

# Organizational Civility Scale

Specimen Set

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Greetings –

In July 2008, the Joint Commission issued a Sentinel Event Alert urging all health care organizations to take immediate action to address incivility (defined as rude or disruptive behavior) in health care since it can lead to medical errors, poor patient care, increased medical costs, and loss of qualified health care providers and administrators. Boise State University has developed a research study on this topic.

This survey is designed to measure the extent to which incivility may be perceived as an issue within your organization and to identify the factors which contribute to it. Please complete the survey linked below; it takes about 20 minutes to complete.

This study has been approved by the Institutional Review Board at Boise State University. By completing this survey, you are giving consent to participate.

We truly appreciate your participation in this important survey research. If you have any questions, please feel free to contact:

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## Survey Instructions

If you do not understand a question, if a question is unclear to you, or if a question does not apply to you, please leave it blank. Otherwise, please answer the questions by selecting the answer that best represents your opinion.

If you feel that the answer to a question is none of anyone's business, then please leave that question blank. Your responses are essential—please try to answer all the questions that you can.

Your data are anonymous. You are requested to provide some demographic information, and the combined answers to these questions, though unlikely, could make an individual person identifiable. Every effort will be made to protect your confidentiality. However, if you are uncomfortable answering any of these questions, please leave that question blank.

Please evaluate each item on the scale below.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I feel valued in my organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel physically safe in my organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please evaluate each item based on HOW TRUE you believe the statement to be.

Each item begins with "My organization has ....."

	Completely untrue	Somewhat untrue	Neutral	Somewhat true	Completely true
Civility clearly reflected in its mission or vision statement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A written statement of shared values for employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please evaluate each item on HOW IMPORTANT you believe the statement to be.

My organization has .....

	Not at all important	Somewhat unimportant	Neutral	Somewhat important	Very important
Civility clearly reflected in its mission or vision statement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A written statement of shared values for employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

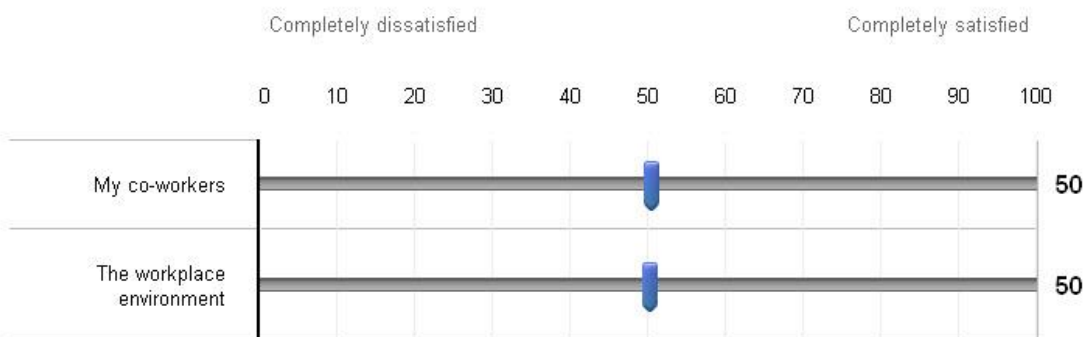
While employed at your current place of employment, have you been in a situation where any of your supervisors or coworkers:

	Never	Rarely	Occasionally	Often	Very often
Set you or a co-worker up to fail?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Withheld vital information necessary to perform your job duties?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For each item below, in thinking about your current employment, please select the item that best represents how you feel about your workplace.

Disrespected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Respected
Appreciated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Unappreciated

Please rate your overall level of **SATISFACTION** for each of the workplace categories below. Move the slider to the appropriate level: 0 = completely dissatisfied and 100 = completely satisfied.



In thinking about your workplace, please rate how each of the following contributes to your overall stress level:

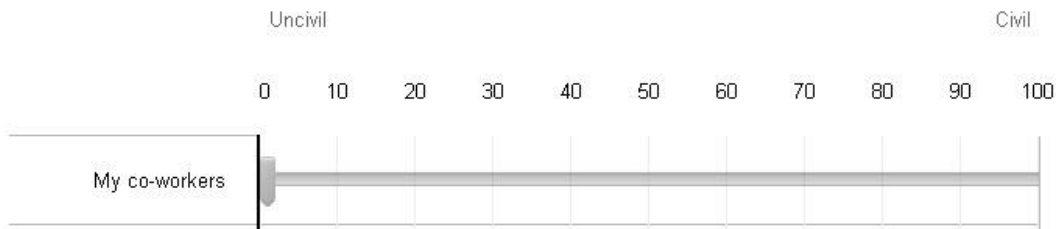
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Difficult co-workers add to my stress level.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficult supervisors add to my stress level.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In thinking about your workplace, please rate how each of the following is a coping strategy that you would tend to use:

Each phrase begins with "When I cope, I ....."

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
consult with others to help resolve the problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
avoid the problem (e.g., eating, drinking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the overall level of civility for each of the workplace categories below. Move the slider to the appropriate level: 0 = complete lack of civility (uncivil), and 100 = complete civility (no incivility at all).



Your gender?

Your ethnicity? (Check all that apply.)

Position