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WORK-HOME SPILLOVER OF UNCIVIL BEHAVIORS

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I hereby declare that all information in this document has been obtained and presented in accordance with academic rules and ethical conduct. I also declare that, as required by these rules and conduct, I have fully cited and referenced all material and results that are not original to this work.

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ABSTRACT

WORK-HOME SPILLOVER OF UNCIVIL BEHAVIORS

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The current study aimed to examine whether employees who are targeted by incivility at work display similar behaviors toward their partners at home. The current study proposed a model for work-home spillover of uncivil behaviors. Emotional exhaustion was hypothesized as the mediator of in the relationship between workplace experienced incivility and work-family conflict. Core self-evaluation and psychological detachment were expected to weaken the effect of experienced workplace incivility on emotional exhaustion. I further, hypothesized that emotional exhaustion would mediate the relationship between experienced workplace incivility and instigated family incivility and that work-family conflict would mediate the relationship between emotional exhaustion and instigated family incivility. Self-compassion and relaxation were expected to weaken the relationship between work-family conflict and instigated family incivility. The current study examined the moderating role of spousal support in the above-mentioned mediation paths on an exploratory basis. The final sample of the study was comprised of 150 dual-earner couples who provided data at two waves. It was found that experienced workplace incivility was related to increased emotional exhaustion, which in turn was related to increased work-family conflict for both wife and husband participants. Moreover,

after controlling for husbands' core self-evaluation and relaxation, experienced workplace incivility was indirectly related to instigated family incivility through increased emotional exhaustion for wives only. However, the results failed to support the remaining mediation hypotheses and the moderating roles of core self-evaluation, psychological detachment, self-compassion, relaxation, and spousal support. The implications and limitations of the current study and suggestions for future research are discussed.

Keywords: Work-Home Spillover, Incivility, Emotional Exhaustion, Work-Family Conflict, Recovery

ÖZ

NEZAKETSİZ DAVRANIŞLARIN İŞTEN EVE TAŞINMASI

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Mevcut araştırma, işyerinde nezaketsiz davranışın hedefi olan çalışanların, benzer davranışları evde eşlerine yönelik sergileyip sergilemediğini araştırmayı hedeflemektedir. Bu bağlamda, mevcut araştırma nezaketsiz davranışların işten eve taşınmasına yönelik bir model önermiştir. Duygusal tükenme, işyeri nezaketsizliğine maruz kalma ile iş-aile çatışması ilişkisinde aracı olarak hipotez edilmiştir. Temel benlik değerlendirmesinin ve psikolojik uzaklaşmanın, işyeri nezaketsizliğinin duygusal tükenme üzerindeki etkisini hafifletmesi beklenmektedir. Duygusal tükenmenin, işyeri nezaketsizliğine maruz kalma ile aile nezaketsizliği sergileme arasındaki ilişkiye aracılık edeceği, iş-aile çatışmasının ise duygusal tükenme ile aile nezaketsizliği sergileme arasındaki ilişkiye aracılık edeceği hipotez edilmiştir. Öz-duyarlılık ve rahatlamanın, iş-aile çatışmasının aile nezaketsizliği sergileme üzerindeki etkisini hafifletmesi beklenmektedir. Mevcut araştırma, açımlayıcı bir temelle, eş desteğinin önerilen yollardaki düzenleyici etkisini incelemiştir. Araştırmanın son örneklemini, her iki zamanda da veri sağlayan 150 çift-gelirli eşler oluşturmaktadır. Hem kadınlarda hem de erkeklerde, işyeri nezaketsizliğinin duygusal tükenmedeki artış ile ilişkili olduğu, bunun ise iş-aile çatışmasındaki artış ile ilişkili olduğu bulunmuştur. Ayrıca, kadınlarda, erkeklerin temel benlik

değerlendirmeleri ve rahatlamlarının kontrol edilmesinin ardından, işyeri nezaketsizliğine maruz kalmanın aile nezaketsizliği sergileme ile duygusal tükenmeyi arttırması aracılığıyla ilişkili olduğu bulunmuştur. Ancak, araştırma bulguları diğer aracılık hipotezleri ile temel benlik değerlendirmesinin, psikolojik uzaklaşmanın, öz-duyarlılığın, rahatlamanın ve eş desteğinin düzenleyici rollerini destekleyememiştir. Mevcut çalışmanın doğurguları, kısıtlılıkları ve gelecek çalışmalar için önerileri tartışılmıştır.

Anahtar Kelimeler: İşten-Eve Taşınma, Nezaketsizlik, Duygusal Tükenme, İş-Aile Çatışması, Toparlanma

To My Husband Mustafa & Our Daughter Gökçe

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TABLE OF CONTENTS

| | |
|--|------|
| PLAGIARISM | iii |
| ABSTRACT..... | iv |
| ÖZ | vi |
| DEDICATION | viii |
| ACKNOWLEDGMENTS | ix |
| TABLE OF CONTENTS..... | xi |
| LIST OF TABLES | xv |
| LIST OF FIGURES | xvi |
| CHAPTER | |
| 1. INTRODUCTION | 1 |
| 1.1 Overview | 1 |
| 1.2 Workplace Incivility: Definition, Appraisal and Response | 5 |
| 1.3 Family Incivility: Definition, Feature and Outcomes | 6 |
| 1.4 The Impact of Experienced Workplace Incivility | 7 |
| 1.5 Theoretical Explanations for Work-Home Spillover of Uncivil Behaviors..... | 8 |
| 1.6 Mechanisms for Spillover of Experienced Workplace Incivility: Emotional Exhaustion and Work-Family Conflict | 10 |
| 1.7 Instigated Workplace Incivility as a Response to Experienced Incivility | 12 |
| 1.8 Theoretical Explanations for the Work-Home Spillover of Mistreatment | 15 |
| 1.9 Spillover of Experienced Workplace Incivility in the Form of Instigated Family Incivility | 17 |
| 1.10 Key Resources: First Stage Moderators | 18 |
| 1.10.1 Core Self-Evaluation (CSE) as a Key Resource | 19 |
| 1.10.2 Psychological Detachment as a Key Resource | 20 |

| | | |
|--------|--|----|
| 1.11 | Factors Restoring Depleted Self-control: Third Stage Moderators | 22 |
| 1.11.1 | Self-Compassion | 22 |
| 1.11.2 | Relaxation..... | 24 |
| 1.12 | Buffering Effect of Received Support..... | 24 |
| 1.13 | Work-Home Spillover Process: Dual-Earner Couples | 26 |
| 1.14 | Summary of the Current Study's Hypotheses | 27 |
| 2. | METHOD | 30 |
| 2.1 | Participants | 30 |
| 2.2 | Measures..... | 31 |
| 2.2.1 | Spousal Support..... | 31 |
| 2.2.2 | Workplace Experienced Incivility | 31 |
| 2.2.3 | Core Self-Evaluation | 32 |
| 2.2.4 | Psychological Detachment | 32 |
| 2.2.5 | Emotional Exhaustion | 33 |
| 2.2.6 | Work-Family Conflict | 33 |
| 2.2.7 | Self-Compassion | 33 |
| 2.2.8 | Relaxation..... | 34 |
| 2.2.9 | Experienced Family Incivility | 34 |
| 2.2.10 | Demographic Information Form | 35 |
| 2.3 | Procedure..... | 35 |
| 2.4 | Data Analysis Strategy | 36 |
| 3. | RESULT..... | 40 |
| 3.1 | Overview | 40 |
| 3.2 | Data Screening | 40 |
| 3.3 | Descriptive Statistics and Bivariate Correlations between the Study Variables | 40 |
| 3.4 | Preliminary Analysis for Hypotheses Testing..... | 44 |
| 3.5 | Main Hypotheses Testing with APIMs | 45 |
| 3.5.1 | The First APIM: Testing Mediating Hypotheses | 45 |
| 3.5.2 | The Second APIM: Testing Moderating Role of Core Self-Evaluation | 49 |

| | | |
|-------|--|-----|
| 3.5.3 | The Third APIM: Testing Moderating Role of Psychological Detachment | 52 |
| 3.5.4 | The Fourth APIM: Testing Moderating Role of Self-Compassion | 55 |
| 3.5.5 | The Fifth APIM: Testing Moderating Role of Relaxation..... | 58 |
| 3.6 | Research Question Testing: Spousal Support as Moderating Factor | 61 |
| 3.7 | Summary of the Study Findings..... | 64 |
| 4. | DISCUSSION | 66 |
| 4.1 | Overview | 66 |
| 4.2 | Discussion of the Results Concerning Mediating Hypotheses | 66 |
| 4.3 | Discussion of the Results Regarding the Moderating Role of Core Self-Evaluation..... | 71 |
| 4.4 | Discussion of the Results Regarding the Moderating Role of Psychological Detachment..... | 73 |
| 4.5 | Discussion of the Results Regarding the Moderating Role of Self-Compassion | 74 |
| 4.6 | Discussion of the Results Regarding the Moderating Role of Relaxation | 75 |
| 4.7 | Discussion of the Results Regarding the Research Questions on Spousal Support | 77 |
| 4.8 | Contributions of the Current Study | 78 |
| 4.9 | Study Limitations and Future Directions | 79 |
| 4.10 | Practical Implications of the Current Study | 81 |
| | REFERENCES..... | 83 |
| | APPENDICES | |
| A. | APPENDIX A: INFORMED CONSENT FORM FOR COUPLES..... | 105 |
| B. | SPOUSAL SUPPORT SCALE..... | 107 |
| C. | WORKPLACE EXPERIENCED INCIVILITY SCALE | 108 |
| D. | CORE SELF-EVALUATION SCALE..... | 109 |
| E. | PSYCHOLOGICAL DETACHMENT FACTOR | 110 |

| | | |
|----|--|-----|
| F. | EMOTIONAL EXHAUSTION SCALE..... | 111 |
| G. | WORK-FAMILY CONFLICT SCALE..... | 112 |
| H. | SELF-COMPASSION SCALE..... | 113 |
| I. | RELAXATION FACTOR | 115 |
| J. | EXPERIENCED FAMILY INCIVILITY SCALE | 116 |
| K. | DEMOGRAPHIC INFORMATION FORM | 117 |
| L. | HUMAN SUBJECTS ETHICS COMMITTEE APPROVAL | 118 |
| M. | CURRICULUM VITAE | 119 |
| N. | TURKISH SUMMARY / TRKE ZET..... | 122 |
| O. | TEZ İZİN FORMU / THESIS PERMISSION FORM..... | 147 |

LIST OF TABLES

| | |
|---|----|
| Table 1 Descriptive Statistics for Study Variables: Paired Sample T test for Gender Differences | 41 |
| Table 2 ICC (1) Calculation and MANOVA Results | 42 |
| Table 3 Correlations for the Study Variables..... | 43 |
| Table 4 The Omnibus Tests of Distinguishability | 45 |
| Table 5 Unstandardized Parameter Estimates in the Modified First APIM..... | 46 |
| Table 6 Unstandardized Parameter Estimates in the Modified Second APIM | 51 |
| Table 7 Unstandardized Parameter Estimates in the Modified Third APIM | 54 |
| Table 8 Unstandardized Parameter Estimates in the Modified Fourth APIM | 57 |
| Table 9 Unstandardized Parameter Estimates in the Modified Fifth APIM | 60 |
| Table 10 Unstandardized Parameter Estimates in the Modified Sixth APIM | 63 |

LIST OF FIGURES

| | |
|---|----|
| Figure 1 The Proposed Model for Work-Home Spillover of Uncivil Behaviors..... | 3 |
| Figure 2 The Hypotheses and Research Questions of the Current Study | 28 |
| Figure 3 A Sample Actor-Partner Interdependence Model for Dyads Distinguished by their Gender..... | 36 |
| Figure 4 The First APIM Testing Hypotheses 1 to 4 | 46 |
| Figure 5 Standardized Estimates in the Modified First APIM Testing Hypotheses 1 to 4 | 47 |
| Figure 6 The Second APIM Testing Hypothesis 5..... | 49 |
| Figure 7 Standardized Estimates in the Modified Second APIM Testing Hypothesis 5 | 51 |
| Figure 8 The Third APIM Testing Hypothesis 6 | 53 |
| Figure 9 Standardized Parameter Estimates in the Modified Third APIM | 54 |
| Figure 10 The Fourth APIM Testing Moderating Role of Self-Compassion..... | 56 |
| Figure 11 Standardized Parameter Estimates in the Modified Fourth APIM | 58 |
| Figure 12 The Fifth APIM Testing Moderating Role of Relaxation..... | 59 |
| Figure 13 Standardized Parameter Estimates in the Modified Fifth APIM | 60 |
| Figure 14 The Sixth APIM Testing Research Questions on Spousal Support..... | 62 |
| Figure 15 Summary of the Study Findings | 65 |

CHAPTER 1

INTRODUCTION

1.1 Overview

In the organizational behavior literature, workplace mistreatment behaviors (e.g., aggression, deviance, bullying, and abusive supervision) have received considerable research attention over the last two decades (Schilpzand, De Pater, & Erez, 2016). Andersson and Pearson (1999) introduced the concept of workplace incivility to this literature. At workplace, incivility may be expressed in many different ways such as the use of derogatory language and voice tone, discrediting others' reputations (Porath & Pearson, 2012), interrupting or disregarding others (Gallus, Bunk, Matthews, Barnes-Farrell, & Magley, 2014), excluding someone from social activities and not greeting others (Wasti & Erdaş, 2019). Since the introduction of the workplace incivility construct, researchers have studied the antecedents and consequences of being the target of uncivil behaviors (i.e., experienced incivility), displaying uncivil behaviors toward others (i.e., instigated incivility), and observing uncivil interactions (i.e., witnessed incivility). Scholars have predominately investigated the negative outcomes of experienced workplace incivility on targets' work attitudes, work behaviors, and well-being (see Schilpzand et al., 2016 for review), whereas they have showed relatively less research attention to study instigated workplace incivility. However, the limited studies on instigated workplace incivility have provided important organizational implications. To illustrate, researchers found experienced workplace incivility (e.g., Meier & Gross, 2015; Rosen, Koopman, Gabriel, & Johnson, 2016) and witnessed workplace incivility (Fouk, Woolum, & Erez, 2016) as unique predictors of instigated workplace incivility. Accordingly, uncivil behaviors would easily spread over the whole organization, suggesting incivility contagion within organizations.

Researchers have shown that individuals who experienced incivility in the workplace reported higher levels of work-family conflict (Lim & Lee, 2011), lower levels of marital satisfaction (Ferguson, 2012), and higher levels of withdrawal and angry behavior at home (Lim, Ilies, Koopman, Christoforou, & Arvey, 2018). These findings suggest that the negative influence of experienced workplace incivility is not restricted to the work domain and it can transfer to (i.e., spillover into) the family domain, similar to other workplace mistreatments such as abusive supervision (Carlson, Ferguson, Perrewé, & Whitten, 2011; Wu, Kwan, Liu, & Resick, 2012), sexual harassment (Xin, Chen, Kwan, Chiu, & Yim, 2018), and workplace ostracism (Liu, Kwan, Lee, & Hui, 2013). However, workplace experiences might be transmitted to the home domain not only through attitudes but also through negative behaviors such as undermining behaviors towards family members (e.g., Barber, Taylor, Burton, & Bailey, 2017; Hoobler & Brass, 2006). Although previous research on workplace mistreatment encouraged further studies on the spillover of mistreatments, there still seems to be a gap in the literature. Specifically, it is not known whether individuals will show uncivil behaviors at home towards their partner or spouse (i.e., instigated family incivility) after they are targeted by such behaviors at work (i.e., experienced workplace incivility). In this regard, there has been an emerging need to examine: (a) whether incivility contagion can break the home-work boundary, (b) whether there are mechanisms underlying the contagion of uncivil behaviors from work to home domain, (c) whether the spillover of incivility contagion is more likely under certain conditions and among individuals having certain traits, and (d) whether targets can restrain themselves from instigated family incivility in certain conditions. Hence, the aim of the current study was to provide answers to these questions based on the available theoretical and empirical foundations and to propose a work-home spillover model of uncivil behaviors (see Figure 1 for the proposed model).

The present study was founded on conservation of resources theory (COR; Hobfoll, 1989) in explaining how workplace experienced incivility is related to emotional exhaustion and work-family conflict. Drawing on COR theory, experienced workplace incivility was proposed to lead to resource loss when trying

to cope with this social stressor and understand the intention of the perpetrator (Zhou, Yan, Che & Meier, 2015). Particularly, workplace experienced incivility might consume targets' resources (e.g., energy and attention) or creates threats of losses (e.g., personal relationships in the workplace) (e.g., Rosen et al., 2016; Zhou et al., 2015). Given the resource draining nature of workplace incivility, I hypothesized that employees who experience workplace incivility is likely to report high levels of emotional exhaustion, which in turn, increase work-family conflict due to low levels of resources to meet home demands in line with the resource loss spiral (Hypothesis 1).

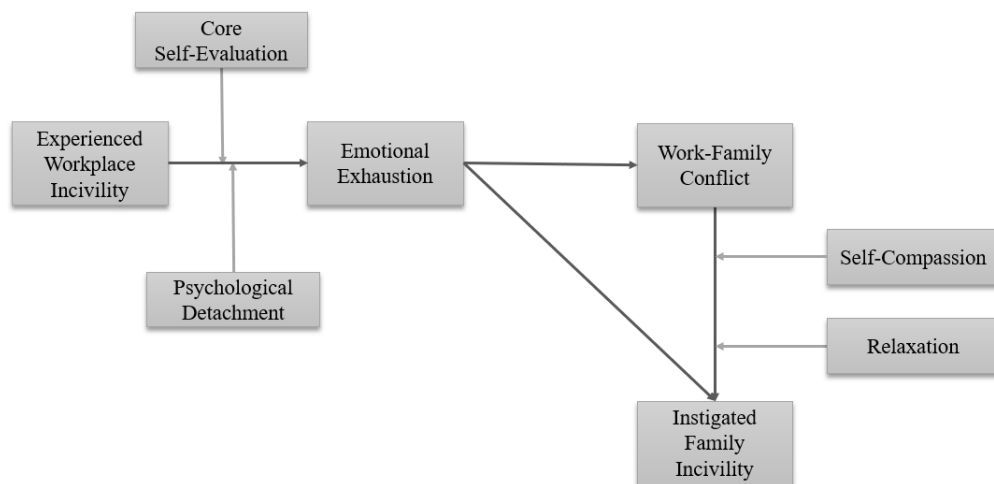


Figure 1. A Proposed Model for Work-Home Spillover of Uncivil Behaviors

The current study also employed ego depletion theory in explaining instigated family incivility (Muraven & Baumeister, 2000). According to ego depletion theory, one needs to have self-control strength to override an unapproved behavior (e.g., incivility; Muraven & Baumeister, 2000). However, one might not exert self-control because of depletion of self-control in prior tasks or motivation to conserve remaining self-control for future tasks with higher priorities (Muraven, Shmueli, & Burkley, 2006). To refrain from uncivil behaviors, individuals need to exert self-control to cope with emotional exhaustion and to balance work and family roles. Hence, after exerting self-control for emotional exhaustion and work-family conflict, targets might have depleted self-control, and this in turn hinders their capacity to refrain from

behaving in an uncivil way. Accordingly, based on ego depletion theory, I hypothesized that work-family conflict mediates the association between emotional exhaustion and instigated family incivility (Hypothesis 2), emotional exhaustion mediates the association between experienced workplace incivility and instigated family incivility (Hypothesis 3), and emotional exhaustion and work-family conflict serially mediate the relationship between experienced workplace incivility and instigated family incivility (Hypothesis 4).

According to Ten Brummelhuis and Bakker (2012), there are also key resources that potentially influence coping with stress, gaining additional resources, resisting contextual demands, and using available resources in an optimal way. Empirical findings suggest core self-evaluation (i.e., self-esteem, generalized self-efficacy, locus of control, and neuroticism; Judge, Erez, Bono, & Thoresen, 2003) and psychological detachment (Kinnunen, Feldt, Siltaloppi, & Sonnentag, 2011) as potential buffering factors influencing one's responses to stressors and one's resource management in stress coping. Accordingly, core self-evaluation (Hypothesis 5) and psychological detachment (Hypothesis 6) were proposed as moderators of the negative influence of experienced incivility on emotional exhaustion.

Drawing on ego depletion theory, factors facilitating replenishment of self-control may weaken the positive relationship between work-family conflict and instigated family incivility. Relaxation and self-compassion have been found as factors preventing ego depletion and replenishing depleted self-control (e.g., Burson, Crocker, & Mischkoyski, 2012; Tyler & Burns, 2008). Hence, self-compassion (Hypothesis 7) and relaxation (Hypothesis 8) were proposed as moderators of the association between work-family conflict and instigated family incivility.

Another moderator investigated in the current research is received support, which has been studied in the existing literature as a protective factor in stress-strain association. However, given mixed findings on receiving support in the mistreatment literature (e.g., Beattie & Griffin, 2014a; Lim & Lee, 2011), the current study proposed two research questions on whether spousal support would moderate the relationship between experienced workplace incivility and emotional exhaustion (Research Question 1) and the relationship between work-family conflict and

instigated family incivility (Research Question 2). In the remainder of the chapter, first, the literature on concepts of workplace incivility and family incivility are summarized along with their outcomes. Second, a brief synthesis of the existing literatures on contagion of incivility and spillover of negative workplace behaviors is presented. Finally, the proposed conceptual model is presented.

1.2 Workplace Incivility: Definition, Appraisal and Response

Andersson and Pearson (1999) defined workplace incivility as "low-intensity deviant behavior with ambiguous intent to harm the target, in violation of workplace norms for mutual respect" (p. 457). Since its introduction, workplace incivility (i.e., rudeness) has received considerable research attention (Cortina, Kabat-Farr, Magley, & Nelson, 2017). From a social interactionist perspective, Andersson and Pearson (1999) conceptualized workplace incivility as an interactive event through which the instigator(s), the target(s), the observer(s), and the social context all influence and are influenced by the uncivil interaction. The target is the individual experiencing workplace incivility, the instigator is the individual instigated workplace incivility, and the observer is the individual witnessing workplace incivility.

