

*Original article*

# Evaluating the Incivility between Staff Nurses and Matrons Employed in Iran

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## SUMMARY

Incivility among nurses and matrons can lead to various issues such as employment turnover and dysfunctional patient care. Therefore, the need to examine and assess the uncivil behaviors among nurses and matrons is evident. The main purpose of this article is to study and determine the frequency of incivility between nurses and matrons from nurses' point of view.

In this cross-sectional study, 200 nurses were selected from three educational hospitals of Mashhad using stratified-cluster random sampling method. The main research instrument was the edited Ottinot's questionnaire of "perceived workplace civility climate scale (PWCC)" as well as general demographic information questionnaire. Data were analyzed using descriptive and inferential statistics in SPSS version 11.5.

According to research findings, 22.6% of isolating behaviors, 27% of gossiping behaviors, 28% of hostile behaviors, and 26.5% of privacy violation behaviors were reported among matrons for at least one instance. In total, 28.8% (45 persons) admitted that they had observed at least one instance of uncivil behaviors in workplace once or twice.

Incivility exists among a quarter of nurses and matrons. Since in nursing society and culture of Islamic Iran these behaviors cannot be tolerated, it is highly recommended that managers, strategists, and nursing teachers pay a special attention to such behaviors among students, employers, and co-workers.

**Key words:** incivility, nurses, matrons, interactions, behavior, Iran

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