywords such as co-worker incivility, conservation of resources theory, counterproductive of resources theory, counterproductive work behaviour, co-worker incivility etc. Group 2 (Green, 11 items) is related to keywords such as abusive supervision, culture, diary study, negative effect, personality etc. Group 3 (Blue, 11 items) is related to other keywords such as academia, knowledge hiding, meta-analysis, organizational climate, organizational culture etc. Group 4 (Yellow, 10 items) is related to other keywords such as family incivility, instigated workplace incivility, mindfulness, organizational justice, ostracism etc. Group 5 (Purple, 9 items) is related to other keywords such as affective commitment, aggression, harassment, healthcare workers, mistreatment etc. Group 6 (Turquoise, 9 items) is related to other keywords such as discrimination, diversity, education, ethics, higher education, leadership etc. Group 7 (Orange, 9 items) is related to other keywords such as attribution, civility, intervention, organizational behaviour, performance etc. Group 8 (Brown, 7 items) is related to other keywords such as anger, cyber incivility, dark triad, experienced incivility, instigated incivility etc. Group 9 (Light Purple, 6 items) is related to other keywords such as communication, horizontal violence, lateral violence, mobbing etc. Group 10 (Pink, 5 items) is related to other keywords such as burnout, emotional intelligence, engagement, retention, and workplace civility.





incivility time by time. This study can provide comprehensive information for future researchers to have a better understanding of the research related to workplace incivility and society can get more awareness of zero tolerance for incivility in workplace environments.

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