Although workplace incivility has similarities with other workplace mistreatment behaviors such as abusive supervision, social undermining, and bullying (Hershcovis, 2011), it differs from those other behaviors in a number of ways. First, workplace incivility can be distinguished from other mistreatment types such as violence and aggression with its ambiguous intent, norm violation, and low intensity (Pearson, Andersson, & Wegner, 2001). Second, workplace incivility differs from workplace violence based on lack of physical assault (Cortina & Magley, 2009). Third, workplace incivility is different from bullying and abusive supervision since intention is obvious for bullying and abusive supervision but not for incivility (Schilpzand et al., 2016). Fourth, with respect to the correlates, workplace experienced incivility appears to have stronger relationships with attitudes such as job satisfaction than does interpersonal conflict, and with turnover intention than do bullying and interpersonal conflict. Furthermore, as workplace incivility occurs in an interaction of target, instigator, observer, and situation (Andersson & Pearson, 1999), it is an unavoidable situation into which employees might even accidentally fall. All

told, examining incivility as a construct related to but independent of other mistreatment types is critical to understand how contagion of uncivil behaviors can be prevented and how an individual can avoid being the target, observer or instigator of incivility both in the workplace and at home.

Researchers have examined how employees appraise experience of incivility in diverse samples, such as American (Cortina & Magley, 2009) and Turkish (Wasti & Erdaş, 2019). Cortina and Magley (2009) showed that respondents appraised their incivility experiences as moderately frustrating, annoying, and offensive, but not particularly threatening. Wasti and Erdaş (2019) examined which behaviors were labeled as uncivil and how uncivil behaviors are appraised in the Turkish context. These authors showed that although there were behaviors that are universally uncivil behaviors such as mocking, belittling, ignoring, scolding or gossiping, they were also behaviors that are culturally specific uncivil behaviors such as exclusion from social activities and omission of greetings. Moreover, Turkish sample appraised supervisors' humiliating or scolding behaviors as honor threatening; however, they appraised the same behaviors displayed by coworkers as competitive and malicious rather than honor threatening. In addition, the participants appraised supervisors excluding behaviors (e.g., not greeting the employee, ignoring comments by the employee) as damaging honor but their intruding behaviors (e.g., making inappropriate comments, gossiping) as damaging to being valued and worthy. Taken together, evidence suggests cross cultural difference in the perception and appraisal of workplace incivility.

1.3 Family Incivility: Definition, Feature and Outcomes

Family incivility construct was derived from the workplace incivility concept. Lim and Tai (2014) has recently introduced family incivility and defined it as "low-intensity deviant behaviors with ambiguous intent that violate the norms of mutual respect in the family" (p. 351). As can be inferred from the definition, family incivility shares common features (low intensity, norm violation and ambiguous intent) with workplace incivility. The major characteristic differentiating these two forms of incivility is the source of uncivil behaviors. While family members are both targets

and instigators of family incivility, employees are targets and instigators of workplace incivility. Given that it is a recently introduced concept, the number of studies examining family incivility is relatively limited. In their pioneer study, Lim and Tai (2014) found that experiencing family incivility was related to increased psychological distress, which in turn decreased work performance after controlling job stress, work-family conflict, and family-work conflict. Moreover, Bai and colleagues (2016) considered experienced family incivility as an emotional contextual demand in the home domain that depleted personal resources of state self-esteem, which in turn increased counterproductive work behavior.

The above-mentioned studies showed that experienced family incivility can spill over into work domain and influence both positive and negative work outcomes. Hence, examining instigated family incivility construct is also critical to prevent a potential spillover from home to work. In this regard, to understand how uncivil experiences at work are related to displaying such behaviors at home, a review of experienced workplace incivility literature is presented in following section.

1.4 The Impact of Experienced Workplace Incivility

A review of the workplace incivility literature suggests that incivility has both negative individual and organizational outcomes (Schilpzand et al., 2016). The individual negative outcomes of workplace incivility include greater psychological distress (Cortina, Magley, Williams, & Langhout, 2001), sexual harassment and gender harassment (Lim & Cortina, 2005), interpersonal deviance (Wu, Zhang, Chiu, He, 2014), lowered daily level wellbeing, harder next morning recovery, and detachment (Nicholson, & Griffin, 2017), lowered health satisfaction, and wellbeing (Lim & Cortina, 2005). With respect to work-related outcomes, the targets of workplace incivility reported lower levels of job satisfaction (Cortina et al., 2001) and task performance via decreased work engagement (Chen et al., 2013), and higher levels of counterproductive work behavior (Penney & Spector, 2005), workplace aggression (Taylor & Kluemper, 2012), job withdrawal (Lim & Cortina 2005) and turnover intention (Cortina et al., 2013). As a common workplace issue, the detrimental influence of workplace incivility has been evidenced in the samples from many different nations such as from Australia (e.g., Griffin, 2010; Martin & Hine,

2005), Canada (e.g., Leiter, Day, Oore, & Laschinger, 2012), China (e.g., Chen et al., 2013), as well as Turkey (e.g., Tastan & Davoidi, 2015).

Incivility also impacts nonwork outcomes such as marital satisfaction and work-family conflict (e.g., Ferguson, 2012; Lim & Lee, 2011). The work of Lim and Lee (2011) showed that experienced supervisor incivility was positively related to work-to-family conflict and this association was interestingly stronger for the individuals with high family support compared to those with low family support. In another study, experienced workplace incivility negatively impacted both targets' and partners' marital satisfaction and family to work conflict (Ferguson, 2012). Moreover, experienced workplace incivility appears to impact behaviors at home beyond home-related attitudes. To illustrate, one experience sampling study demonstrated that experienced workplace incivility was positively related to the experience of hostile emotions, which in turn was related to increased angry behaviors (i.e., taking frustration on partner) and withdrawal behaviors (i.e., avoiding talking about marital problems) toward the partners (Lim et al., 2018). Importantly, the study also demonstrated that target's emotional response to incivility impacted behaviors in the family after controlling for other emotions (i.e., general distress, guilt, and fear) and job demands.

As the studies above illustrate, incivility targets do not easily leave the incivility responses at work and instead carry these responses to home. These responses result in both negative attitudinal and behavioral outcomes in the family domain. However, to my knowledge, there exists no empirical effort that investigated whether uncivil behaviors in the workplace spread to the family domain, such that the target in the workplace becomes an instigator at home. In order to gain understanding about the explanatory mechanism for how experienced workplace incivility spills over to home domain, more attention should be given to alternative theoretical explanations for work-home spillover of workplace incivility.

1.5 Theoretical Explanations for Work-Home Spillover of Uncivil Behaviors

Stress felt in one domain (i.e., job and family roles) spreads to other domains through two forms: stress spillover that reflects how individuals' experienced stress in one domain (work or home) impacts individuals' stress reported in the other

domain, and stress crossover that refers how stress in one domain influences stress experienced by individuals' partner in the other domain (Bolger, DeLongis, Kessler, & Wethington, 1989). In other words, spillover characterizes intraindividual contagion of stress, whereas crossover defines interpersonal (i.e., dyadic) contagion of stress (Westman, 2002). The focus of the research is to spillover of experienced workplace incivility.

Researchers have examined the spillover of workplace incivility, a social stressor in the workplace (Sonnentag & Fritz, 2015), using several different theoretical frameworks. Lim and Lee (2011) expected positive association of experienced incivility with home outcomes by employing the spillover theory (e.g., Williams & Alliger, 1994), which suggested spillover of negative emotions or thoughts to family domain. Relatedly, Ferguson (2012) founded her hypotheses to Westman's (2001) crossover theory, which proposed that individuals' work life influences their family members through stress transmission. Drawing on conservation of resources theory (COR; Hobfoll, 1989) and effort-recovery model, Demsky and colleagues (2014) explained how stressful work experiences (e.g., workplace aggression) were associated with lack of detachment, which in turn was related to work-family conflict.

According to COR theory, individuals strive to retain, protect, and build valued resources, which are objects, personal characteristics, conditions, and energies (Hobfoll, 1989). Hobfoll and colleagues (2018) summarize basic principles of the theory as follows: (i) based on evolutionary bias, individuals give higher importance to resource loss than resource gain, (ii) they need to invest resources to be protected and recovered from resource loss, and obtain resources, (iii) in case of resource loss, resource gain becomes important, and (iv) in case of resource exhaustion, one becomes aggressive and irrational. Moreover, stress raises when (a) key resources are under threat of loss, (b) key resources are lost, and (c) one fails to regain lost resource after showing substantial effort (Hobfoll et al., 2018). COR theory can explain how a contextual demand (e.g., experienced incivility) requiring physical and/or mental effort can deplete someone's personal resources (e.g., energy, attention, relationships), which in turn influence other domain outcomes (Ten Brummelhuis &

Bakker, 2012). Among the above-mentioned theories, COR presents a sound framework in understanding how our responses (e.g., emotional exhaustion, work-family conflict) to resource loss stemming from experienced incivility might have persistent effects at home domain.

Some scholars have examined responses to experienced workplace incivility using COR theory as a theoretical basis (e.g., Hur, Kim, & Park, 2015; Park, Fritz & Jex, 2015; Zhou et al., 2015). In one of these studies, higher levels of experienced coworker incivility increased the likelihood of experiencing emotional exhaustion, which turn in, increased turnover intention and decreased job satisfaction and job performance (Hur et al., 2015). Employing the theory, the findings of one daily survey revealed that on days employees were targeted with incivility, they experienced higher affective and physical distress at the end of the workday, which in turn increased distress in the following morning (Park et al., 2015). In Zhou et al.'s (2015) study, it was found that on days target experienced incivility, they reported higher end-of-work negative affect. This relationship was moderated with individual (i.e., low emotional stability, high hostile attribution bias, external locus of control) and contextual factors (low chronic workload and more chronic organizational constraints). To summarize, while research focusing on affective and attitudinal responses to incivility by drawing on COR are highly prevalent in the literature, research is yet to examine whether incivility spiral spill over into home domain through loss spiral of resources. Hence, the current study draws on COR theory in explaining spillover of experienced workplace incivility.

1.6 Mechanisms for Spillover of Experienced Workplace Incivility: Emotional Exhaustion and Work-Family Conflict

Workplace incivility is common and occurs daily (Nicholson & Griffin, 2015; Rosen et al., 2016). After an uncivil interaction, target is likely to consume resources such as energy or attention in order to cope with incivility, which in turn leads to losing resources (Zhou et al., 2015). It is plausible that incivility experience might lead the person to believe that available social resources such as interpersonal relationships in workplace are under threat. Moreover, as a job stressor, workplace incivility can also deplete individual resources, which is evident in the increased

levels of strain and diminished well-being (Sonnentag & Fritz, 2014). Hobfoll and colleagues (2018) highlighted the spiral nature of this resource loss as follows:

Because resource loss is more powerful than resource gain, and because stress occurs when resources are lost, at each iteration of the stress spiral individuals and organizations have fewer resources to offset resource loss, and these loss spirals gain in momentum as well as magnitude. (p. 104)

Accordingly, the spiral nature of resource loss and perceived threat of loss might explain the negative relationship between experienced workplace incivility and its negative outcomes. Founded on COR theory, experienced workplace incivility was reported to be related to increased emotional exhaustion (Hur et al., 2015), higher affective and physical distress at the end of the work day (Park et al., 2015), and higher end-of-work negative affect (Zhou et al., 2015).

Researchers suggest that emotional exhaustion have persistent effects on individual affective and behavioral home outcomes (Lim et al., 2018). After chronic exposure to stressful workplace incivility, one experiences strain (i.e., emotional exhaustion) and might bring this exhaustion to home domain. Another common home outcome of being mistreated in the workplace is work-family conflict, which arises when work and family role pressures are conflicting to some respects (Greenhaus & Beutell, 1985). Grandey and Cropanzano (1999) applied COR theory to work-family conflict and stated that work role stress would consume available resource and result in few resources to be used in meeting family demands. Relatedly, the authors found positive association between work role stress and work-family conflict. With respect workplace mistreatments, targets of abusive supervision (Carlson et al., 2011; Wu et al., 2012), sexual harassment (Xin et al., 2018) and workplace ostracism (Liu et al., 2013) also reported higher level of work-family conflict as well. Like the above mistreatment types, workplace incivility also spilled over into home domain and was related to work-family conflict (Ferguson, 2012; Lim & Lee, 2011). However, the mediating mechanism for this type of spillover is neglected in the mistreatment literature.

In line with loss spiral, a three-wave longitudinal study showed that Time 1 work pressure and exhaustion predicted both Time 2 and Time 3 work home interference (Demerouti, Bakker, Bulters, 2004). Moreover, Greenbaum and

colleagues (2014) argued that when employees repeatedly were exposed to unethical behaviors displayed by customers, this reduced availability of resources that they could use to attend the other personal and work domains. Accordingly, they showed that exposure to unethical behaviors of customers was related to higher levels of emotional exhaustion, which in turn related to higher levels work-family conflict. Taken together, above-mentioned studies suggest that exhausted employees might experience difficulties in meeting home demands and partner expectation due to low available resources and the loss spiral. In this regard, experienced incivility is associated with emotional exhaustion, which in turn is associated with increased work-family conflict. Hence, the following hypothesis is proposed:

Hypothesis 1: Emotional exhaustion mediates the relationship between experienced workplace incivility and work-family conflict.

1.7 Instigated Workplace Incivility as a Response to Experienced Incivility

Despite ample research on experienced incivility in the workplace, relatively less is known about why an individual instigates uncivil behaviors (Rosen et al., 2016). Researchers examining the instigator characteristics have found positive association of instigated incivility with trait and state anger (Meier & Semmer, 2013), power (Cortina et al., 2001), and passion for work (Birkeland & Nerstad, 2016) and negative association of instigated incivility with the capacity to establish relationships with coworkers and supervisors (Reio & Ghosh, 2009). Workplace characteristics have also been found as related to instigated incivility. Some of these workplace-related predictors were work overload (Gallus et al., 2014), work exhaustion (Blau & Andersson, 2005), and experiencing job stress (Roberts, Scherer, & Bowyer, 2011). Experienced and observed workplace incivility were also among antecedents of instigated incivility (Foult et al., 2014; Rosen et al., 2016). Among these antecedents, responding experienced incivility with instigated incivility can potentially explain work-home spillover of uncivil behaviors. Hence, empirical findings on the association between experienced workplace incivility and instigated workplace incivility needs to be reviewed.

One striking perspective concerning why an individual displays uncivil behavior was provided by Anderson and Pearson (1999). Anderson and Pearson (1999) argued that after experience of incivility, the target can reciprocate this treatment with counter incivility toward the instigator (i.e., tit-for-tat). Observers can also be involved in this spiral, thus, incivility spreads in the workplace, contributing to the development of an organizational norm for workplace incivility. However, while either actor of this uncivil interaction can depart from this spiral, this can potentially escalate to an exchange of coercive actions (e.g., aggression) when the target perceives an identity threat. In this regard, experienced incivility and observed incivility have been researched as predictors of instigated incivility. In one of these studies, Holm et al. (2015) found witnessing coworker incivility as predictor of instigated incivility. Other studies showed that being the target of incivility in the past was the unique predictor of the incivility instigation (Birkeland & Nerstad, 2016; Gallus et al., 2014). However, the work of Gallus and colleagues (2014) also draws attention to a group of individuals who experience incivility but do not instigate incivility. Concerning this group, they call future research on individual and contextual factors that might influence individuals to have a desire to display such uncivil behaviors after being either the target or the witness of incivility.

The association between experienced and witnessed incivility with instigated incivility has been also tested using different theoretical frameworks. For instance, Foulk et al. (2016) took the associative network theory (Collins & Loftus, 1975) as their basis to understand the contagious effect of rudeness (i.e., incivility spiral) and underlying cognitive mechanism behind it. According to the theory, an activation of one concept in semantic memory can activate closer concepts in the semantic memory. Foulk et al. (2016) carried out three studies examining incivility spiral. In Study 1, they demonstrated that when a person experienced incivility in one context (i.e., negotiation), she/he associated incivility and negotiation as closer concepts in semantic memory and later in the same context, he/she was more likely to behave in an uncivil manner. In Study 2, participants who observed incivility were found to respond faster to incivility-related words than the participants in the control condition, supporting accessibility of rude cues in the associative network. Lastly, in

Study 3, they showed that after receiving a rude e-mail, participants reported higher behavioral hostility compared to responding to an aggressive email and a neutral email. Taken together, participants who were infected with incivility were more likely to continue displaying uncivil behavior as long as uncivil concepts in the semantic network were still accessible.

Founded on ego depletion theory, Meier and Gross (2015) explained contagion of incivility with limited self-regulatory capacities (Muraven & Baumeister, 2000). Accordingly, Meier and Gross (2015) expected that experienced and instigated incivility would be positively related, and that trait self-control and state exhaustion would moderate this relationship. They tested the influence of experienced incivility on subsequent interactions on the same day. It was found that experienced incivility significantly influenced instigated incivility only when the time duration between the two interactions was shorter than 2.4 hours. Moreover, this relationship was stronger when state exhaustion was low, but self-control did not moderate the relationship.

Rosen and colleagues (2016) extended the work of Meier and Gross (2015) by drawing on ego depletion theory. Ego depletion theory advocates that people have limited resources such as attention, control, and energy in behavior regulation (Baumeister, Bratslavsky, Muraven, & Tice, 1998). Muraven and Baumeister (2000) suggested that an individual uses self-control to override impulses in self-regulation; however, if self-control is depleted in prior regulation, overriding the impulse becomes difficult. In this regard, Rosen and colleagues (2016) considered experience of incivility as a depletive experience decreasing self-control capacity because an individual expends his/her attention resources in understanding instigator's intention, in inhibiting response, and in managing frustration and emotional burdens. Findings did not support direct effect of experienced incivility on diminished self-control. However, in the condition of high politic perception (i.e., ambiguous and uncertain environment), after the targets experienced uncivil treatment, they showed diminished self-control in stroop tasks. For people with low construal (i.e., lower sensitivity to the self-referenced meaning action), this decreased self-control was related to increased incivility instigation on the same day in workplace. As

interpersonal relationships rely on self-regulation and are influenced by ego depletion (Baumesister & Vosh, 2003), one approach to explain instigation incivility as a response to experienced incivility might be ego depletion. However, to gain understanding about why and how a target of workplace incivility displays these behaviors to third parties in another domain, theoretical explanations for work-home spillover of incivility need to be reviewed. Given the limited number of studies on spillover and crossover of incivility to the family domain, theoretical explanations for the spillover of other mistreatment types are reviewed.

1.8 Theoretical Explanations for the Work-Home Spillover of Mistreatment

Researchers have examined the work-home spillover of workplace mistreatments using a number of different conceptual arguments. Displaced aggression is the one of the explanations for why an individual who is mistreated in the workplace shows negative behaviors at home. Displaced aggression refers to the “redirection of a [person’s] harm doing behavior from a primary to secondary target or victim” (Tedeschi & Norman, 1985, p. 30). This explanation suggests that when an individual is provoked and unable to retaliate, he/she reacts more aggressively toward innocent others (Marcus-Newhall, Pedersen, Carlson, & Miller, 2000). Empirical evidence demonstrated that instead of the subsequent trivial, the initial provocation experience of the target determines whether he/she would be an instigator in the subsequent interaction (Pedersen, Gonzales, & Miller, 2000). Drawing on this approach, Hoobler and Brass (2006) demonstrated that employees who were abused by their supervisor directed their frustration to family members and displayed undermining behavior toward them. However, for the hypothesized model, displaced aggression explanation is less reasonable in explaining the spillover of incivility. Since uncivil behaviors have less intensity and there is generally no clear policy and sanction, any subordinate can easily display uncivil behaviors toward supervisors. Hence, the target of workplace incivility might be a supervisor, subordinate, or customer, suggesting less need to displace frustration to third parties (i.e., family members) compared to what may be more likely in the case of abusive supervision.

Self-regulation impairment is another plausible explanation for the spillover of negative behavior (i.e., undermining) contagion from work to home domain. Barber and colleagues (2017) proposed and reported that experienced undermining influence instigated home undermining through poor sleep quality. The target of undermining at work displayed these behaviors at home since poor sleep quality impaired their regulation in maintaining functional, supportive relationships at home. Although the authors showed the effects of intervention points (sleep and exercise) in the prevention of negative behavior in the home domain, they specifically focused on only the home experiences (i.e., sleep and exercise) as the mediating and moderating mechanisms and neglected work-related responses given to experienced social undermining. In this regard, relevant literature neglects common affective and attitudinal responses to these negative behaviors as mediator in this spillover.

Self-regulation involves restraining a natural, habitual, or learned response by modifying behavior, thoughts, or emotions (Baumeister & Vohs, 2003). Inhibiting habitual behaviors requires self-control (Muraven et al., 2006). Exertion of self-control utilizes self-control strength which is limited and depleted after use; however, this depletion is not permanent and can be replenished unless conditions undermine resting (Muraven & Baumeister, 2000). Ego depletion has been used as one underlying mechanism for aggressive response (Baumeister et al., 1998; Baumeister & Vohs, 2003). In this regard, an individual's capacity to regulate his/her behaviors and emotions can influence whether individual responds to provocation by displaying deviant behaviors (Christian & Ellis, 2011). An individual might display unapproved acts or behavior due to insufficiency of resources such as strength or energy to override habitual behaviors (Muraven & Baumeister, 2000). With respect to workplace incivility, targets need self-control strength to restrain the impulse of behaving uncivilly to their family members (i.e., instigated family incivility). Hence, ego depletion approach is an influential approach to explain instigated family incivility as a response to spillover effect of experienced workplace incivility. Given the reviewed literature, ego depletion theory presents a reasonable conceptual framework in understanding how our responses (e.g., emotional exhaustion, work-

family conflict) to resource loss stemming from experienced incivility relates to displaying uncivil behaviors at home.

1.9 Spillover of Experienced Workplace Incivility in the Form of Instigated Family Incivility

As outlined in the above proposition, workplace experienced incivility might spill over into home domain with increased emotional exhaustion and work-family conflict. However, these attitudinal outcomes are not the whole cost of being the target of workplace incivility. Recent studies found work-family conflict and emotional exhaustion as proximal predictors of negative family functioning. Liu and colleagues (2013) showed that workplace ostracism influenced family satisfaction through work-family conflict. In another study, targets of sexual harassment reported high level of work-family conflict, which in turn decreased spouse family satisfaction (Xin et al., 2018). With respect to the spillover of negative behavior, Wu et al. (2012) found that abusive supervision increased work-family conflict, which increased family undermining behavior. Moreover, emotionally exhausted employees reported greater displayed aggression towards family members (Liu et al., 2015).

