

Scale Development: Measuring Job-Family Incivility

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Abstract

The main contribution of this paper is the development of the job-family incivility scale. This paper seeks to explore the complex inter-relationships between workplace incivility and family incivility dimensions of job-family incivility by examining the dynamic processes by which job-family incivility is initiated and sustained using a scale development approach. In doing so, the paper highlights the absence of valid and reliable measures that estimate the compound effect of workplace incivility and family incivility – referred to as job-family incivility. A scale development process introduced by Quazi et al. (2016) is presented and stages in the construction of the scale are discussed including measures of validity and reliability. The findings of the study demonstrate the validity and reliability of the job-family incivility scale developed by the current researchers. The main aims of this research are to emphasize the impact of workplace incivility and family incivility on the employees in the work environment, and to discuss the techniques that can be used to mitigate such detrimental activities.

Keywords: Family incivility, Job-family incivility, Scale development, Workplace incivility.

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