Ego depletion can explain how targets suffering from emotional exhaustion and work-family conflict are more likely to engage in mistreatment at home. Dealing with negative feelings (Gailliot et al., 2006) and coping with stress consume available self-control strength (Muraven & Baumeister, 2000). Particularly, coping with work demands requires using cognitive, psychological, and emotional resources, which then leaves limited resources to meet other job and family related demands for exhausted employees (Greenbaum et al., 2014). Hence, dealing with emotional exhaustion and work-family conflict might leave reduced self-control strength, which makes overriding incivility impulse difficult for targets at home. Nevertheless, Muraven and colleagues (2006) also demonstrated that not only prior exertion of self-control but also anticipating future exertion of self-control also direct people to conserve their self-control strength and not exert self-control in a subsequent task. Compared to aggressive behaviors, incivility has less apparent outcomes for instigators, hence an individual may be motivated to exert less self-control to inhibit uncivil impulses (Rosen et al., 2016). For the current proposed model, coping with

emotional exhaustion and work-family conflict might have higher priority compared to being civil or kind to family members. In that case, after exerting self-control for emotional exhaustion and work-family conflict, one might want to conserve remaining self-control strength for future home demands. Accordingly, depleted employees from emotional exhaustion and work-family conflict may be less likely to exert self-control to override uncivil behaviors at home. Hence, emotional exhaustion and work-family conflict were proposed to be both single mediator and serial mediator in the following hypotheses:

Hypothesis 2: Work-family conflict mediates the relationship between emotional exhaustion and instigated family incivility.

Hypothesis 3: Emotional exhaustion mediates the relationship between experienced workplace incivility and instigated family incivility.

Hypothesis 4: Emotional exhaustion and work-family conflict serially mediate the relationship between experienced workplace incivility and instigated family incivility.

1.10 Key Resources: First Stage Moderators

There are several individual buffering factors that can decrease the impact of workplace experienced incivility. For instance, the impact of experienced workplace incivility was stronger for targets with high trait negative affectivity in predicting counterproductive work behavior (Penny & Spector, 2005), for those with low agreeableness in predicting enacted aggression (Taylor & Kluemper, 2012) and for those with high hostile attribution bias in predicting interpersonal deviance behavior (Wu et., 2014). In a diary study, it was found that incivility experiences had stronger relationship with negative effect for people with low emotional stability, high hostile attribution bias, external locus of control, and people experiencing low chronic workload and more chronic organizational constraints (Zhou et al., 2015).

With respect to the buffering mechanisms of the impact of work demands on home outcomes, Ten Brummelhuis and Bakker (2012) suggested key resources (e.g., self-efficacy, self-esteem, optimism, social power) as moderators in predicting affective personal resources (e.g., mood). According to them, these key resources can

explain why some of us are better in coping with stress, gaining additional resources, resisting contextual demands and using available resources optimally. Following Ten Brummelhuis and Bakker (2012), the current model focuses on key personal resources that moderate the relationship between experienced workplace incivility and emotional exhaustion. Empirical and theoretical works pointed out the importance of core self-evaluation (Judge et al., 2003) as one of effective resources in responding to stressor and managing resources in coping process (e.g., Kammeyer-Mueller, Judge, & Scott, 2009; Ten Brummelhuis & Bakker, 2012). Moreover, psychological detachment has been established as an important protecting factor buffering work demands (e.g., Kinnunen et al., 2011; Sonnentag & Fritz, 2015). Accordingly, I hypothesized two key resources (i.e., core self-evaluation and detachment from work) as the moderators in the relationship between experienced workplace incivility and emotional exhaustion.

1.10.1 Core Self-Evaluation (CSE) as a Key Resource

Core self-evaluation with its component -self-esteem, generalized self-efficacy, locus of control, and neuroticism- refers to a basic personal evaluation of oneself as capable, worthy, and having control of own life (Judge, Van Vianen & De Pater, 2004). Core self-evaluation influences one's responses to stressors and one's resource management in stress coping: individuals with higher core self-evaluation report lesser stressful events, successfully respond to stressful events, experience lesser strain, and prefer problem-solving coping over avoidance coping (Kammeyer-Mueller et al., 2009).

COR theory suggests that individuals with greater resource are less likely to be vulnerable to resource loss and they are more likely to have capability to gain resources (Hobfoll et al., 2018). The buffering role of core self-evaluation against influence of stress has been supported with empirical findings. Stressors lead to lower level of negative psychological reactions and strain for individuals with high CSE (Judge et al., 2004). Moreover, individuals with high CSE are less likely to use avoidance coping strategy and more likely to use problem-solving coping strategy (Kammeyer-Mueller et al., 2009). CSE has also a buffering role in response to social

stressors and weakens the negative impact of social stressor on job satisfaction, altruism and positive impact on turnover intention (Harris, Harvey, & Kacmar, 2009).

Core self-evaluation also impacts an individual's response to experience of workplace incivility. To illustrate, the negative link between experienced incivility and work engagement was stronger for individuals with low core self-evaluation compared to those with high core self-evaluation (Beattie & Griffin, 2014a). On the other hand, low levels of neuroticism, another component of CSE, was related to low levels of incivility perception in vignettes (Sliter, Withrow, & Jex, 2015), low levels of experienced incivility (Milam, Spitzmueller, Penney, 2009), and weakened the negative association between job stress and experience of incivility (Taylor & Kluemper, 2012). Moreover, for individuals with internal locus of control, daily workplace incivility was not related to end-of-work negative affect, whereas the relationship was positive for individuals with an external locus of control (Zhou et al., 2015). Core self-evaluation also weakened the influence of experiencing family incivility on psychological distress (Lim & Tai, 2014).

All told, individuals with high core self-evaluation are more likely to have greater resources to effectively regulate negative experiences and are less vulnerable to resource loss and emotional exhaustion. Hence, I hypothesized that core self-evaluation moderates the negative association between experienced workplace incivility and emotional exhaustion, and the link is expected to be stronger for people with low core self-evaluation. Accordingly, the following hypothesis is proposed:

Hypothesis 5: Core self-evaluation moderates the relationship between experienced workplace incivility and emotional exhaustion and the relationship is stronger for those who are low in core self-evaluation.

1.10.2 Psychological Detachment as a Key Resource

Recovery experiences (i.e., detachment, relaxation, control, and mastery) are beneficial to gain resources such as energy or feelings of control, which help individuals in restoring the threatened resources (Kinnunen et al., 2011). Psychological detachment, as one of the recovery strategies, refers to disengaging mentally from work during non-work time (Sonnentag & Fritz, 2007) and “switching off” during

off-job time (Sonnentag & Bayer, 2005). An individual is detached from work in absence of worry, rumination and repetitive thoughts related to work (Sonnentag & Fritz, 2014). Both cross-sectional and longitudinal studies have supported the negative relationships between psychological detachment and strain indicators. In cross-sectional studies, individuals with high levels of detachment reported low levels of emotional exhaustion (e.g., Donahue et al., 2012; Fritz, Yankelevich, Zarubin, & Barger, 2010) and higher levels of life satisfaction (Moreno-Jiménez, et al., 2009). In a diary study, in days participants were psychologically detached from work, they reported being more content and cheerful and less fatigued and depleted at bedtime (Sonnentag & Bayer, 2005). In another diary study, beyond the effect of hours and quality of sleep, previous day detachment predicted low levels of next day fatigue (Sonnentag, Binnewies, & Mojza, 2008).

In times of stress, individual needs to be mentally disengaged from work to be recovered but in those times, being mentally disengaged seems less likely, making recovery difficult (Sonnentag, 2012). However, even if detachment is difficult, detachment from work is likely to buffer the negative impact of workplace experiences since psychological detachment reflects a mental break from job stressors to diminish their negative impact (Sonnentag & Fritz, 2015). Psychological detachment also moderates an individual's response to experience of workplace mistreatment. To illustrate, psychological detachment attenuated the link between workplace bullying and psychological strain (Moreno-Jiménez et al., 2009). Consistently, work-home segmentation preferences, a similar construct to detachment, weakened the mediating effects of work-family conflict on the ostracism-satisfaction association (Liu et al., 2013). In another study, separating work and family domain (boundary strength at home) mitigated the mediating effect of work-family conflict on abusive supervision and family undermining (Wu et al., 2012). More recently, Xin et al. (2018) found that work-home segmentation preference attenuated the relationship between job tension, resulting from sexual harassment and work-family conflict. Derks and Bakker's (2014) study also indicated that daily psychological detachment was negatively related to work-home interference. As replenishment of self-regulatory resources is necessary after resource

loss (Unger, Sonnentag, Niessen, & Kuonath, 2017), individuals with high detachment from work can achieve the replenishment and are less likely to be emotionally exhausted. Accordingly, the following hypothesis is proposed:

Hypothesis 6: Psychological detachment moderates the relationship between experienced workplace incivility and emotional exhaustion, and the relationship is stronger for those who are low in psychological detachment.

1.11 Factors Restoring Depleted Self-control: Third Stage Moderators

Reviewed literature suggested that while some individuals are involved in incivility spiral, others (both targets and instigators) are less likely or less motivated to be involved in this spiral. For instance, while most of the respondents (70%) reported themselves to have been both a target and an instigator (supporting contagious nature of workplace incivility), a small number of respondents reported themselves either a target (6%) or an instigator (12%) with a remaining group of people reported themselves neither a target nor an instigator (12%) (Gallus et al., 2014). Given the high prevalence of workplace incivility, it is likely that almost all employees, to some degree, have been exposed to uncivil behaviors at work. However, this experience appears to lead to instigated family incivility for only some people. To illustrate, certain conditions might protect individuals from influence of ego depletion and enable them to restore the depleted self-control after prior self-regulation. In this regard, a limited number of studies, all in experimental settings, have showed that a short relaxation break (Tyler & Burns, 2008), induction of positive mood (Tice, Baumeister, Shmueli, & Muraven, 2007) and reminding core values (e.g., compassion) to participants (Burson et al., 2012) could counteract the influence of ego depletion. Whether instigated family incivility can be inhibited among individuals who carry out relaxation activities and treat themselves with compassion can be integrated into the hypothesized model.

1.11.1 Self-Compassion

Self-compassion involves emotional resilience, stability, less self-evaluation, ego-defensiveness, and self enhancement (Neff, 2011). Compassionate people easily accept their undesirable aspects and respond kindly toward themselves even in the

case of negative events. Evidence suggests that self-compassion buffers the influence of negative experiences such as failure, rejection, or embarrassment (Leary, Tate, Adams, Allen, & Hancock, 2007). Additional to personal benefits, self-compassion contributes positively to the maintenance of close relationships. For instance, self-compassionate individuals were perceived as more caring, autonomy provider, and showing acceptance to their partners (Neff & Beretvas, 2013). Moreover, self-compassionate individuals were likely to feel authentic, were less likely to give priority to their needs and they were more likely to compromise, in which both self and other needs were considered (Yarnell & Neff, 2013). In addition, Zhang, Chen, and Tomova (2009) showed that self-compassion was related to increased acceptance to own flaws, which in turn is associated to increased acceptance of flaws of others (i.e., partner, acquaintance) beyond the impact of self-esteem and relationship characteristics. Self-compassion was also reported to be related to increased sleep quality (Butz & Stahlberg, 2018), suggesting lack of self-regulatory impairment. With respect to positive behaviors, individual with high self-compassion perceived hypothetical moral transgressions less acceptable (Chinese sample) and appraised their selfish behavior less acceptable (US sample) (Wang, Chen, Poon, Teng, & Jin, 2017). Moreover, increased self-compassion was related to higher levels of prosocial behavior (Lindsay & Creswell, 2014). Taken together, the above studies suggest the protective role of self-compassion in close relationships and in displaying positive behaviors.

Empirical evidence on self-affirmation sheds light on how self-compassion might be relevant to displaying uncivil behaviors at home. In a pioneer study, Schmeichel and Vohs (2009) found that individuals exerting self-control in an initial task can prevent ego depletion when they are affirming a core value (i.e., writing briefly about top-ranked value) following depleted task. Lindsay and Creswell (2014) proposed self-compassion as one mechanism explaining how self-affirmation process (i.e., reflecting on an important personal value) exert its influence. Specifically, they demonstrated that self-affirmation (i.e., manipulation of writing about important values) increased self-compassion, which in turn increased pro-social behaviors (Lindsay & Creswell, 2014). In another study, self-control depletion that resulted

from social exclusion was counteracted by reminding self-transcendent values including compassion (Burson et al., 2012). Taken together, given the protective role of self-compassion in close relationships (Neff & Beretvas, 2013; Yarnell & Neff, 2013; Zhang et al., 2009), in restoring depleted self-control (Burson et al., 2012), and in displaying prosocial behaviors (Lindsay & Creswell, 2014), self-compassion might help a person to restore depleted self-control, and exert self-control in overriding the impulse of incivility. Hence, the following hypothesis is proposed:

Hypothesis 7: Self-compassion moderates the relationship between work-family conflict and instigated family incivility and the relationship is stronger for those who are low in self-compassion.

1.11.2 Relaxation

As a recovery strategy, relaxation is described as activities performed with explicit intention to relax (Stone, Kennedy Moore, & Neale, 1995). The relaxing activities such as reading book, walking and meditation help an individual restore resources (Fritz & Sonnentag, 2006). As a protective factor, relaxation has negative association with health problems, emotional exhaustion and sleep problems (Sonnentag & Fritz, 2007) as well as with fear, hostility and sadness (Fritz, Sonnentag, Spector, & McInroe, 2010). On the other hand, relaxation also has potential to decrease tension and restore resources for self-regulation (Fritz et al., 2010). To illustrate, Tyler and Burns (2008) demonstrated that after a ten-minute break, depleted participants restored their decreased self-control and showed equal performance with non-depleted participants. Accordingly, those employees engaging in relaxing activities might restore their depleted self-control successfully and inhibit occurrence of uncivil interactions at home. Hence, the following hypothesis is proposed:

Hypothesis 8: Relaxation moderates the relationship between work-family conflict and instigated family incivility and the relationship is stronger for those who are low in relaxation.

1.12 Buffering Effect of Received Support

One general recommendation for reducing strain has been to be in contact with supportive individuals (Beehr, Farmer, Glazer, Gudanowski, & Nair, 2003). As a contextual resource in COR theory, social support reflects practical or emotional help from significant others such as coworkers and family members (Ten Brummelhuis & Bakker, 2012). Meta analytic findings supported the role of social support in reducing experienced stress, strain, and in moderating stress-strain link (Viswesvaran, Sanchez, & Fisher, 1999).

Studies have examined the moderating role of received support from different work sources such as supervisor, coworker, spousal. There is available research evidence suggesting that work source of support is protective against the impact of workplace experienced incivility. In a diary study, supervisor support weakened the association between incivility experience and stress (Beattie & Griffin, 2014a). Moreover, organizational and emotional support weakened the negative relationship between incivility experience and outcomes (i.e., job satisfaction, physical health, and psychological well-being) (Miner, Settles, Pratt-Hyatt, & Brady, 2012).

There are also nonwork sources for social support such as support provided by family members or partners. Aycan and Eskin (2005) examined the main effect of spousal support and found that spousal support was related to family-work conflict for both men and women; however, spousal support was not related to work-family conflict for both men and women. Moreover, according to meta analytic findings, work sources of support had stronger relationship with exhaustion than nonwork source of support (Halbesleben, 2006). However, Halbesleben and colleagues (2010) found stronger negative association between spousal support and emotional exhaustion for couples working in the same occupation (i.e., work-linked couples) or the same company than those not working in the same occupation or company. Furthermore, contrary to buffering role of receiving family support, employees with high family support had greater negative outcomes (depression, perceived fairness, work-to-family conflict) than ones with low family support in response to incivility experiences (Lim & Lee, 2011). Taken together, the evidence above suggests mixed findings regarding protective or detrimental role of social support in stress-strain link.

Based on the mixed finding reported for the protective role of family support, the current study focused on spousal support and proposed a research question aiming to examine the role of spousal support in the incivility-emotional exhaustion relationship.

Research Question 1: Does spousal support moderate the relationship between experienced workplace incivility and emotional exhaustion

Studies have also investigated whether individuals with received support report low levels of mistreatment toward their coworkers or family members. In a recent study, received support from coworker was negatively related to instigated workplace incivility (Torkelson, Holm, Bäckström, & Schad, 2016). However, in their study, Torkelson et al. (2015) found that employees were more likely to display uncivil behavior in response to experienced incivility when they had high social support from both their co-workers and supervisors. However, for other mistreatment type, support provided by supervisor did not moderate the effects of negative emotions on counterproductive work behavior (Sakurai & Jex, 2012). To the knowledge of the researcher, there is no existing research testing whether spousal support might restrain someone from displaying uncivil behaviors at home. Accordingly, the following research question was proposed.

Research Question 2: Does spousal support moderate the relationship between work-family conflict and instigated family incivility.

1.13 Work-Home Spillover Process: Dual-Earner Couples

The existing research on spillover of workplace mistreatments have generally focused on the work-home spillover process experienced by just one member of the family/couple (e.g., Barber et al., 2017; Hoobler & Brass, 2006), ignoring how spillover occurs among dual-earner couples. However, evidence suggests that spillover of negative experiences is not limited to the focal person. For example, Haines III, Marchand, and Harvey (2006) reported that experience of workplace aggression spilled and crossed over to home domain in the form of higher levels of psychological stress for both individuals and their partners. There is an emerging need

to examine if and how any workplace mistreatment impacts home outcomes for both partners. As a response to this need, in the current study, I aimed to examine the proposed work-home spillover model in dual-earner couples.

Examining the proposed process in dual-earner couples can also contribute to our understanding of the incivility spillover process from a gender perspective. Studies suggest that men and women may react differently to their partners' carry-over effects. In one study, while having a workaholic partner influenced wives' family-work conflict, having a workaholic partner did not affect husbands' family-work conflict (Shimazu, Demerouti, Bakker, Shimada, & Kawakami, 2011). With respect to work-home spillover of work demands, Watanabe and colleague (2017) found differential spillover of job and family demands on partner fatigue across husbands and wives. However, Shimazu, Bakker and Demerouti (2009) did not find any gender differences in the pathway from job demand to home outcomes. The above-mentioned studies suggest a need to focus on the experiences of the partners (husbands and wives) separately in understanding the spillover of incivility from work to home domain. Accordingly, in the present study, a decision was made to test the proposed hypotheses and research questions for both husbands and wives in dual-earner couples.

1.14 Summary of the Current Study's Hypotheses

Figure 2 displays the hypotheses and research questions of the current study. As seen in Figure 2, the present study examined the work-home spillover of uncivil behaviors by proposing testing of followings: (i) emotional exhaustion as explanatory mechanism in the association between experienced workplace incivility and work-family conflict (ii) core self-evaluation and psychological detachment as key resources buffering impact of experienced workplace incivility on emotional exhaustion (iii) emotional exhaustion and work-family conflict as mechanisms underlying contagion of uncivil behaviors from work to home domain, and (iv) self-compassion and relaxation as factors helping targets to refrain from instigated family incivility.

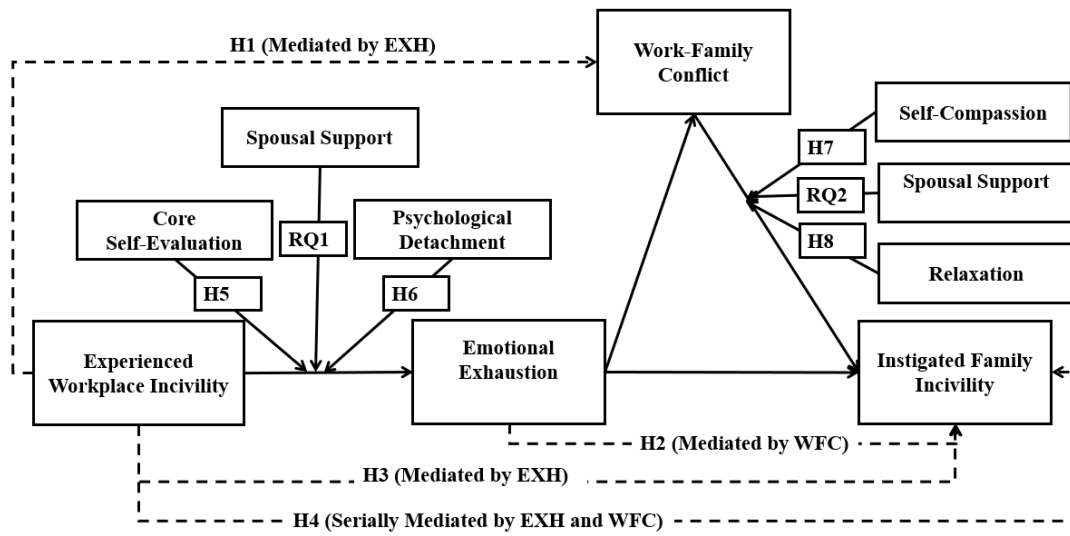


Figure 2. The Hypotheses and Research Questions of the Current Study

Note. Dashed lines represent indirect effects. H= Hypthesis, RQ=Research Question. EXH= Emotional Exhaustion, WFC= Work-Family Conflict.

The current study also tested the potential protective or destructive role of spousal support on an exploratory basis. Accordingly, the following eight hypotheses and two research questions were tested.

Hypothesis 1: Emotional exhaustion mediates the relationship between experienced workplace incivility and work-family conflict.

Hypothesis 2: Work-family conflict mediates the relationship between emotional exhaustion and instigated family incivility.

Hypothesis 3: Emotional exhaustion mediates the relationship between experienced workplace incivility and instigated family incivility.

Hypothesis 4: Emotional exhaustion and work-family conflict serially mediate the relationship between experienced workplace incivility and instigated family incivility.

Hypothesis 5: Core self-evaluation moderates the relationship between experienced workplace incivility and emotional exhaustion and the relationship is stronger for those who are low in core self-evaluation.

Hypothesis 6: Psychological detachment moderates the relationship between experienced workplace incivility and emotional exhaustion, and the relationship is stronger for those who are low in psychological detachment.

Hypothesis 7: Self-compassion moderates the relationship between work-family conflict and instigated family incivility and the relationship is stronger for those who are low in self-compassion.

Hypothesis 8: Relaxation moderates the relationship between work-family conflict and instigated family incivility and the relationship is stronger for those who are low in relaxation.

Research Question 1: Does spousal support moderate the relationship between experienced workplace incivility and emotional exhaustion

Research Question 2: Does spousal support moderate the relationship between work-family conflict and instigated family incivility.

CHAPTER 2

METHOD

2.1 Participants

Initially, a total of 209 dual-earner couples (418 partners) filled out the informed consent form for couples (see Appendix A) and volunteered to participate in the current study. A total of 373 partners including 176 heterosexual couples and 21 individuals (one of the partners) participated in the first-time survey with the response rate of 89%. Among these participants, 160 couples with both partners and 22 couples with one partner responded the second time survey. Ninety two percent of the participants who filled out the first-time assessment also responded to the second time survey. As the aim of the study was to obtain responses from both partners, those 160 couples who responded to the questionnaire with both partners formed the initial sample of the study. Among these 160 couples, two couples were removed because one of the partners was working alone and three couples were excluded based on being married shorter than six months. Furthermore, five couples were removed from the data as one of the partners was a multivariate outlier. Hence, the final sample was composed of 150 couples (300 partners).

Participants' age ranged from 20 to 64 with a mean age of 34.85 years ($SD = 6.38$) and t -test results showed that men ($M = 36.35$, $SD = 6.48$) were significantly older than women ($M = 33.34$, $SD = 5.93$), $t(298) = -4.20$, $p < .01$. Duration of marriage ranged from six months to 337.50 months with a mean of 96.85 ($SD = 74.05$). Among the participants, 215 individuals (71.8%) reported that they had a child. In terms of education, participants with the highest percentage had a four-year college degree (56%), followed by the ones with a master's degree (22%), high school degree (9.7 %), two-year college degree (6.3%), Ph.D. (4.3%), secondary school degree (1%), and primary school degree (0.7%). Of the valid 299 responses, participants' current job tenure (experience) ranged from two months to 293 months

with a mean of 79.91 months ($SD = 69.28$), and of the valid 291 responses, participants' total working experience ranged from 10 months to 600 months with a mean of 147.58 months ($SD = 85.57$). With respect to personal income, 55% of the participants had an income in the 3000 TL-5000 TL range, 19.7% in the 5000 TL-10000 TL range, 17.7% in 2000 TL -3000 TL range , 5.7% in 1000 -2000 TL range, 1.7 % over 10000 TL, and 0.3% under 1000 TL.

2.2 Measures

2.2.1 Spousal Support

Spousal support was measured with 12 items from family support inventory originally developed as a 44-item scale by King and colleagues (1995). Ayca and Eskin (2005) translated the full scale to Turkish with sub factors of emotional sustenance (29 items) and instrumental assistance (15 items). The shortened version of the scale with 12 items was previously used by Demokan (2009). In this shortened version, eight items measured emotional sustenance and four items assessed instrumental assistance. Participants respond to the items on a 5-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree). Sample items are "I feel better after discussing job-related problems my spouse" and "my spouse often provides a different way of looking at my work-related problems." The shortened version is presented in Appendix B. Demokan (2009) reported a satisfactory internal consistency value for the short version of the scale ($\alpha = .89$). The current study also yielded satisfactory internal consistency reliability estimates of .76 and .81 for husband and wife samples, respectively.

2.2.2 Workplace Experienced Incivility

To measure participants' uncivil experiences at work, the current study used an updated version of Workplace Incivility Scale (WIS) with 12 items (Cortina et al., 2013). Sample items are "Ignored you or failed to speak to you" and "Gave you the silent treatment." Items were rated on a 5-point frequency scale ranging from 1 (never) to 5 (many times). In the scope of a diary study, Erdaş (2016) translated the scale items to Turkish (see Appendix C). In this scale participants are asked to check an item if they had experienced the rude behavior described in the item in that day.

For the normative form of the WIS, Erdaş (2017) did not report reliability value. However, Cortina and colleagues (2013) reported a Cronbach's alpha value of .92 for the scale. In the current study, internal consistencies of the scale were acceptable for both husband (.86) and wife samples (.92).

2.2.3 Core Self-Evaluation

Core Self-Evaluations Scale (Judge et al., 2003) was used to measure participants' overall evaluation about themselves including self-esteem, generalized self-efficacy, emotional stability, and locus of control. The scale includes 12 items rated on a 5-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree). Sample items are "I am confident I get the success I deserve in life " and " I do not feel in control of my success in my career." The internal consistency estimates were reported to be above .80 in the work of Judge and colleagues (2003). Bayazıt (2003), who adapted the scale to Turkish, found an internal consistency value of .74 (see Appendix D). The scale revealed a satisfactory internal consistency both for husband (.81) and wife samples (.82).

2.2.4 Psychological Detachment

Sonnentag and Fritz (2007) developed the Recovery Experience Scale with four factors (i.e., psychological detachment, relaxation, mastery, and control) to assess how an individual can recover from work during rest time. Psychological detachment from work subscale/factor was used in the present study. This factor measures how an individual mentally distances oneself from work in nonwork times with four items rated on a 5-point scale ranging from 1 (I do not agree at all) to 5 (I fully agree). A sample item is "I don't think about my work at all." Sonnentag and Fritz (2007) reported the internal consistency estimate to be .85. The scale was initially translated to Turkish by Koçak et al. (2016). However, in the scope of the current study, one bilingual researcher checked the conceptual equivalence of the translation with original items and if necessary provided an alternative translation. The translated version of the scale (see Appendix E) yielded satisfactory internal consistency values for both husband (.90) and wife samples (.87).

2.2.5 Emotional Exhaustion

The current study assessed emotional Exhaustion with nine items from the Maslach Burnout Inventory (MBI, Maslach & Jackson, 1986). Participants rated the items on a 5-point scale ranging from 1 (never) to 5 (always). A sample item is “I feel emotionally drained from my work.” Ergin (1993) adapted the full scale to Turkish; however, the current study used only items measuring emotional exhaustion (see Appendix F). The internal consistency value for emotional exhaustion has been reported to be satisfactory in studies using the Turkish adaptation of the scale (e.g., $\alpha = .79$, Kuruüzüm, Anafarta, & Irmak, 2008). In the current study, the scale had satisfactory internal consistency estimates for both husband (.88) and wife (.90) samples.

2.2.6 Work-Family Conflict

Work-family conflict was measured with nine items from the scale developed by Carlson and colleagues (2000). The items were rated on a 5-point Likert scale ranging from (1) strongly disagree to (5) strongly agree. Of the nine items, three items measure time-based work interference with family (e.g., "My work keeps me from my family activities more than I would like"), three items tap into strain-based work interference with family (e.g., "When I get home from work I am often too frazzled to participate in family activities/responsibilities"), and the remaining three items measure behavior-based work interference with family (e.g., "The problem-solving behaviors I use in my job are not effective in resolving problems at home). Erdoğan (2009) reported an internal consistency value of .88 (see Appendix G). The internal consistency of the scale in the current study was .91 for husband and .86 for wife samples.

2.2.7 Self-Compassion

Self-compassion was measured with the self-compassion scale developed by Neff (2003). Participants responded to the items on a 5-point Likert scale ranging from (1) strongly disagree to (5) strongly agree. Sample items are “I try to be understanding and patient towards those aspects of my personality I don’t like” and “When I feel inadequate in some way, I try to remind myself that feelings of

inadequacy are shared by most people.” Akın and colleagues (2007) adapted the full scale to Turkish and reported reliability of the scale as ranging from .72 to .80 (see Appendix H). The current study revealed acceptable internal consistency values of the scale for both husband (.94) and wife (.89) samples.

2.2.8 Relaxation

Relaxation was assessed with four items (e.g., I do relaxing things) from the Recovery Experience Scale developed by Sonnentag and Fritz (2007). Items are rated on a 5-point Likert scale ranging from 1 (I do not agree at all) to 5 (I fully agree). The relaxation factor appears to have an adequate internal consistency value (e.g., $\alpha = .85$, Sonnentag & Fritz, 2007; $\alpha = .73$, Burke, Koyuncu, & Fiksenbaum, 2009). This factor was initially translated to Turkish by Koçak et al. (2016). In the current study, one bilingual researcher checked the conceptual equivalence of the translation with original items and provided an alternative translation. The translation of the scale (see Appendix I) had satisfactory internal consistency values for both husband (.91) and wife (.92) samples.

2.2.9 Experienced Family Incivility

To measure instigated family incivility, dyad members were asked to rate whether they experienced any rude behavior displayed by their partners during last one year. As a partner source data, one's experienced family incivility rating represents the partner's instigated family incivility. To illustrate, wives' experienced family incivility represents husbands' instigated family incivility, while husbands' experienced family incivility reflects wives' instigated family incivility. As an assessment of experienced family incivility, Lim and Tai (2014) modified Workplace Incivility Scale (Cortina et al., 2001) to adapt the scale to the family domain. Specifically, they replaced reference of "superiors and coworkers" with "family members" in items and excluded one item ("Addressed you in unwelcome nonprofessional terms, either publicly or privately") from the scale. Participants rated their partner's uncivil behaviors at home with seven items rated on a 5-point scale ranging from 1 (not at all) to 5 (most of the times). Cronbach's alpha was .90 for experienced family incivility (Lim & Tai, 2014). In the present study, the scale was

first translated to Turkish by two graduate students fluent in both Turkish and English, and then one bilingual researcher checked the conceptual equivalence of the item translations to the original items (see Appendix J for Turkish version of the scale items). In the current study, the internal consistency values of the scale were .79 for husband and .82 for wife samples.

2.2.10 Demographic Information Form

A demographic information form (see Appendix K) including questions about participants' sex, age, education level, number of children, income, and tenure (i.e., current job and total tenure) was included in the questionnaire packet. In this form, participants were also asked to report their satisfaction with housework load and perceived social support from family on a 6-point scale ranging from 1 (never) to 5 (most of the times). They were also asked to report what percentage of household work was met by themselves.

2.3 Procedure

Before the onset of data collection, the study was submitted to the Institutional Review Board of the Middle East Technical University. Following the approval of the Board (see Appendix L), the data collection process began. In data collection, a two-wave cross-sectional method (Time 1 and Time 2) was employed to eliminate common method bias. Initially, the dual-earner couples who lived together were invited to the study through social media platforms (i.e., Facebook and Instagram) and personal contacts of the researcher. Each interested couple received an informed consent form (for couples). The couples read the informed consent together, and if they agreed to participate voluntarily, they were asked to give their phone numbers. In both the first and second-time survey, the researcher sent separate survey links to wife and husband participants. Using the links, participants entered their phone number to match first-time and second-time survey and match dyadic (couple) responses. Time 1 survey included scales of Workplace Experienced Incivility, Core self-evaluation, Psychological Detachment, Emotional Exhaustion, and demographic information form. The survey link was sent to the volunteer participants via a short message service (SMS). In SMS, the participants were informed that they are

expected to fill the survey individually not with their partners. Time 2 survey included measures of Work-Family Conflict, Self-Compassion, Relaxation, and Family Experienced Incivility. Time 2 survey link was sent to the participants two weeks after each participant completed the first-time survey.

2.4 Data Analysis Strategy

As partners were nested in couples, nonindependence in partner ratings was tested using MANOVA. MANOVA statistics and ICC scores in Table 2 (presented in the result section) indicated that these responses were dependent. Hence, the current study examined the proposed model using the actor-partner interdependence model (APIM, Kenny, Kashy, & Cook, 2006) in order to account for the observed non-independence. Figure 3 displays a sample APIM including two exogenous variables (independent variables; X-husband and X-wife), two endogenous variables (dependent variables; Y-husband and Y-wife) and two errors for the endogenous variables.

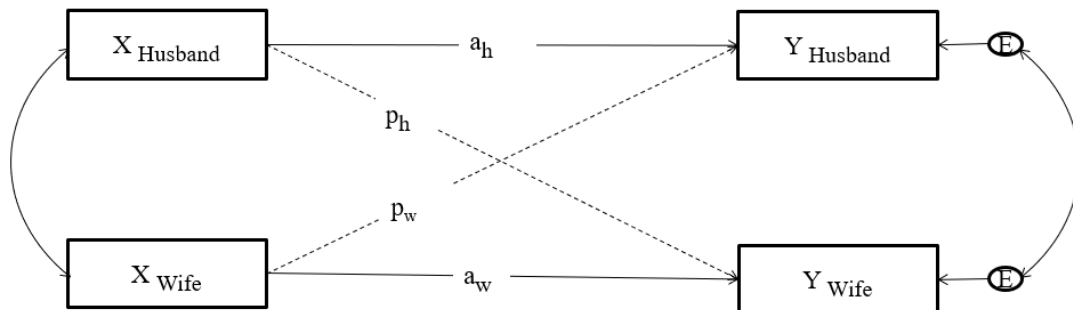


Figure 3. A Sample Actor-Partner Interdependence Model for Dyads Distinguished by their Gender.

Note. Dashed lines represent partner effects; straight lines represent actor effects. a_w = actor effect of wives; a_h = actor effect of husbands; p_w = partner effect of wives; p_h = partner effect of husbands; E = error.

APIM methodology can examine both actor and partner effects in a proposed hypothesis. In these models, the actor effect represents the effect of one's response on one's outcome, and the partner effect reflects the impact of one's response on his/her partner's outcome. As seen in Figure 3, a path from X-wife to Y-wife

represents a wife-actor effect, while a path from X-wife to Y-husband reflects wife-partner effect. Moreover, in APIM, to account for the interdependence of the data, researchers need to add free covariance across exogenous variables (e.g., X-husband and X-wife) and across errors of parallel endogenous variables (e.g., Y-husband and Y-wife). For instance, Figure 3 includes a covariance across X-husband and X-wife, and a covariance across errors of Y-husband and Y-wife. Relatedly, to meet the requirements of APIM method, path models testing the hypotheses of the current study will also include four covariances between the following pairs of relations: (a) wives' experienced workplace incivility and husband' experienced workplace incivility, (b) error of wives' emotional exhaustion and error of husbands' emotional exhaustion, (c) error of wives' work-family conflict and husbands' work-family conflict, (d) error of wives' experienced family incivility and error of husbands' experienced family incivility.

In running APIM analysis, researchers also need to consider whether members of dyad are distinguishable or indistinguishable as different data analytic approaches are used for indistinguishable as opposed to distinguishable dyads (see Kenny, Kashy, & Cook, 2006). Distinguishability refers to the extent each member of dyad can be identified by a categorical variable such as gender in heterosexual couples or mother and child in a family (Ackerman, Donnellan, & Kashy, 2011). Sample indistinguishable dyads are same-sex couples and same-sex twins (Ledermann, Macho & Kenny, 2011). Though heterosexual couples or mother-child pairs are conceptually distinguishable dyads, they also need to be verified as empirically distinguishable. Empirical distinguishability exists when there are differences in means, variances, and covariances in variables for dyad members (Ackerman et al., 2011). Accordingly, before testing the hypotheses of the study, empirical distinguishability of husbands and wives were tested with an omnibus tests of distinguishability using SEM in Mplus (Muthén & Muthén, 1998;2012) program. This SEM model included the following equality constraints: (a) wives and husbands have equal means for each variable, (b) wives and husbands have the same variance for each variable, (c) wives and husbands have the same intrapersonal covariance (actor effect) for each pair of relationship, and (d) wives and husbands have the same

interpersonal covariance (partner effect) for each pair of relationship. Distinguishability decision is made according to the model fit statistics of this fully constrained model: the non-rejectable chi square shows indistinguishability and lack of gender differences in means, variances, intrapersonal covariances, or interpersonal covariances (Ackerman et al., 2011). In other words, the non-rejectable χ^2 means that husbands and wives are not distinguishable for the pairs of relationship, while rejectable χ^2 implies that husbands and wives are distinguishable. However, as the primary focus is not the mean level differences in APIM, gender equality constraints on the means could be removed and omnibus test of distinguishability could be retested. Accordingly, empirically distinguishability of husbands and wives in each proposed relationship path was tested with two separate SEMs: (a) one with constraints on the variable means, variances, intrapersonal covariances, or interpersonal covariances, and (b) the other in which the constraints on the variable means were dropped. The findings were presented in the preliminary analysis part of the result section.

The proposed model of the current study includes testing four mediation and four moderation hypotheses. In estimating moderation effect in APIM, both the presumed moderator and the variable hypothesized to interact with the moderator (i.e., independent variable) were initially centered and then the interaction term was created by multiplying centered presumed moderator and the centered independent variable. Then, APIM includes both the interaction term and the moderator as exogenous variables.

With respect to sample size, complex models estimating greater number of parameters require larger sample size (Kline, 2016). Jackson (2003) suggested to consider the ratio of sample size to parameter estimated and recommend ratio of 20:1 as most ideal, and 10:1 as less ideal. Kline (2016) also suggested that when the ratio drop below 10:1, trustworthiness of the results also can fail. For the current study, sample size is 150, which allow to test number of parameters around 15. Hence, to have ideal ratio of sample size to estimated parameters, a decision was made to test mediating hypotheses in one APIM (path model) initially and later testing each moderating hypothesis in separate APIMs.

Model fit of each APIM was assessed based on χ^2 statistic, the chi square-to-degrees-of-freedom ratio (χ^2 /df), the comparative fit index (CFI), and the root-mean-square error of approximation (RMSEA). A good fit requires non-significant χ^2 statistic, values greater than or equal to .95 for CFI, and lesser than or equal to .06 for RMSEA (Hu and Bentler, 1999). APIM analyses were run with structural equation modeling path model through AMOS (Arbuckle, 2010). To test the mediation hypotheses, user-defined estimands were generated in AMOS. These user-defined estimands refer to the multiplication of the paths included in the mediation; and, they provide estimates for the indirect effects, their confidence intervals, and significance values (Arbuckle 2010, *p.* 593). Both for the direct path estimates and the indirect path estimates, 2000 bootstrapping were performed to attain 95 % confidence intervals (CI). The effects are interpreted as significant when the confidence intervals do not include zero.

CHAPTER 3

RESULTS

3.1 Overview

Results are presented in six sections. In the first section data screening and cleaning were conducted and the data were examined for outliers and normality assumption. In the second section descriptive statistics and correlations between study variables are examined. The third section examined distinguishability of the current sample. Forth section presents results of main hypothesis testing using APIM. In the fifth section, findings concerning research question related to spousal support is presented. In the final section, the study findings are summarized.

3.2 Data Screening

Data for workplace incivility, detachment, core self-evaluation, emotional exhaustion, work-family conflict, family incivility, relaxation and self-compassion were examined for outliers and normality assumption. Using the criterion of $p < .001$ for Mahalanobis distance, five multivariate couples were detected, and they were removed from the data set. Normality assumption was checked for the final sample (150 couples). The skewness and kurtosis values for all study variables were within the acceptable ranges, suggesting normal distribution.

3.3 Descriptive Statistics and Bivariate Correlations between the Study Variables

Table 1 summarizes internal consistency values, number of scale items and descriptive statistics for wife and husband samples separately. As can be seen, the study variables had satisfactory internal consistency values ranging from .76 to .92. Table 1 also presents paired sample t test results exploring gender differences in the study variables. Paired sample t test analysis revealed that there were significant differences between husband and wife samples with respect to core self-evaluation,

self-compassion and relaxation. Specifically, in couples, husbands reported higher levels of core self-evaluation ($M_{husband} = 3.75$, $SD_{husband} = .53$; $M_{wife} = 3.59$, $SD_{wife} = .51$), self-compassion ($M_{husband} = 3.39$, $SD_{husband} = .61$; $M_{wife} = 3.27$, $SD_{wife} = .67$) and relaxation ($M_{husband} = 3.52$, $SD_{husband} = .92$; $M_{wife} = 2.99$, $SD_{wife} = 1.09$). Moreover, while wives and husbands were not different in terms of the percentage of household work they reported $t(149) = .822$, $p = .41$, they differed in terms of satisfaction with housework load sharing, $t(149) = .326$, $p < .01$ and perceived social support from family members, $t(149) = 2.04$, $p < .05$. Specifically, husbands were more satisfied from housework sharing ($M_{husband} = 4.35$, $SD_{husband} = 1.45$; $M_{wife} = 3.38$, $SD_{wife} = 1.47$) and received greater social support from family members ($M_{husband} = 4.62$, $SD_{husband} = 1.46$; $M_{wife} = 4.32$, $SD_{wife} = .1.36$).

Table 1

Descriptive Statistics for Study Variables: Paired Sample T test for Gender

| Variables | Husband | | | Wife | | | t |
|-------------------------------------|----------|------|------|----------|------|------|---------|
| | α | M | SD | α | M | SD | |
| 1. Experienced Workplace Incivility | .86 (12) | 1.53 | .56 | .92 (12) | 1.61 | 0.62 | -1.28 |
| 2. Experienced Family Incivility | .79 (6) | 1.69 | .60 | .82 (6) | 1.70 | 0.62 | -.10 |
| 3. Psychological Detachment | .90 (4) | 2.92 | .04 | .87 (4) | 2.73 | 0.97 | 1.71 |
| 4. Emotional Exhaustion | .88 (9) | 2.04 | .71 | .90 (9) | 2.04 | 0.63 | .00 |
| 5. Core Self-Evaluation | .81 (12) | 3.75 | .53 | .82 (12) | 3.59 | 0.51 | 2.78** |
| 6. Spousal Support | .76 (12) | 3.98 | .57 | .81 (12) | 3.89 | 0.6 | 1.65 |
| 7. Work-Family Conflict | .91 (9) | 2.48 | .81 | .86 (9) | 2.47 | 0.71 | .10 |
| 8. Self-Compassion | .94 (26) | 3.39 | .61 | .89 (26) | 3.27 | 0.67 | 1.99* |
| 9. Relaxation | .91 (4) | 3.52 | 1.07 | .92 (84) | 2.99 | 1.09 | 5.39*** |

Note. $N = 150$. *** $p < .001$, ** $p < .01$, * $p < .05$. M = Mean, SD = Standard Deviation. The number of scale items are presented in parentheses.

The intraclass correlation coefficients (ICC) were estimated (Bryk & Raudenbush, 1992) to examine to the extent in which variability in variables explained by partnership. ICC (1) was calculated as $(BMS - WMS) / [BMS + [(k-1) * WMS]]$, where MSB is the mean square between-group, MSW is the mean square within-group, k is average group size. To calculate ICC (1) scores, MANOVA analysis was conducted. Table 2 summarizes MANOVA results and ICC (1) scores.

Table 2*ICC (1) Calculation and MANOVA Results*

| <i>Variables</i> | <i>ICC(1)</i> | <i>BMS</i> | <i>WMS</i> | <i>F</i> |
|-------------------------------------|---------------|------------|------------|----------|
| 1. Experienced Workplace Incivility | .05 | .32 | .29 | 1.11 |
| 2. Psychological Detachment | .16 | 1.25 | .90 | 1.39* |
| 3. Emotional Exhaustion | .18 | .60 | .41 | 1.45* |
| 4. Core Self-Evaluation | .05 | .30 | .27 | 1.11 |
| 5. Spousal Support | .30 | .43 | .23 | 1.84*** |
| 6. Work-Family Conflict | .12 | .73 | .58 | 1.27 |
| 7. Self-Compassion | .14 | .42 | .32 | 1.33* |
| 8. Relaxation | .24 | 1.41 | .87 | 1.63** |
| 9. Experienced Family Incivility | .30 | .46 | .25 | 1.84*** |

Note. $N = 150$. * $p < .05$, ** $p < .01$, *** $p < .001$.

As can be seen from Table 2, as can be seen in Table 2, results were not significant for experienced workplace incivility, core self-evaluation, and work-family conflict. However, the results were significant for psychological detachment, emotional exhaustion, spousal support, self-compassion, relaxation, and experienced family incivility. For these variables, ICC scores ranged from .14 to .30, suggesting that there is non-independence of couple scores on these variables.

Table 3 summarizes correlations for the study variable separately for husbands and wives. Some of the correlations between the variables were similar for husband and wife samples. For example, workplace experienced incivility was significantly related psychological detachment (husband, $r = -.16$, $p < .05$; wife, $r = -.22$, $p < .01$), emotional exhaustion (husband, $r = .34$, $p < .01$; wife, $r = .39$, $p < .01$), work-family conflict (husband, $r = .18$, $p < .05$; wife, $r = .30$, $p < .01$), core self-evaluation (husband, $r = -.41$, $p < .01$; wife, $r = -.22$, $p < .01$) in both samples. Moreover, experienced family incivility had significant associations with core self-evaluation (husband, $r = -.38$, $p < .05$; wife, $r = -.39$, $p < .01$), spousal support (husband, $r = -.45$, $p < .01$; wife, $r = -.48$, $p < .01$), work-family conflict (husband: $r = .26$, $p < .01$; wife, $r = .28$, $p < .01$), self-compassion (husband, $r = -.47$, $p < .01$; wife, $r = -.20$, $p < .01$), relaxation (husband, $r = .30$, $p < .01$; wife: $r = .24$, $p < .01$).

Some of the variable pairs were differentially correlated in wife and husband samples. To illustrate, while husbands' experienced workplace incivility was negatively related to husbands' self-compassion ($r = -.35, p < .01$), wives' workplace experienced incivility had a nonsignificant association with wives' self-compassion ($r = -.09, p = .27$). In addition, husbands' experienced workplace incivility was significantly related to their experienced family incivility ($r = .22, p < .01$), while wives' workplace experienced incivility was not related to their experienced family incivility ($r = .04, p = .66$). Moreover, as can be seen from Table 3, for some of the variable pairs, wives' and husbands' responses were interrelated. Samples interrelated variable pairs were as following: husbands' relaxation with wives' relaxation ($r = .32, p < .01$), husbands' experienced family incivility with wives' experienced family incivility ($r = .29, p < .01$), husbands' self-compassion with wives' experienced family incivility ($r = -.30, p < .01$), husbands' self-compassion with wives' spousal support ($r = -.28, p < .01$), husbands' self-compassion with wives' relaxation ($r = .25, p < .01$), and husbands' emotional exhaustion with wives' relaxation ($r = .25, p < .01$). Accordingly, these correlations suggested interdependence of the husbands' and wives' experiences of work-nonwork interface and justified the need to test partner and actor effects by the APIM method.

Table 3
Correlations for the Study Variables

| Variables | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 1. Experienced Workplace Incivility (Husband) | --- | | | | | | | | |
| 2. Psychological Detachment (Husband) | -.16* | --- | | | | | | | |
| 3. Emotional Exhaustion (Husband) | .34** | -.24** | --- | | | | | | |
| 4. Core Self-Evaluation (Husband) | -.41** | .30** | -.45** | --- | | | | | |
| 5. Spousal Support (Husband) | -.19* | -.09 | -.12 | .29** | --- | | | | |
| 6. Work-Family Conflict (Husband) | .18* | -.26** | .52** | -.35** | -.22** | --- | | | |
| 7. Self-Compassion (Husband) | -.35** | .36** | -.45** | .55** | .30** | -.39** | --- | | |
| 8. Relaxation (Husband) | -.15 | .29** | -.20* | .33** | .26** | -.22** | .43** | --- | |
| 9. Experienced Family Incivility (Husband) | .22** | -.22** | .20* | -.38** | -.45** | .26** | -.47** | -.30** | --- |
| 10. Workplace Experienced Incivility (Wife) | .05 | -.05 | .10 | -.01 | -.12 | .08 | .00 | .04 | .08 |
| 11. Psychological Detachment (Wife) | -.04 | .17* | -.12 | .10 | .03 | -.14 | .12 | .10 | -.09 |
| 12. Emotional Exhaustion (Wife) | .01 | .05 | .18* | .03 | -.13 | .04 | -.03 | .01 | .18* |
| 13. Core Self-Evaluation (Wife) | -.00 | .12 | -.05 | .08 | .06 | .06 | .18* | -.02 | -.08 |
| 14. Spousal Support (Wife) | -.03 | .03 | -.15 | .10 | .30** | -.20* | .28** | .11 | -.10 |
| 15. Work-Family Conflict (Wife) | .15 | -.06 | .20* | -.13 | -.18* | .12 | -.26** | -.18* | .18* |
| 16. Self-Compassion (Wife) | -.05 | .11 | -.04 | .14 | .09 | .02 | .15 | .07 | -.15 |
| 17. Relaxation (Wife) | -.17* | .11 | -.24** | .08 | .05 | -.14 | .25** | .32** | -.09 |
| 18. Experienced Family Incivility (Wife) | .07 | -.05 | .02 | -.07 | -.22** | -.07 | -.30** | -.11 | .29** |

Note. $N = 150$, ** $p < .01$, * $p < .05$.

Table 3 continued*Correlations for the Study Variables*

| Variables | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
|---|--------|--------|--------|--------|--------|--------|-------|--------|------|
| 10. Experienced Workplace Incivility (Wife) | ---- | | | | | | | | |
| 11. Psychological Detachment (Wife) | -.22** | ---- | | | | | | | |
| 12. Emotional Exhaustion (Wife) | .39** | -.11 | ---- | | | | | | |
| 13. Core Self-Evaluation (Wife) | -.22** | .13 | -.33** | ---- | | | | | |
| 14. Spousal Support (Wife) | -.07 | -.03 | -.07 | .33** | ---- | | | | |
| 15. Work-Family Conflict (Wife) | .30** | -.35** | .41** | -.39** | -.19* | ---- | | | |
| 16. Self-Compassion (Wife) | -.09 | .21* | -.13 | .49** | .06 | -.38** | ---- | | |
| 17. Relaxation (Wife) | .02 | .16* | .03 | .05 | .26** | -.26** | .15 | ---- | |
| 18. Experienced Family Incivility (Wife) | .04 | -.01 | .11 | -.39** | -.48** | .28** | -.20* | -.24** | ---- |

Note. $N = 150$, ** $p < .01$, * $p < .05$.

3.4 Preliminary Analysis for Hypothesis Testing

Table 4 displays the statistics of omnibus tests of distinguishability run for each proposed path in the current study. Separate statistics were presented for the fully constrained model and the models dropped constraint on variable means. As seen in Table 4, the fully constrained models suggested that husbands and wives were not empirically distinguishable for the association of core self-evaluation and partner experienced family incivility ($\chi^2(6, N = 150) = .10.77, p = .10$). However, results of the models, in which constraint on the variable means were dropped, revealed a rejectable chi square value, meaning that despite mean level similarity, there were differences in the variances and covariances in the proposed association. On the other hand, unlike findings in the fully constrained models, the models with the dropped constraint on the variable means yielded a non-rejectable chi square for the following associations between: core self-evaluation and emotional exhaustion ($\chi^2(4, N = 150) = 8.37, p = .08$) and relaxation and partner reported experienced family incivility ($\chi^2(4, N = 150) = 3.48, p = .48$). The differential finding across two models implies that husbands and wives were distinguishable in terms of variable mean, however not empirically distinguishable with respect to variances and covariances. Accordingly, in hypothesis testing of the current study, husbands and wives are treated as indistinguishable in estimating the relationship between core self-evaluation and emotional exhaustion, and relaxation and partner reported experienced family incivility. In other words, same path effects were estimated for both samples, while

separate path effects were estimated for the remaining associations across wives and husbands.

Table 4

The Omnibus Tests of Distinguishability

| <i>Relationships</i> | Fully Constrained | | | No Constraints on Mean | | |
|---|-------------------|----|----------|------------------------|----|----------|
| | χ^2 | df | <i>p</i> | χ^2 | df | <i>p</i> |
| 1. Experienced Workplace Incivility → Emotional Exhaustion | 19.91 | 6 | .00 | 18.05 | 4 | .00 |
| 2. Emotional Exhaustion → Work-Family Conflict | 15.00 | 6 | .02 | 14.99 | 4 | .00 |
| 3. Emotional Exhaustion → Partner Experienced Family Incivility | 10.77 | 6 | .10 | 10.76 | 4 | .03 |
| 4. Work-Family Conflict → Partner Experienced Family Incivility | 13.40 | 6 | .04 | 13.37 | 4 | .00 |
| 5. Core Self-Evaluation → Emotional Exhaustion | 17.72 | 6 | .01 | 8.37 | 4 | .08 |
| 6. Psychological Detachment → Emotional Exhaustion | 14.89 | 6 | .02 | 8.37 | 4 | .02 |
| 7. Self-Compassion → Partner Experienced Family Incivility | 26.35 | 6 | .00 | 22.41 | 4 | .00 |
| 8. Relaxation → Partner Experienced Family Incivility | 31.54 | 6 | .00 | 3.48 | 4 | .48 |

3.5 Main Hypotheses Testing with APIMs

In the following sections, the results of five separate APIMs testing the study hypotheses are presented. Based on the requirements of APIM, each APIM included three correlated parallel error terms (i.e., emotional exhaustion, work-family conflict, and experienced family incivility) and covariance among wives' experienced workplace incivility and husbands' experienced workplace incivility. The first APIM tested the mediating hypotheses (Hypothesis 1 to Hypothesis 4). The following four APIMs tested moderating effects of core self-evaluation (Hypothesis 5), psychological detachment (Hypothesis 6), self-compassion (Hypothesis 7), and relaxation (Hypothesis 8).

3.5.1 The First APIM: Testing Mediating Hypotheses

Figure 4 displays the first APIM testing hypotheses 1 to 4. The initial model showed poor fit to the data, $\chi^2(16, N=150) = 39.10$, $\chi^2/df = 2.45$, $p = .00$, GFI = .94, CFI = .85, RMSEA = .10. To improve the model fit, the modification indices were checked. The modification indices suggested to add an actor path from work-family conflict to experienced family incivility for both husband and wife samples. This suggestion was reasonable based on the research finding supporting negative

association between work-family conflict and experienced family incivility (Lim & Tai, 2014). However, before model modification, whether wives and husbands were empirically distinguishable in this suggested association needed to be tested. According to the results, husband and wife were distinguishable in this path based on fully constrained model ($\chi^2(6) = 13.40, p < .05$) and the model dropped constraint on variable means ($\chi^2(4) = 13.37, p < .05$). Hence, these paths were included to the model as separate effects. With the inclusion of these paths, the modified first APIM model fit the data well, $\chi^2(14, N = 150) = 16.04, \chi^2/df = 1.45, p = .31, GFI = .97, CFI = .99, RMSEA = .03$. Table 5 summarizes the unstandardized coefficients and confidence intervals for estimated parameters and Figure 5 presents standardized path estimates in the modified first APIM.

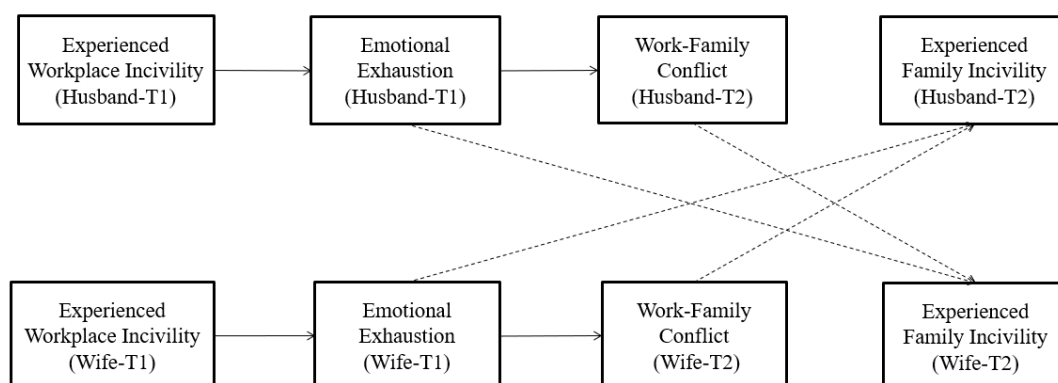


Figure 4. The First APIM Testing Hypotheses 1 to 4.

Note. Dashed lines represent partner effects; straight lines represent actor effects. For simplicity, correlated parallel error terms and covariance among exogenous variables not depicted. T1= Time 1, T2= Time 2.

Table 5

Unstandardized Parameter Estimates in the Modified First APIM

| Paths Specified in Initial Model | | Husband | | Wife | |
|----------------------------------|---|----------|-----------|----------|-----------|
| | | Estimate | 95% CI | Estimate | 95% CI |
| Experienced Workplace Incivility | → Emotional Exhaustion | .55* | .25; .90 | .39* | .27; .54 |
| Emotional Exhaustion | → Work-Family Conflict | .59* | .40; .79 | .47* | .25; .69 |
| Work-Family Conflict | → Partner Experienced Family Incivility | -.08 | -.20; .03 | .07 | -.07; .23 |
| Emotional Exhaustion | → Partner Experienced Family Incivility | .01 | -.10; .19 | .13 | -.01; .28 |
| Paths Added After Modification | | | | | |
| Work-Family Conflict | → Experienced Family Incivility | .16* | .05; .25 | .25* | .13; .37 |

Note. * $p < .01$. CI = Confidence Interval.

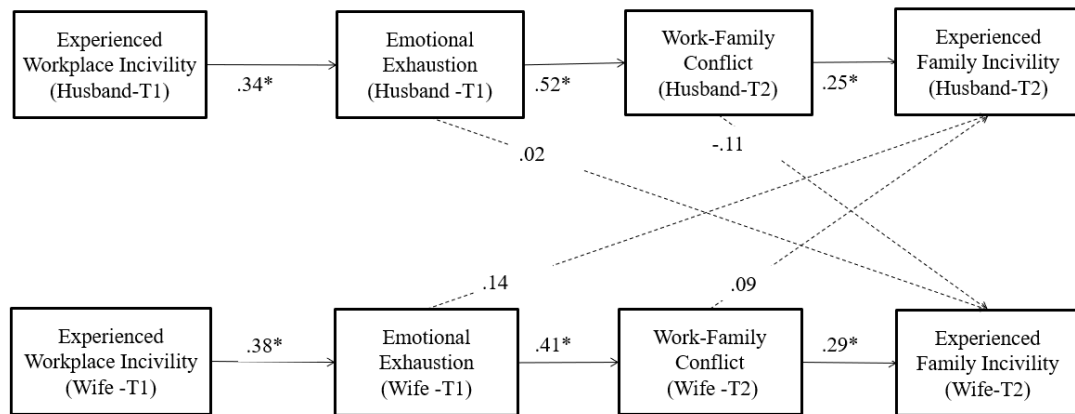


Figure 5. Standardized Estimates in the Modified First APIM Testing Hypotheses 1 to 4.

Note. Dashed lines represent partner effects; straight lines represent actor effects. For simplicity, correlated parallel error terms and covariance among exogenous variables not depicted. T1= Time 1, T2= Time 2, * $p < .01$.

As can be seen in Table 5, there were six actor effects. Significant actor effects were between following pairs of variables: workplace experienced incivility and emotional exhaustion (husband, $B = .55$, $CI [.25, .90]$; wife, $B = .39$, $CI [.27, .54]$), emotional exhaustion and work-family conflict (husband, $B = .59$, $CI [.40, .79]$; wife, $B = .47$, $CI [.25, .69]$), and work-family conflict and experienced family incivility (husband, $B = .16$, $CI [.05, .25]$; wife, $B = .25$, $CI [.13, .37]$). Hypothesis 1 proposed that emotional exhaustion would mediate the relationship between experienced workplace incivility and work-family conflict. In the model, emotional exhaustion emerged as a significant mediator of the relationship between workplace experienced incivility and work-family conflict for both samples (husband, *indirect effect* = .32, $CI [.14, .55]$; wife, *indirect effect* = .18, $CI [.08, .30]$) yielding support for Hypothesis 1. Work-family conflict was expected to mediate the pathway from emotional exhaustion to instigated family incivility (Hypothesis 2). As stated in the method section, partner's report of experienced family incivility represents one's instigated incivility. Hence, Hypothesis 2 was tested with two pathways [husbands' emotional exhaustion → husbands' work-family conflict → wives' experienced family incivility] and [wives' emotional exhaustion → wives' work-family conflict → husbands'

experienced family incivility]. Here, while the path from the husbands' work-family conflict to wives' experienced family incivility represented husband-partner effect, the path from wives' work-family conflict to husbands' experienced family incivility referred to wife-partner effect. According to the estimates predicted by the APIM, work-family conflict did not mediate the relationship between emotional exhaustion and partner experienced family incivility, namely instigated family incivility (husband, *indirect effect* = -.05, *CI* [-.14, .02]; wife, *indirect effect* = .03, *CI* [-.03, .12]). Hence, the current study did not support Hypothesis 2.

Hypothesis 3 stated that emotional exhaustion would mediate the relationship between experienced workplace incivility and instigated family incivility. In the APIM, Hypothesis 3 was tested with two pathways [husbands' experienced workplace incivility -husbands' emotional exhaustion-> wives' experienced family incivility] and [wives' experienced workplace incivility-> wives' emotional exhaustion-> husbands' experienced family incivility]. The results showed that ones' emotional exhaustion did not mediate the association between their experienced workplace incivility and their instigated family incivility (husband, *indirect effect* = .01, *CI* [-.06, .10]; wife, *indirect effect* = .05, *CI* [.00, .11]). Accordingly, Hypothesis 3 was not supported for both husbands and wives.

Hypothesis 4 proposed emotional exhaustion and work-family conflict as serial mediators in the association between experienced workplace and instigated family incivility. Accordingly, Hypothesis 4 was tested with two pathways [husbands' experienced workplace incivility → husbands' emotional exhaustion → husbands' work-family conflict → wives' experienced family incivility] and [wives' experienced workplace incivility → wives' emotional exhaustion → wives' work-family conflict → husbands' experienced family incivility]. According to the results, emotional exhaustion and work-family conflict did not emerge as significant mediators, hence Hypothesis 4 was not supported (husband, *indirect effect* = -.03, *CI* [-.09, .01]; wife, *indirect effect* = .01, *CI* [-.01, .05]). Taken together, the current study supported Hypothesis 1, however failed to support Hypotheses H2-H4.

Although no hypothesis was proposed initially, emotional exhaustion and work-family conflict emerged as significant serial mediators in the relationship

between experienced workplace incivility and experienced family incivility (husband, *indirect effect* = .05, *CI* [.02, .11]; wife, *indirect effect* = .05, *CI* [.02, .05]). This means that individuals' experienced workplace incivility indirectly influenced their partners' instigated family incivility through their own emotional exhaustion and work-family conflict. Taken together, the first APIM explained 14% of the variance in wives' emotional exhaustion, 12% in husbands' emotional exhaustion, 17% in wives' work-family conflict, 27% in husbands' work-family conflict, 9% in wives' experienced incivility (husband-instigated family incivility) and 11% in husbands' experienced incivility (wife-instigated family incivility). The modified APIM became the baseline model in the subsequent APIMs testing moderation hypotheses.

3.5.2 The Second APIM: Testing Moderating Role of Core Self-Evaluation

Figure 6 displays the second APIM testing the Hypothesis 5. In this model, exogenous variables are husbands' experienced workplace incivility, wives experienced workplace incivility, husbands' core self-evaluation, wives' core self-evaluation and their relevant interaction terms.

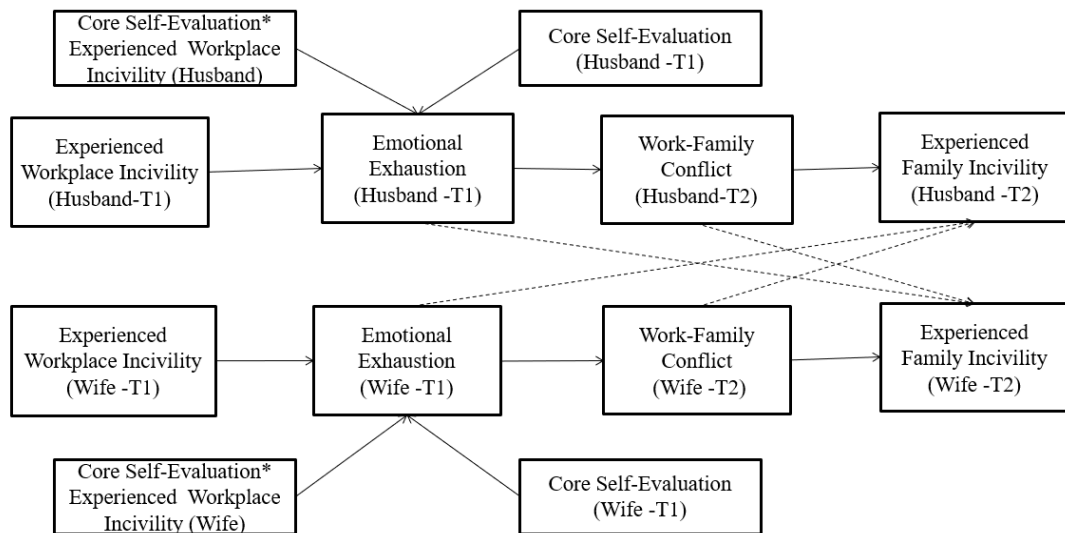


Figure 6. The Second APIM Testing Hypothesis 5.

Note. Dashed lines represent partner effects; straight lines represent actor effects. For simplicity, correlated parallel error terms and covariance among exogenous variables not depicted. T1= Time1, T2= Time 2.

Across exogenous variables, two covariances were included in the model based on the current study's zero-order correlations. These covariances were between wives experienced workplace incivility and wives' core self-evaluation ($r = -.22, p < .01$), and husbands' experienced workplace incivility and husbands' core self-evaluation ($r = -.41, p < .01$). The second APIM showed poor fit to the data $\chi^2(48, N = 150) = 123.95, \chi^2/df = 2.58, p < .001, GFI = .89, CFI = .74, RMSEA = .10$.

To improve the model fit, the modification indices were checked. With respect to covariances, the modification indices suggested to correlate one's workplace experienced incivility with relevant interaction terms. Moreover, the modification indices suggested adding following paths: a path from wives' core self-evaluation to their perception of experienced family incivility, a path from husbands' core self-evaluation to husbands' experienced family incivility, and a path from wives' core self-evaluation to wives' work-family conflict. Suggestion for the relationship between core self-evaluation and experienced family incivility was consistent with the research finding supporting negative association of core self-evaluation with experienced family incivility (Lim & Tai, 2014). Inclusion of a path from core self-evaluation to work-family conflict was consistent with again the association reported by Lim and Tai (2014). Before adding these paths to model, distinguishability of dyads in the association between core self-evaluation and experienced family incivility was also tested. The results revealed that husbands and wives were not distinguishable in this path based on the fully constrained model ($\chi^2(6) = 10.01, p = .12$) and the model dropped constraint on variable means ($\chi^2(4) = 1.44, p = .83$). Hence, same actor effect for this path was added to the model for both husbands and wives. With the addition of two covariances and three paths, the modified model fit the data well, $\chi^2(44) = 53.67, \chi^2/df = 1.22, p = .15, GFI = .95, CFI = .97, RMSEA = .04$.

Table 6 summarizes the unstandardized coefficients and confidence intervals and Figure 7 presents standardized path estimates. With respect to main effect of core self-evaluation, significant actor effects were found. Actor core self-evaluation was significantly related to actor emotional exhaustion ($B = -.42, CI [-.67, -.28]$) and experienced family incivility ($B = -.36, CI [-.50, -.23]$) both for husbands and wives.

Moreover, wives' core self-evaluation was related to their work-family conflict, $B = -.40$, $CI [-.61, -.16]$.

Table 6
Unstandardized Parameter Estimates in the Modified Second APIM

| Paths Specified in Initial Model | | | | Husband | | Wife | |
|----------------------------------|---|---------------------------------------|--|------------------|------------|------------------|------------|
| | | | | Estimate | 95% CI | Estimate | 95% CI |
| Experienced Workplace Incivility | → | Emotional Exhaustion | | .37** | .10, .72 | .32** | .16, .45 |
| Core Self-Evaluation | → | Emotional Exhaustion | | -.42***a | -.67, -.28 | -.42***a | -.67, -.28 |
| Core Self-Evaluation * | | | | | | | |
| Experienced Workplace Incivility | → | Emotional Exhaustion | | .02 ^b | -.06, .08 | .02 ^b | -.06, .08 |
| Emotional Exhaustion | → | Work-Family Conflict | | .59** | .39, .78 | .36** | .14, .60 |
| Emotional Exhaustion | → | Partner Experienced Family Incivility | | .04 | -.08, .20 | .18* | .04, .33 |
| Work-Family Conflict | → | Partner Experienced Family Incivility | | -.07 | -.18, .04 | .03 | -.12, .18 |
| Work-Family Conflict | → | Experienced Family Incivility | | .09 | -.03, .19 | .14* | .02, .26 |
| Paths Added After Modification | | | | | | | |
| Core Self-Evaluation | → | Work-Family Conflict | | — | — | -.40** | -.61, -.16 |
| Core Self-Evaluation | → | Experienced Family Incivility | | -.36***c | -.50, -.23 | -.36***c | -.50, -.23 |

Note. * $p < .05$, ** $p < .01$. Same letter (a,b,c) in superscript means same effects estimated.

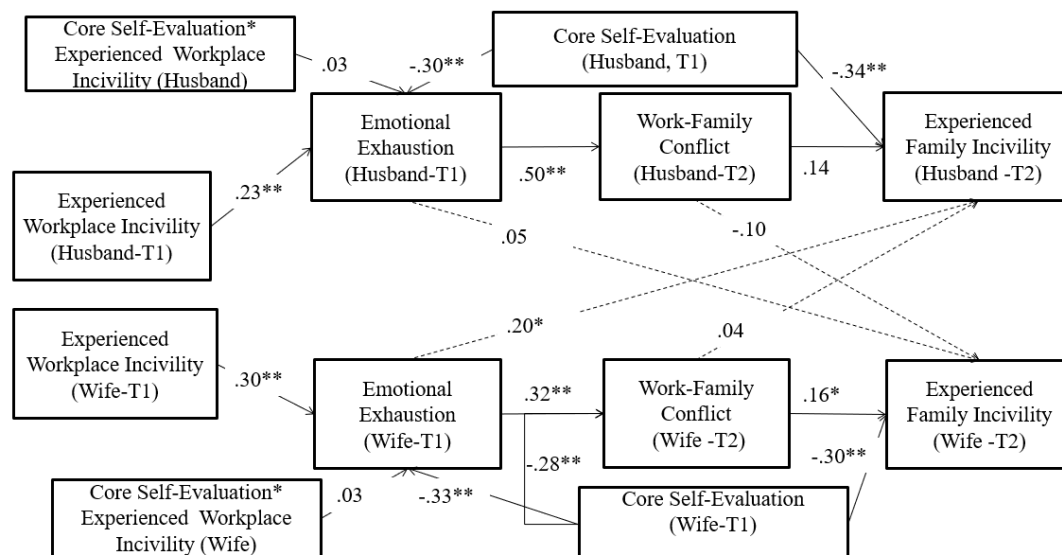


Figure 7. Standardized Estimates in the Modified Second APIM Testing Hypothesis 5.

Note. Dashed lines represent partner effects; straight lines represent actor effects. For simplicity, correlated parallel error terms and covariance among exogenous variables not depicted. T1= Time 1, T2= Time2. * $p < .05$, ** $p < .01$.

According to Hypothesis 5, core self-evaluation would moderate the relationship between workplace experienced incivility and emotional exhaustion. As can be seen in Table 5, core self-evaluation did not emerge as a significant moderator in this relationship, $B = .02$, $CI [-.06, .08]$. However, the second APIM revealed a significant partner effect between wives' emotional exhaustion and husband's experienced family incivility, $B = .18$, $CI [.04, .33]$ and partially supported the mediating role of emotional exhaustion between experienced workplace incivility and instigated family incivility (*indirect effect* = .06, $CI [.01, .12]$). This means that wives' workplace experienced incivility indirectly influenced wives' instigated family incivility through their own emotional exhaustion after controlling for husbands' core self-evaluation. Taken together, the second APIM explained 24% of the variance in wives' emotional exhaustion, 19% of the variance in husbands' emotional exhaustion, 25% in wives' work-family conflict, 25% in husband's work-family conflict, 17% in wives' experienced incivility and 20% in husband's experienced incivility.

3.5.3 The Third APIM: Testing Moderating Role of Psychological Detachment

Figure 8 displays the third APIM testing Hypothesis 6. Correlations for the study variables revealed a significant association between experienced workplace incivility and psychological detachment (husband, $r = -.16$, $p < .05$; wife, $r = -.22$, $p < .01$) and between husbands' psychological detachment and wives' psychological detachment ($r = .17$, $p < .01$). Accordingly, following covariances between exogenous variables were included in the third APIM: between husbands' psychological detachment and wives' psychological detachment, and between husbands' psychological detachment and wives' psychological detachment. The third APIM, showed a poor fit to the data, $\chi^2(45, N=150) = 109.93$, $\chi^2/df = 2.29$, $p < .001$, GFI = .90, CFI = .75, RMSEA = .09. The χ^2/df value and all fit indices did not meet the satisfactory model fit values.

Given the poor model fit, the proposed model was modified based on the modification indices and theoretical considerations. Modification indices suggested to add one covariance between wives' experienced workplace incivility and wives' interaction term, and one covariance between husbands' experienced workplace

incivility and husbands' interaction term. Modification indices also suggested to add one path from one's psychological detachment to one's work-family conflict for both wives and husbands. The suggestion concerning the relationship between psychological detachment and work-family conflict was consistent with the research finding supporting a negative association between work-family conflict and psychological detachment (Demsy et al., 2014). As the distinguishability test for the suggested path yielded rejectable chi square value based on both fully constrained model ($\chi^2(6) = 15.93, p < .05$) and the model dropped constraint on variable means ($\chi^2(4) = 12.74, p < .01$), separate actor effects were estimated for wives and husbands.

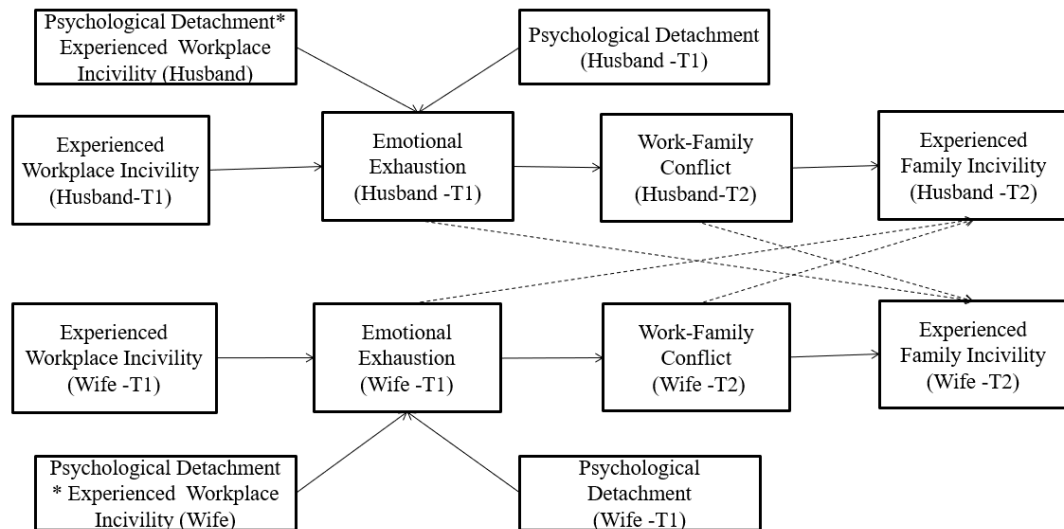


Figure 8. The Third APIM Testing Hypothesis 6.

Note. Dashed lines represent partner effects; straight lines represent actor effects. For simplicity, correlated parallel error terms and covariance among exogenous variables not depicted. T1= Time1, T2= Time 2.

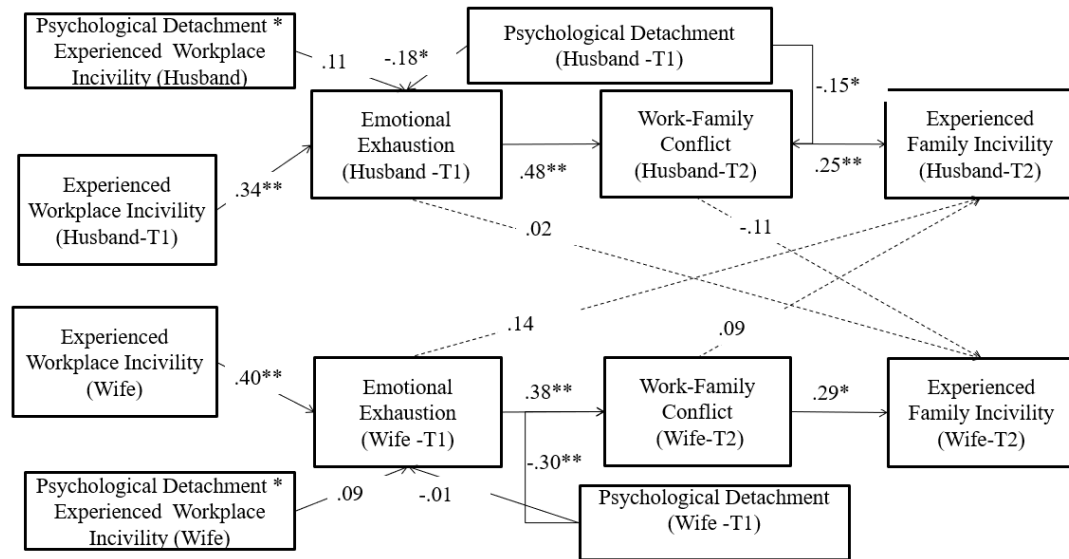
The modified model with the addition of two covariances and two paths fit the data well, $\chi^2(41, N =150) =51.51, \chi^2/df = 1.26, p > .05, GFI= .95, CFI=.95, RMSEA = .04$. Table 7 presents the unstandardized coefficients and confidence intervals estimated in the model. Standardized path estimates are presented in Figure 9.

Table 7

Unstandardized Parameter Estimates in the Modified Third APIM

| Paths Specified in Initial Model | | | Husband | | Wife | |
|----------------------------------|---|---------------------------------------|----------|------------|----------|------------|
| | | | Estimate | 95% CI | Estimate | 95% CI |
| Experienced Workplace Incivility | → | Emotional Exhaustion | .55** | .23, .91 | .41** | .23, .59 |
| Psychological Detachment | → | Emotional Exhaustion | -.13* | -.24, -.01 | -.01 | -.12, .11 |
| Psychological Detachment * | → | Emotional Exhaustion | .09 | -.07, .25 | .05 | -.05, .17 |
| Experienced Workplace Incivility | → | Work-Family Conflict | .55** | .36, .75 | .43** | .24, .63 |
| Emotional Exhaustion | → | Partner Experienced Family Incivility | .01 | -.10, .19 | .13 | -.01, .28 |
| Work-Family Conflict | → | Partner Experienced Family Incivility | -.08 | -.20, .03 | .07 | -.07, .23 |
| Work-Family Conflict | → | Experienced Family Incivility | .16** | .05, .25 | .25** | .13, .37 |
| Paths Added After Modification | | | | | | |
| Psychological Detachment | → | Work-Family Conflict | -.12* | -.24, -.01 | -.22** | -.33, -.12 |

Note. * $p < .05$, ** $p < .01$.

**Figure 9.** Standardized Parameter Estimates in the Modified Third APIM.

Note. Dashed lines represent partner effects; straight lines represent actor effects. For simplicity, correlated parallel error terms and covariance among exogenous variables not depicted. T1= Time 1, T2= Time 2, * $p < .05$, ** $p < .01$.

The third APIM revealed significant actor effect for psychological detachment. While husbands' psychological detachment was related to both their emotional exhaustion ($B = -.13$, $CI [-.24, -.01]$) and work-family conflict ($B = -.12$, $CI [-.24, -.01]$), wives' psychological detachment was associated with just work-

family conflict ($B = -.22$, $CI [-.33, -.12]$). Hypothesis 6 proposed psychological detachment as a moderator in the association between workplace experienced incivility and emotional exhaustion. However, as the interaction term indicates in Table 7, psychological detachment did not moderate the relationship between experienced workplace incivility and emotional exhaustion (husbands, $B = .09$, $CI [-.07, .25]$; wives, $B = .05$, $CI [-.05, .17]$).

Although no hypothesis was proposed initially, husbands' emotional exhaustion and work-family conflict emerged as significant serial mediators in the relationship between husbands' psychological detachment and husbands' experienced family incivility, *indirect effect* = $-.01$, $CI [-.03, -.00]$, $p < .05$. On the other hand, wives' work-family conflict mediated the association between wives' psychological detachment and wives' experienced family incivility, *indirect effect* = $-.06$, $CI [-.10, -.02]$, $p < .05$. The third APIM, explained 15% of the variance in wives' emotional exhaustion, 17% of the variance in husbands' emotional exhaustion, 26% in wives' work-family conflict, 29% in husband's work-family conflict, 9% in wives' experienced incivility and 11% in husband's experienced incivility.

3.5.4 The Fourth APIM: Testing Moderating Role of Self-Compassion

Figure 10 presents the fourth APIM testing Hypothesis 7. As husbands' experienced workplace incivility was related to husbands' self-compassion ($r = -.35$, $p < .01$), covariances between exogenous variables between husbands' experienced workplace incivility and husbands' self-compassion were included to the fourth APIM. The model showed a poor fit to the data, $\chi^2(47, N = 150) = 133.30$, $\chi^2/df = 2.84$, $p < .001$, $GFI = .88$, $CFI = .68$, $RMSEA = .11$. Based on the modification suggested to add following direct paths: a path from husbands' self-compassion to husbands' emotional exhaustion, a path from husbands' self-compassion to husbands' work-family conflict, a path from husbands' self-compassion to husbands' experienced family incivility, and a path from wives' self-compassion to wives' work-family conflict. Among these paths, the path from husbands' self-compassion to husbands' emotional exhaustion was not justifiable as self-compassion was second time and emotional exhaustion was first time measure. The remaining suggestions were reasonable based on the role of self-compassion in reducing conflict among

work and personal-life domains (Nicklin, Meachon, & McNall, 2018) and in nurturing close relationships (Neff & Beretvas, 2013; Yarnell & Neff, 2013). Before adding suggested paths, whether husbands and wives are distinguishable in the association between self-compassion and work-family conflict was tested. The results revealed a rejectable chi square value based on both fully constrained model ($\chi^2(6, N = 150) = 30.00, p < .05$) and the model dropped constraint on variable means ($\chi^2(4, N = 150) = 25.44, p < .01$), suggesting inclusion of these paths as separate actor effects. The modified model with the addition of three new paths showed acceptable fit to the data, $\chi^2(43, N = 150) = 73.01, \chi^2/df = 1.70, p < .01, GFI = .93, CFI = .89, RMSEA = .07$.

Table 8 presents the unstandardized coefficients and confidence intervals. Standardized path estimates are reported in Figure 11. As can be seen in Table 8, the fourth APIM revealed significant actor and partner effects for self-compassion. With respect to actor effects, husbands' self-compassion was related to both their work-family conflict ($B = -.33, CI [-.68, -.03]$) and experienced family incivility ($B = -.45, CI [-.63, -.28]$), whereas wives' self-compassion was related to work-family conflict ($B = -.32, CI [-.48, -.17]$).

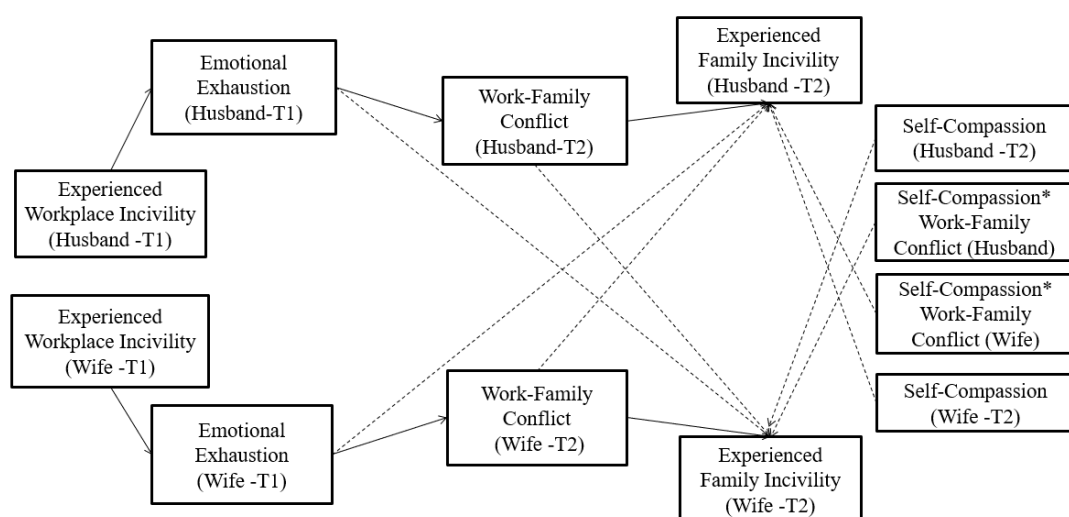


Figure 10. The Fourth APIM Testing Hypothesis 7.

Note. Dashed lines represent partner effects; straight lines represent actor effects. For simplicity, correlated parallel error terms and covariance among exogenous variables not depicted. T1= Time 1, T2= Time 2.

Table 8*Unstandardized Parameter Estimates in the Modified Fourth APIM*

| Paths Specified in Initial Model | | | Husband | | Wife | |
|---------------------------------------|---|---------------------------------------|----------|------------|----------|------------|
| | | | Estimate | 95% CI | Estimate | 95% CI |
| Experienced Workplace Incivility | → | Emotional Exhaustion | .55** | .25, .90 | .39** | .27, .54 |
| Emotional Exhaustion | → | Work-Family Conflict | .49** | .29, .71 | .42** | .23, .63 |
| Emotional Exhaustion | → | Partner Experienced Family Incivility | -.04 | -.17, .12 | .14 | -.01, .27 |
| Work-Family Conflict | → | Partner Experienced Family Incivility | -.13* | -.25, -.01 | -.02 | -.16, .11 |
| Self-Compassion | → | Partner Experienced Family Incivility | -.42** | -.64, -.20 | -.06 | -.18, .07 |
| Work-Family Conflict | → | Experienced Family Incivility | .07 | -.02, .16 | .18* | .06, .29 |
| Work-Family Conflict* Self-Compassion | → | Partner Experienced Family Incivility | .05 | -.03, .12 | -.05 | -.13, .03 |
| Paths Added After Modification | | | | | | |
| Self-Compassion | → | Work-Family Conflict | -.33* | -.68, -.03 | -.32** | -.48, -.17 |
| Self-Compassion | → | Experienced Family Incivility | -.45*** | -.63, -.28 | — | — |

Note. * $p < .05$, ** $p < .01$, *** $p < .001$.

As a partner effect, the effect of husbands' work-family conflict on wives' experienced family incivility was significant, $B = -.13$, $CI [-.25, -.01]$. This unexpected significant negative association should be interpreted with possibility of suppressing effect. Suppressor variable is the one that increases regression weight of other variable when they are included in a regression equation (Conger, 1974). When zero-order correlations were examined, husband's work-family conflict was not significantly related to wives' experienced family incivility ($r = -.07$, $p = .38$), while husbands' self-compassion was significantly related to husbands' work-family conflict ($r = -.39$, $p < .01$) and wives' experienced family incivility ($r = -.30$, $p < .01$). Accordingly, husbands' self-compassion seems to act as a suppressor here.

With respect to testing Hypothesis 7, self-compassion did not moderate the relationship between work-family conflict and partner experienced family incivility, namely actor instigated family incivility (husband, $B = .05$, $CI [-.03, .12]$; wife, $B = -.05$, $CI [-.13, .03]$). Taken together, the fourth APIM explained 14 % of the variance in wives' emotional exhaustion, 11% in husbands' emotional exhaustion, 28% of the variance in wives' work-family conflict, 26% of the variance in husband's work-family conflict, 20% of the variance in wives' experienced incivility and 24% of the variance in husband' experienced incivility.

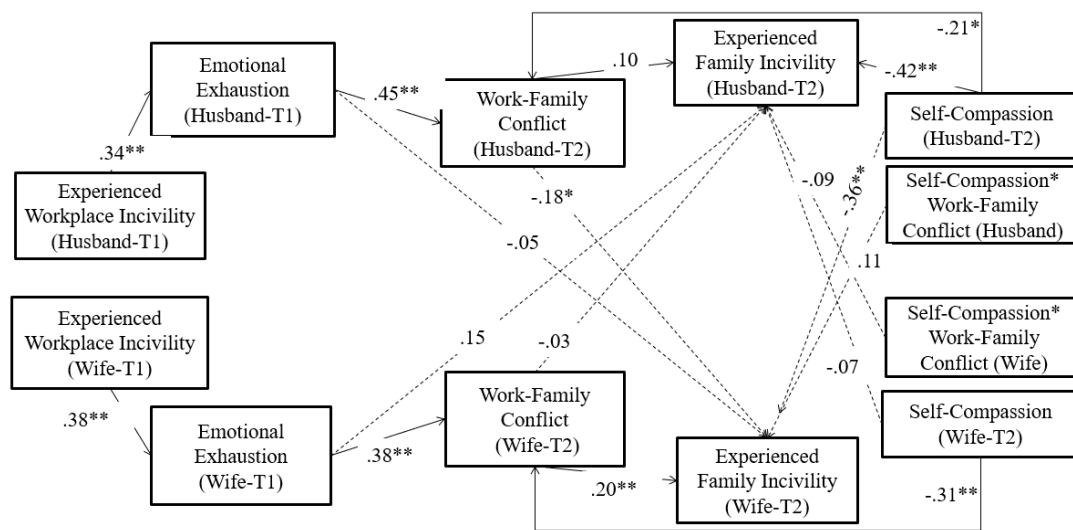


Figure 11. Standardized Parameter Estimates in the Modified Fourth APIM.

Note. Dashed lines represent partner effects; straight lines represent actor effects. For simplicity, correlated parallel error terms and covariance among exogenous variables not depicted. T1=Time 1, T2= Time 2, * $p < .05$, ** $p < .01$.

3.5.5 The Fifth APIM: Testing Moderating Role of Relaxation

Figure 12 presents the fifth APIM testing the buffering role of relaxation. As husbands' relaxation was related to wives' relaxation ($r = -.32, p < .01$), a covariance between exogenous variables of husbands' relaxation and wives' relaxation was included to the fifth APIM. The model showed a poor fit to the data, $\chi^2(49, N = 150) = 98.99, \chi^2/df = 2.02, p < .001, GFI = .91, CFI = .77, RMSEA = .08$. Given the poor model fit, the fourth APIM was modified based on the modification indices and theoretical considerations. Modification indices suggested to add one covariance between wives' relaxation and wives' interaction term. Modification indices also suggested to add following direct paths: a path from wives' relaxation to wives' work-family conflict, a path from wives' relaxation to husbands' emotional exhaustion, a path from husbands' relaxation to husbands' experienced family incivility, and a path from wives' relaxation to wives' experienced family incivility. As adding a path from wives' relaxation to husbands' emotional exhaustion requires to estimate an effect from second time assessment to first time assessment, this modification suggestion was not logical. The remaining suggestions are consistent with the research findings on the negative association of work-family conflict with relaxation (Molino, Cortese, Bakker, & Ghislieri, 2015), and negative relationship between incivility perception

and relaxation (Demsky, Fritz, Hammer, & Black, 2019). Before adding suggested paths, distinguishability of husbands and wives in the relationship between relaxation and experienced family incivility was tested. The results revealed a rejectable chi square value based on fully constrained model ($\chi^2(6, N=150) = 31.54, p < .05$) and a non-rejectable chi square value for the model dropped constraint on variable means ($\chi^2(4, N=150) = 3.48, p = .48$), suggesting inclusion of these paths as same actor effects.

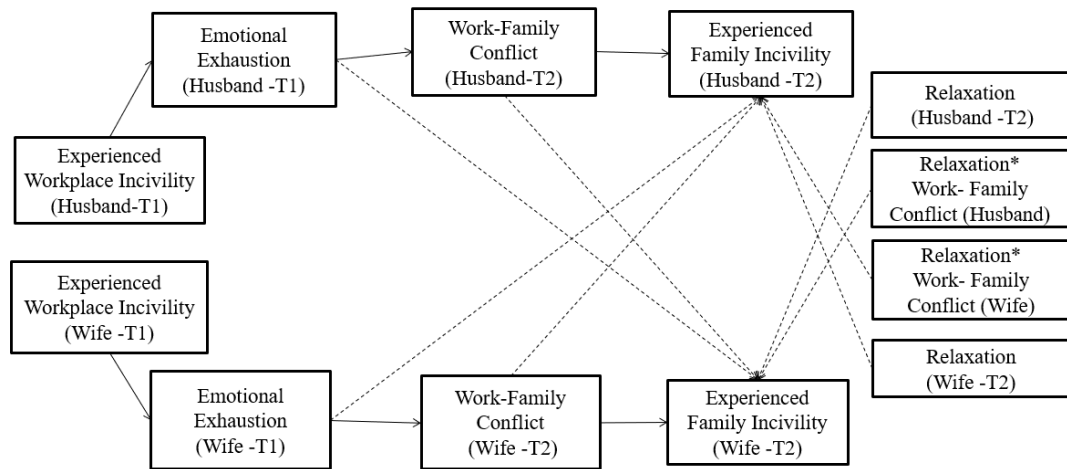


Figure 12. The Fifth APIM Testing Hypothesis 8.

Note. Dashed lines represent partner effects; straight lines represent actor effects. For simplicity, correlated parallel error terms and covariance among exogenous variables not depicted. T1= Time 1, T2= Time 2.

The modified model with the addition of one covariance and three paths showed acceptable fit to the data, $\chi^2(46, N=150) = 61.35, \chi^2/df = 1.33, p = .06, GFI = .94, CFI = .93, RMSEA = .05$. Figure 13 displays standardized path estimates and Table 9 presents the unstandardized coefficients with confidence intervals. With respect to actor effects, relaxation was related to both experienced family incivility ($B = -.13, CI [-.22, -.06]$) and wives' relaxation was related to wives' work-family conflict ($B = -.18, CI [-.28, -.08]$). Hypothesis 8 expected that relaxation would moderate the relationship between work-family conflict and instigated family incivility and the relationship would be stronger for low relaxation. However, as can

be seen in Table 8, relaxation did not moderate the relationship between work-family conflict and partner experienced family incivility, namely instigated family incivility ($B = .03$, $CI [-.04, .09]$). Accordingly, Hypothesis 8 was not supported.

Table 9

Unstandardized Parameter Estimates in the Modified Fifth APIM

| Paths Specified in Initial Model | | | Husband | | Wife | |
|----------------------------------|---|---------------------------------------|----------------------|------------|----------------------|------------|
| | | | Estimate | 95% CI | Estimate | 95% CI |
| Experienced Workplace Incivility | → | Emotional Exhaustion | .55** | .25, .90 | .39** | .27, .54 |
| Emotional Exhaustion | → | Work-Family Conflict | .59** | .40, .79 | .48** | .26, .68 |
| Emotional Exhaustion | → | Partner Experienced Family Incivility | -.02 | -.13, .14 | .15* | .01, .30 |
| Work-Family Conflict | → | Partner Experienced Family Incivility | -.08 | -.20, .03 | .04 | -.10, .19 |
| Work-Family Conflict | → | Experienced Family Incivility | .13* | .02, .23 | .20** | .08, .32 |
| Relaxation | → | Partner Experienced Family Incivility | .00 ^a | -.06, .07 | .00 ^a | -.06, .07 |
| Work-Family Conflict* Relaxation | → | Partner Experienced Family Incivility | .03 ^b | -.04, .09 | .03 ^b | -.04, .09 |
| Paths Added After Modification | | | | | | |
| Relaxation | → | Work-Family Conflict | — | — | -.18* | -.28, -.08 |
| Relaxation | → | Experienced Family Incivility | -.13*** ^c | -.22, -.06 | -.13*** ^c | -.22, -.06 |

Note. * $p < .05$, ** $p < .01$, *** $p < .001$. Same letter (a,b,c) in superscript means same effects estimated

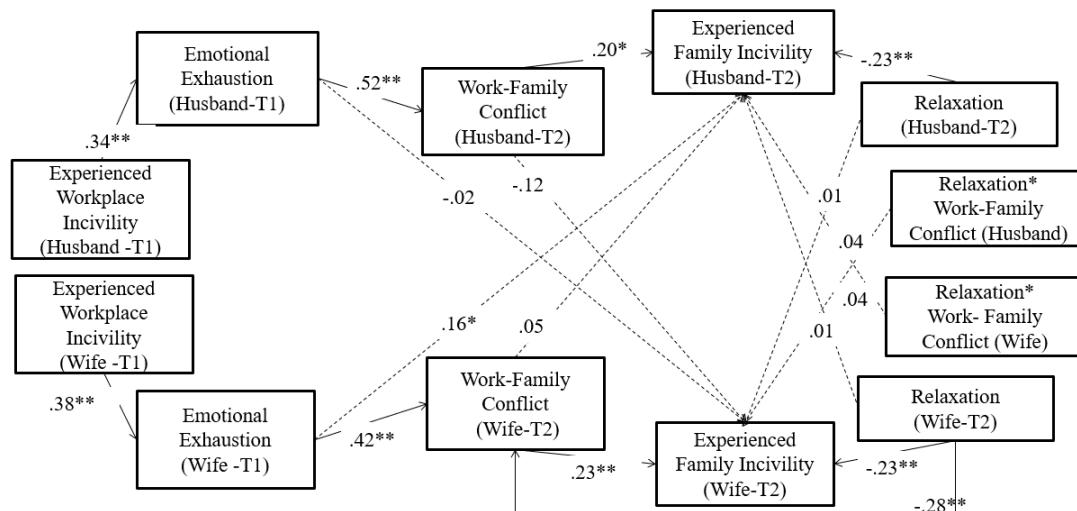


Figure 13. Standardized Parameter Estimates in the Modified Fifth APIM.

Note. Dashed lines represent partner effects; straight lines represent actor effects. For simplicity, correlated parallel error terms and covariance among exogenous variables not depicted. T1= Time 1, T2= Time 2. * $p < .05$, ** $p < .01$.

Additionally, the modified model suggested two mediating effects. First, wives' relaxation predicted their experienced family incivility through work-family conflict (*indirect effect* = -.04, *CI* [-.07, -.01]). Meaning that wives' relaxation was related to decreased in work-family conflict, which in was related decreased in wives' experienced family incivility (i.e., husband-instigated family incivility). Second, the APIM revealed a significant partner effect between wives' emotional exhaustion and husband's experienced family incivility, $B = .15$, $CI [.01, .30]$ and supported the mediating role of emotional exhaustion between experienced workplace incivility and instigated family incivility (*indirect effect* = .06, $CI [.00, .12]$) for wives, partially supporting Hypothesis 3. This finding means that wives' workplace experienced incivility indirectly influenced wives' instigated family incivility through their own emotional exhaustion after controlling for husbands' relaxation. The fifth APIM explained 14% of the variance in wives' emotional exhaustion, 12% in husbands' emotional exhaustion, 25% of the variance in wives' work-family conflict, 27% of the variance in husbands' work-family conflict, 15% of the variance in wives' experienced incivility and 14% of the variance in husbands' experienced incivility.

3.6 Research Question Testing: Spousal Support as Moderating Factor

Figure 14 presents the sixth APIM testing the research questions on the moderating roles of spousal support. Before testing research question on spousal support, omnibus tests of distinguishability were conducted for the associations of spousal support with emotional exhaustion and experienced family incivility. For the relationship between spousal support and emotional exhaustion, the test results revealed non-rejectable chi square value both in the fully constrained model ($\chi^2(6, N=150) = 11.15, p = .08$), and in the model removing equality constraint in means ($\chi^2(4, N=150) = 8.42, p = .08$). For the association between spousal support and partner reported experienced family incivility, the results also yielded non-rejectable chi square value both in the fully constrained model ($\chi^2(6, N=150) = 6.38, p = .38$), and in the model removing equality constraint in means ($\chi^2(4, N=150) = 3.19, p = .53$). These non-rejectable chi square value means that husband and wife are not distinguishable in these associations and same effects needs to be estimated. Hence, related paths were added to the model as same effect estimated

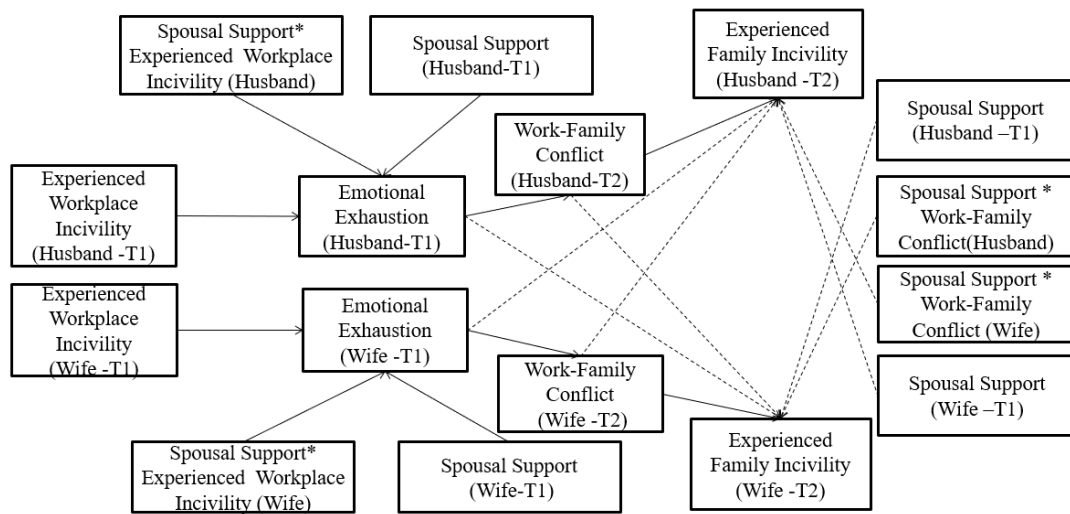


Figure 14. The Sixth APIM Testing Research Questions on Spousal Support.

Note. Dashed lines represent partner effects; straight lines represent actor effects. For simplicity, correlated parallel error terms and covariance among exogenous variables not depicted. T1= Time 1, T2= Time 2.

The current study's zero-order correlations showed that wives' spousal support and husbands' spousal support were intercorrelated ($r = -.30, p < .01$) and husbands' experienced workplace incivility was correlated with husbands' spousal support ($r = -.19, p < .05$). Accordingly, the APIM included a covariance between wives' spousal support and husbands' spousal support, and a covariance between husbands' experienced workplace incivility and husbands' spousal support. The APIM yielded poor fit, $\chi^2(71, N=150) = 175.65, \chi^2/df = 2.47, p < .001, GFI = .87, CFI = .62, RMSEA = .10$. Modification indices suggested to add two covariances between following pairs of associations: (1) "wives' experienced workplace incivility* wives' spousal support" and "wives' work-family conflict* wives' spousal support," (2) "husbands' experienced workplace incivility* husbands' spousal support" and wives' spousal support. Modification indices also suggested to add two paths: a path from wives' spousal support to wives' experienced family incivility and a path from husbands' spousal support to husbands' experienced family incivility. Given lack of research on association between spousal support and experienced family incivility, findings from experienced workplace incivility can provide a reasonable ground in explaining the link between support received and experienced

incivility. Evidence suggests that received support in workplace was negatively related to experienced incivility (Miner et al., 2012), hence adding a path from spousal support to experienced family incivility was reasonable. The distinguishability test for this association showed that husbands and wives were not distinguishable in the association between received spousal support and experienced family incivility in both fully constrained model ($\chi^2(6, N = 150) = 6.38, p = .38$) and model removing constraint on variable means ($\chi^2(4, N = 150) = 3.19, p = .53$). Accordingly, eight covariances and two direct paths (equal paths) were added to the model. The modified model yielded acceptable fit to the data well, $\chi^2(67, N = 150) = 75.79, \chi^2/df = 1.13, p = .22, GFI = .93, CFI = .97, RMSEA = .03$. Table 10 presents the unstandardized coefficients and confidence intervals for estimated parameters in the model.

As can be seen in Table 10, the APIM examining the moderating role of received spousal support revealed one significant actor effect; a negative association between spousal support and experienced family incivility ($B = -.46, CI [-.56, -.35]$). Moreover, spousal support did not moderate any of the following paths: the path from experienced workplace incivility to emotional exhaustion ($B = .04, CI [-.05, .11]$) and the path from work-family conflict to partner report of experienced family incivility ($B = .01, CI [-.04, .06]$).

Table 10

Unstandardized Parameter Estimates in the Modified Sixth APIM

| Paths Specified in Initial Model | | Husband | | Wife | |
|--|---|-------------------|------------|-------------------|------------|
| | | Estimate | 95% CI | Estimate | 95% CI |
| Experienced Workplace Incivility | → Emotional Exhaustion | .55** | .24, .89 | .39** | .25, .54 |
| Spousal Support | → Emotional Exhaustion | -.05 ^a | -.18, .09 | -.05 ^a | -.18, .09 |
| Experienced Workplace Incivility*Spousal Support | → Emotional Exhaustion | .04 ^b | -.05, .11 | .04 ^b | -.05, .11 |
| Emotional Exhaustion | → Work Family Conflict | .59** | .40, .79 | .47** | .25, .69 |
| Emotional Exhaustion | → Partner Experienced Family Incivility | -.00 | -.09, .15 | .10 | -.03, .23 |
| Work Family Conflict | → Partner Experienced Family Incivility | -.13* | -.24, -.03 | .03 | -.12, .74 |
| Spousal Support | → Partner Experienced Family Incivility | -.00 ^c | -.11, .12 | -.00 ^c | -.11, .12 |
| Work Family Conflict * Spousal Support | → Partner Experienced Family Incivility | .01 ^d | -.04, .06 | .01 ^d | -.04, .06 |
| Work Family Conflict | → Experienced Family Incivility | .10* | .02, .20 | .18** | .07, .30 |
| Paths Added After Modification | | | | | |
| Spousal Support | → Experienced Family Incivility | -.46*** | -.56, -.35 | -.46*** | -.56, -.35 |

Note. * $p < .05$, ** $p < .01$. Same letter (a,b,c,d,e) in superscript means same effects estimated.

This APIM also yielded a significant partner effect from husbands' work-family conflict to wives' experienced family incivility, $B = -.13$, $CI [-.24, -.03]$. As reported in the section describing the third APIM analyses, this unexpected significant negative association should be interpreted with possibility of suppressing effect. When zero-order correlations among these variables were checked: husband's work-family conflict was not significantly related to wives' experienced family incivility ($r = -.07$, $p > .05$), while husbands' spousal support was significantly related to husbands' work-family conflict ($r = -.22$, $p < .05$) and wives' experienced family incivility ($r = -.22$, $p < .05$). Accordingly, husbands' spousal support seems to act as a suppressor here. Taken together, the model explained 15% of the variance in wives' emotional exhaustion, 12% in husbands' emotional exhaustion, 17% in wives' work-family conflict, 27% in husband's work-family conflict, 28% in wives' experienced incivility and 24% in husband' experienced incivility.

3.7 Summary of the Study Findings

To sum up, a total of six APIMs were conducted to test eight hypotheses and one research question. Figure 15 summarizes the results and bold lines represent the supported effects. As can be seen in Figure 15, emotional exhaustion significantly mediated the link between workplace experienced incivility and work-family conflict (Hypothesis 1). With respect to testing Hypothesis 2, ones' work-family conflict did not mediate the path from ones' emotional exhaustion to partners' experienced family incivility. However, husbands' work-family conflict emerged as a significant mediator between husbands' emotional exhaustion and wives' experienced family incivility after controlling the effect of husbands' self-compassion and spousal support on wives' experienced family incivility (see the fourth and sixth APIM). This unexpected association was probably due to a suppression effect. Related to Hypothesis 3, wives' emotional exhaustion emerged as a mediator in the association of experienced workplace incivility and instigated family incivility after controlling the effect of husbands' core self-evaluation and husbands' relaxation on husbands' experienced family incivility (see the second and fifth APIMs). The last mediation hypothesis, Hypothesis 4, was not supported in any of the tested APIMs. As Figure 15 shows, the current study did not find any support for the following moderating

effects: core self-evaluation in the second APIM, psychological detachment in the third APIM, self-compassion in the fourth APIM, and relaxation in the fifth APIM. The current study also tested whether spousal support would moderate the proposed mediation paths (see the sixth APIM). However, spousal support did not emerge as a moderator in any of the paths.

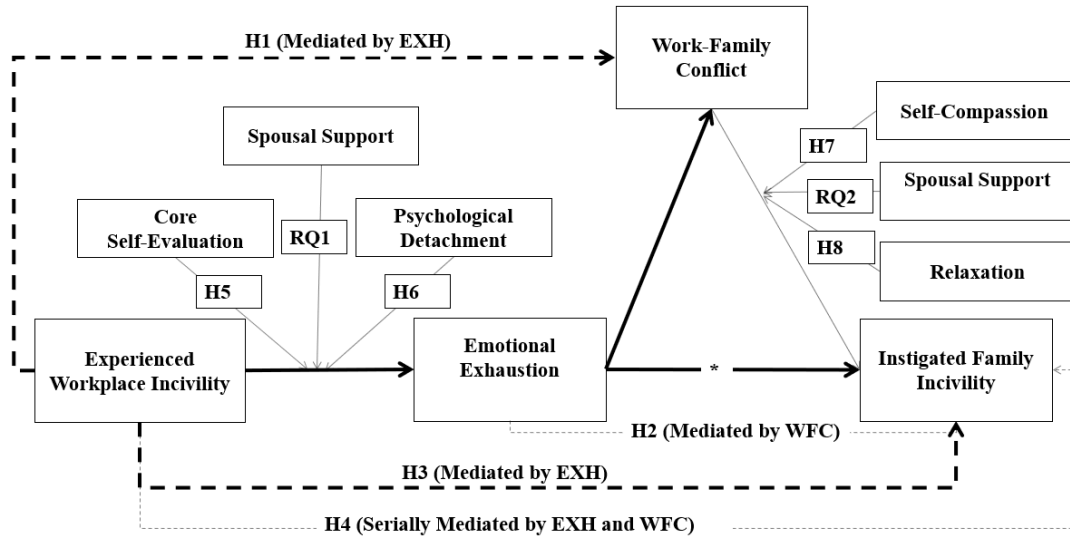


Figure 15. Summary of the Study Findings.

Note. Dashed lines represent indirect effects; straight line represent actor effects. Bold lines represent the significant effects. H= Hypthesis, RQ=Research Question, EXH= Emotional Exhaustion, WFC= Work-Family Conflict. *Path is significant for wives.

CHAPTER 4

DISCUSSION

4.1 Overview

The current study examined work-home spillover of workplace incivility in a sample of dual-earner couples using a two-wave design. The study contributes to the literature by testing how the experience of workplace incivility can spread to home domain through increased emotional exhaustion, work-family conflict and uncivil treatment of partners. The findings of the present study are discussed in the following nine sections. Section 4.2 includes discussions about the results concerning mediating mechanisms in the pathway from experienced workplace incivility to instigated family incivility (Hypothesis 1 to Hypothesis 4). Sections 4.3 to 4.7 focus on the plausible explanations for the reported null findings regarding the moderating roles of core self-evaluation (Hypothesis 5), psychological detachment (Hypothesis 6), self-compassion (Hypothesis 7), relaxation (Hypothesis 8), and spousal support (Research Question 1 and 2), respectively. Section 4.8 focuses on the contributions of the current study. While section 4.9 presents the limitations of the current study and suggestions for future research, section 4.10 focuses on the practical implications.

4.2 Discussion of the Results Concerning Mediating Hypotheses

Grounded in COR theory (Hobfoll, 1989), Hypothesis 1 expected that emotional exhaustion would mediate the relationship between experienced workplace incivility and work-family conflict. The findings showed that for both husbands and wives, experienced workplace incivility was related to a higher levels of emotional exhaustion, which in turn was associated with higher levels of work-family conflict. The effect of experienced workplace incivility on emotional exhaustion is consistent with the findings of recent studies (e.g., Hur et al., 2015; Park et al., 2015). Although previous research supported the main effect of workplace experienced incivility on work-family conflict (Ferguson, 2012; Lim & Lee, 2011), both incivility literature

and the broader mistreatment literature have neglected the potential mediating mechanisms in this relationship. Hence, the current study extended previous research on workplace mistreatment and supported the mediating role of emotional exhaustion in the spillover of workplace incivility for both husbands and wives.

Using ego depletion theory as the conceptual basis, I expected that experienced workplace incivility would predict instigated family incivility through certain experiences, which potentially deplete one's self-control capacity. In this regard, emotional exhaustion and work-family conflict were assumed as depletive experiences that reduce self-control. Accordingly, I proposed that after exerting self-control to deal with work-family conflict, employees might be more likely to instigate family incivility because their remaining self-control strength to override uncivil behavior at home is diminished (Hypothesis 2). In the same way, based on the depletive nature of emotional exhaustion, I also proposed that emotional exhaustion would mediate the effect of experienced workplace incivility on instigated family incivility (Hypothesis 3). Integrating Hypothesis 2 and 3, Hypothesis 4 proposed emotional exhaustion and work-family conflict as serial mediators in the path from experienced workplace incivility to instigated family incivility.

According to the results of the first APIM testing mediating hypotheses, the current study failed to support Hypothesis 2, Hypothesis 3 and Hypothesis 4. Concerning Hypothesis 2, work-family conflict did not mediate the relationship between emotional exhaustion and instigated family incivility. Specifically, work-family conflict was not related to instigated family incivility for both wife and husband participants. Indeed, work-family conflict has been found as a substantial mechanism explaining how one's work experiences impacts focal individuals' and their partners' family outcomes. For instance, work-family conflict explained the association between workplace ostracism and family satisfaction (Liu et al., 2013), as well as the link between emotional exhaustion and spouse family satisfaction (Xin et al., 2018). Besides, work-family conflict mediated the effect of abusive supervision on ones' report of displaying family undermining behaviors at home (Wu et al., 2012). One possible explanation for not finding evidence supporting the mediating role of work-family conflict could be that work-family conflict did not have any incremental

variance in explaining instigated family incivility beyond the effect of emotional exhaustion. To illustrate, although zero-order correlations showed that wives' work-family conflict was related to husbands' experienced family incivility, after controlling for wives' emotional exhaustion, the effect of wives' work-family conflict on husbands' experienced family incivility in the first APIM became nonsignificant.

As another plausible explanation, the data in the present study suggested that work-family conflict experienced by the focal person may create stress for the partner and depletes his/her resources resulting in the focal person being the target of incivility (i.e., experienced incivility) rather than the source of incivility (i.e., instigated incivility). Research has supported the effects of focal individuals' work-family conflict on partners' outcomes such as partners' family satisfaction (Xin et al., 2018), life satisfaction (Demerouti et al., 2005), and withdrawal behaviors (Hammer et al., 2003). Scholars also suggest that an individuals' work-family conflict might create extra home demands for their partners, such as caring for children or undertaking household chores (Ferguson, Carlson, Hunter, & Whitten, 2012). Moreover, a coping strategy that an individual benefits from might create additional demand for the partner (Westman, 2002). For instance, after being the target of rude/uncivil behaviors at the workplace, employees display higher levels of withdrawal and angry behavior at home (Lim et al., 2018), which might create an extra demand for their partners to meet housework responsibilities and to provide support to the actor. That is, one's stressful experiences and strain-based responses might also deplete self-control capacity of their partners. Accordingly, after exerting self-control for dealing with home demands, depleted partners might be less likely to use self-control to override uncivil behaviors and more likely to instigate family incivility toward the actor. This explanation is in line with the modification indices which suggested adding a path from work-family conflict to experienced family incivility (i.e., partner-instigated family incivility). The added path showed that ones' work-family conflict was related to experienced family incivility. In other words, for both husbands and wives, individuals' work-family conflict made their partners not themselves uncivil at home.

The first APIM also did not confirm Hypothesis 3, which expected that experienced workplace incivility would be related to emotional exhaustion, which in turn would be related to instigated family incivility for both husbands and wives. However, wives' emotional exhaustion emerged as a mediator in the relationship between experienced workplace incivility and instigated family incivility after controlling for the effects of husbands' core self-evaluation and husbands' relaxation on husbands' experienced family incivility. Consistent with this finding, previous literature had shown that emotionally exhausted employees reported greater displayed aggression towards family members (Liu et al., 2015) and greater conflict with their significant other (Lanaj, Kim, Koopman, & Matta, 2018). However, the current study differed from those studies as the hypothesis received support for wives and after controlling for the effects of husbands' core self-evaluation and husbands' relaxation only. The role of core self-evaluation and relaxation in stress-strain process could explain this finding. Individuals with high core self-evaluation positively appraise circumstances (Chang, Ferris, Johnson, Rosen, & Tan, 2012) and report fewer number of stressful events (Kammeyer-Mueller et al., 2009). In the current study, the negative main effect of core self-evaluation on experienced family incivility revealed that higher levels of core self-evaluation was related to lower levels of experienced family incivility (i.e., a stressful experience) for both husbands and wives. Likewise, husbands' relaxation was negatively related to husbands' experienced family incivility. Taken together, the present findings supported the mediating role of emotional exhaustion in the perception of stressful experiences only after ruling out the effects of core self-evaluation and relaxation.

The current study also extends the literature by demonstrating that emotional exhaustion was related to instigated family incivility just for wives. In other words, emotional exhaustion appears to make only the wives rude toward their husbands. One possible explanation might be that wives' home demands increase not only due to their own experiences but also due to their husbands' experiences. Women and men differentially respond to stressful workdays, such as women display angry behavior, whereas men report more withdrawal behavior (Schulz, Cowan, Pape Cowan, & Brennan, 2004). In the process of work-home stress transmission, women

appear to increase their involvement in housework to compensate for the impact of their partners' work stressors (Bolger et al., 1989). Relatedly, husbands' job and family demands increased their own level of fatigue, which in turn increased their wives' fatigue level (Watanabe et al., 2017). While husbands' work-family conflict was influenced by just job stressors, wives' work-family conflict was influenced by both job stressors and family stressors (Westman & Etzion, 2005). Moreover, while having a workaholic husband increased wives' family-work conflict (i.e., familial demands interfere with the meeting work demand; Ayman & Eskin, 2005), having a workaholic wife did not show the same effect on husbands (Shimazu et al., 2011). In short, available evidence supports differential responding of wives and husbands to nuisances of daily life, and crossover effects from husband to wife.

Moreover, to gain an understanding about why such a relationship occurs just for wives in the current sample, interpretation of the correlational results might be informative. The correlational findings demonstrated that although husbands' strain-based experiences influenced wives' outcomes and this crossover did not occur from wives to husbands. Specifically, husbands' exhaustion was positively related to wives' work-family conflict and negatively related to wives' relaxation; however, and interestingly, these associations were not present from wives to husbands. Taken together, results of the current study suggest that wives experience resource loss both based on their own experiences and their partners' experiences. The presence of such an effect from *husband to wife* is also consistent with the expectation that crossover would likely occur from husband to wife in cultures that have traditional gender role ideology (see Westman, 2005). For example, Westman et al. (2004) showed that husbands' marital dissatisfaction crossed over to wives' marital dissatisfaction; however, the effect of wives' marital dissatisfaction on husbands' marital dissatisfaction was nonsignificant in Russian dual-earner couples. According to the authors, adherence to traditional gender roles, which define husband as the head of the family and wife as responsible for the household, might explain the observed crossover effects from husbands to wives.

In Turkey, women are expected to be in charge of household tasks based on traditional gender roles, and when they have a career, they are expected to have it

without compromising on family responsibilities (Aycan, 2004). Recent statistics of world value survey (Esmer, 2012) provides valuable information about attitudes towards women's working in Turkey. Suggesting that traditional gender roles are still alive, 66.9% of men and 64.9% of women agreed that when mothers work for pay, their children suffer. The statistics also showed that 73.1% of men and 68.9% of women agreed that when women earn more money than men, this can cause problems. Taken together, Turkish wives seem to shoulder the larger burden of child-raising and household duties, which might make them more vulnerable to display uncivil behaviors at home after exerting self-control to deal with emotional exhaustion.

4.3 Discussion of the Results Regarding the Moderating Role of Core Self-Evaluation

As individuals with higher core self-evaluation report fewer number of stressful events and they successfully respond to stressful experiences (e.g., Kammeyer-Mueller et al., 2009), core self-evaluation was proposed as a buffering factor in the relationship between workplace incivility and emotional exhaustion (Hypothesis 5). In the current study, in line with the role of core self-evaluation in the stressor-strain link, a higher level of core self-evaluation was related to a lower level of experienced workplace incivility (i.e., stressor) and emotional exhaustion (i.e., strain) for both wives and husbands. However, the second APIM did not support the moderating effect of core self-evaluation in the link between experienced workplace incivility and emotional exhaustion. One explanation for not finding evidence supporting the moderating role core self-evaluation could be that the interaction effect might not explain incremental variance beyond the main effect of core self-evaluation in predicting emotional exhaustion. The strong main effect of core self-evaluation on emotional exhaustion might be explained by the evidence that following an experience of incivility in the morning, individuals with higher core self-evaluation report fewer number of incivility experiences through the day compared to those with lower core self-evaluation (Woolum, Foulk, Lanaj, & Erez, 2017).

The current study is consistent with studies in which core self-evaluation did not moderate the relationship between daily incivility and daily stress (Beattie & Griffin, 2014a) and the association between daily stressors (i.e., various situations that cause stress at work) and strain (Kammeyer-Mueller et al., 2009). Differences in appraising stressful events could explain why the present study failed to support protective role of core self-evaluation. Beattie and Griffin (2014b) examined how the appraisal of the uncivil experience influences the way an individual reacts to these types of behaviors. They found that when incivility incidents were appraised as severe, targets were more likely to respond negatively to both the instigator and the others, and to seek support, but they were less likely to forgive the instigator. The evidence suggests the importance of appraisal process in predicting reactions to incivility experiences. In this regard, not finding moderating role of core self-evaluation could be explained by that core self-evaluation might be a distal construct in appraisal-oriented processes (Chang, Ferris, Johnson, Rosen, & Tan, 2012).

The role of culture in workplace incivility could also be an alternative explanation. There have been limited number of studies focusing on the role of culture in appraising and responding to workplace incivility. In one of them, Wellbourne et al. (2015) showed that employees with horizontal collectivism values (e.g., sociability, cooperation; Shavitt, Lalwani, Zhang, & Torelli, 2006) were resilient to impact of incivility on burnout, whereas employees with strong horizontal individualism values (e.g., being self-directed, self-reliant, Shavitt et al., 2006) were more susceptible to burnout and dissatisfaction. One study conducted in non-US sample, Isreal, demonstrates beneficial effects of coworker solidarity in the context of incivility (Itzkovich & Heilbrunn, 2016). Hence, evidence suggests that social resources such as sociability or solidarity might have more importance than self-focused personal resource such as core self-evaluation.

Although incivility experiences were not regarded as threatening in US sample (Cortina & Magley, 2009), Wasti and Erdaş (2019) showed that employees in an honor culture (i.e. Turkey) appraised some of the incivility experiences such as supervisors' humiliating or scolding behaviors as honor threatening. Since insults to social image yielded stronger response (e.g., anger) for the individuals in honor

cultures than for those in dignity cultures (Maitner, Mackie, Pauketat, & Smith, 2017), the honor threatening nature of incivility experiences might limit the buffering role of core self-evaluation in this relationship.

4.4 Discussion of the Results Regarding the Moderating Role of Psychological Detachment

As higher detachment from work can enable an individual to replenish lost resources and protect the self from being exhausted, I tested the moderating effect of psychological detachment in the association between experienced workplace incivility and emotional exhaustion through another APIM. With respect to the main effects, psychological detachment was related to reduced emotional exhaustion only for husbands and work-family conflict for both husbands and wives. Contrary to the expectation, the main effect of psychological detachment on emotional exhaustion for wives was not significant. How wives and husbands manage their resources in family could provide one explanation for this finding. While men are likely to conserve available resources at home following a demanding workday, women are likely to use their available resources to show support to their partners (Ten Brummelhuis & Greenhaus, 2018). Moreover, as mentioned in above, women also take responsibility of child-raising and household duties, and they are vulnerable to crossover of men's stress. These accumulated burdens of family life might cancel out the benefits of detachment for women. Hence, psychological detachment might provide an opportunity for husbands to replenish lost resources at home, whereas it might not be enough to regain resources for women.

Hypothesis 6 stated that psychological detachment would moderate the association between experienced workplace incivility and emotional exhaustion. In the present study, psychological detachment did not moderate the proposed path. This finding is inconsistent with the broad mistreatment literature supporting the buffering role of psychological detachment in the links from workplace bullying to psychological strain (Moreno-Jiménez et al., 2009), and from stress to strain (Rivkin, Diestel, & Schmidt, 2015). However, in a recent study, psychological detachment did not buffer the indirect effect of incivility on insomnia symptoms through negative work rumination (Demsky et al., 2018). Demsky and colleagues' (2018) study

differed from other studies that yielded support for the buffering role of detachment in terms of its data collection technique. Like the current study, Demsky et al. (2018) collected the data in a single point and utilized other source ratings. However, the studies supporting the buffering role of psychological detachment generally used the diary technique. Hence, inconsistent finding can be explained by differences in the data collection method.

Another potential explanation could be related to whether engaging in certain work-related thoughts at home has benefits over fully distancing oneself from work. For instance, positive work reflection (i.e., thinking about the positive side of the work) explained incremental variance in affective states over psychological detachment (Meier, Cho, & Dumani, 2016). Moreover, engaging in work-related activities did not result in diminished recovery when someone felt happiness during engaging these activities (Oerlemans, Bakker, & Demerouti, 2014). These findings might challenge the sole requirement of mentally switching off and pointed out the importance of the thought content (positive vs. negative) in buffering the work-home spillover process.

Another alternative explanation could be that other factors might moderate the relationship between psychological detachment and outcomes. For instance, detachment decreased home-work interference only for those who had low work role salience, which refers to the perception of having interesting work as the most important life goal (Sanz-Vergel, Demerouti, Bakker, & Moreno-Jiménez, 2011). Taken together, the reviewed literature suggests that mentally distancing oneself from work after a stressful workday is beneficial (Sonnentag, Venz, & Casper, 2017), while general detachment might risk benefiting from positive work experiences (Sonnentag & Binnewies, 2013).

4.5 Discussion of the Results Regarding the Moderating Role of Self-Compassion

Given the protective roles of being a self-compassionate partner in a close relationship (Neff & Beretvas, 2013; Yarnell & Neff, 2013; Zhang, Chen, & Tomova, 2009) and in the form of restoring depleted self-control (Burson et al., 2012) and displaying prosocial behaviors (Lindsay & Creswell, 2014), self-compassion was expected to moderate the association of work-family conflict with instigated family

incivility. The fourth APIM tested the moderating role of self-compassion in the relationship between work-family conflict and instigated family incivility for both husbands and wives. As a main effect, self-compassion was related to decreased work-family conflict for both husbands and wives. Moreover, self-compassion was related to decreased husbands' instigated family incivility, providing support for the protective role of self-compassion in restraining husbands from displaying uncivil behaviors. However, wives' self-compassion was not significantly related to wives' instigated family incivility. Protective role of self-compassion might be limited against accumulated burden of family responsibility for wives.

The fourth APIM also failed to support the moderating effect of self-compassion. There is empirical evidence suggesting that not all individuals benefit from being a self-compassionate partner. For instance, Baker and McNulty (2011) reported that self-compassion was related to correcting interpersonal mistakes among only highly conscientious men and it did not have a protective role for men with low level of conscientious. This finding means that self-compassion is beneficial for those individuals who are also dispositionally motivated to correct interpersonal mistakes. Likewise, in restraining oneself from being a rude partner at home, self-composition appears to help those who are dispositionally less likely to instigate incivility such as individuals with low levels of trait and state anger (Meier & Semmer, 2013) and high level of agreeableness (Taylor & Kluemper, 2012).

4.6 Discussion of the Results Regarding the Moderating Role of Relaxation

Based on the potential role of relaxation to decrease tension and restore lost resources for self-regulation (Fritz et al., 2010), relaxation was expected to moderate the path from work-family conflict to partner's experienced family incivility (Hypothesis 8). However, according to the results of the fifth APIM, for neither husbands nor wives, relaxation had main effects on instigated family incivility. Moreover, the study results did not confirm the buffering role of relaxation in the path from work-family conflict to instigated family incivility. This finding could be explained by how relaxation was measured in the current study. In this study, relaxation was measured via self-report. That is, individuals were asked whether, in general, they carried out any relaxing activities. However, it is possible that the type

and frequency of relaxation activities might be more predictive and accurate compared to this self-report perception of general relaxation. For example, an individual might prefer watching TV to relax and recover. However, relaxing activities (i.e., low-effort activities) such as watching TV was not related to daily recovery even if one felt happiness during these activities (Oerlemans et al., 2014). There could be another measurement-related explanation for why relaxation did not buffer the proposed mediation path. Relaxation was found to help individuals replenish depleted self-control in state-based measurement in the past studies (Tice et al., 2007; Tyler & Burns, 2008). Hence, focusing on general relaxation perception instead of state-based relaxation could be a plausible explanation for the finding.

The present findings concerning relaxation is somewhat in line with the findings of the Demsky et al. (2018) study, in which relaxation did not buffer the indirect effects of supervisor and coworker incivility on insomnia symptoms. As stated before, the current study and Demsky et al. (2018) used similar data collection methods, which might explain the similarities in the reported findings. One daily diary study (Zhang, Mayer, & Hwang, 2018) also failed to support the moderating role of relaxation in a stress-deviance relationship. According to the authors, when relaxing is coupled with thoughts of failure, it might not help the employee in coping with stress and can lead to experiences of nervousness and frustration. Hence, the type of relaxing activities could be more predictive than perceived relaxation.

Another alternative explanation could be that the motivational value of activities determines whether it is detrimental or beneficial; work-related activities or childcare canceled out their negative effects when intrinsically motivated, but they were related to morning exhaustion when they were externally motivated (Ten Brummelhuis, & Trougakos, 2014). Moreover, family-related factors might explain whether resource building activities (i.e., relaxation, detachment) can help partners to retain themselves from displaying negative behaviors at home. For instance, only those individuals with high relationship satisfaction benefitted from a resource building process (i.e., detachment) in terms of retaining themselves from undermining behavior (Meier & Cho, 2018). Hence, relaxation, another resource building activity, might be protective for couples with high relationship quality.

4.7 Discussion of the Results Regarding the Research Question on Spousal Support

Because of the inconclusive nature of the studies concerning the role of spousal support, the present study tested two research questions regarding whether dyad members benefit from receiving support in the work-home spillover model via the sixth APIM. However, the main effects of receiving spousal support on both emotional exhaustion and instigated family incivility were nonsignificant for both wives and husbands. Moreover, the results did not verify the moderating role of spousal support in these proposed paths.

Whether spousal support helps or hurts work and family life might depend on the match/mismatch between sources of stressors (i.e., work or home) and sources of support (e.g., supervisor, organization or spouse). With respect to work life, meta analytical finding supported stronger association of work source of support with emotional exhaustion than with nonwork source of support (Halbesleben, 2006). Regarding home life, spousal support buffered the effect of parental overload on family-work conflict such that the association was nonsignificant for those with high spousal support (Aryee, Luk, Leung, & Lo, 1999). For workplace incivility, work source of support has been shown to be protective against the impact of workplace experienced incivility on stress (Beattie & Griffin, 2014a) and outcomes, including job satisfaction, physical health, and psychological well-being (Miner et al., 2012). On the other hand, there is also available research evidence showing that receiving family support makes the targets more vulnerable to the impact on workplace experienced incivility outcomes (i.e., work-family conflict, depression, perceived fairness; Lim & Lee, 2011). The aforementioned findings suggest that spousal support might be limited in the buffering impact of work stressors. However, there seems to be an exemption to this finding. Halbesleben and colleagues (2010) demonstrated that spousal support was strongly related emotional exhaustion for couples in which members working in same occupation (i.e., work-linked couples) or same company than those not working in same occupation or company (Halbesleben et al., 2010). Here, working in same organizations or jobs may enable spouses to have a clear idea about each other's' working life and to be more empathetic and

supportive. Hence, spousal support might better buffer the effect of work source of stressor when spouses have clear understanding about each other's work life.

In the current study, in predicting instigated family incivility, spousal support also failed to buffer the impact of work-family conflict. Similarly, Sakurai and Jex (2012) found that receiving supervisory support, a work source of support, did not moderate the effects of negative emotions on counterproductive work behavior (Sakurai & Jex, 2012). One possible explanation for not finding evidence supporting the moderating role of received support could be that spousal support did not have any incremental variance in explaining instigated family incivility beyond the effect of emotional exhaustion. To illustrate, although zero-order correlations showed that husbands' spousal support was related to wives' experienced family incivility, after controlling for wives' emotional exhaustion, the effect of husbands' spousal support on wives' experienced family incivility in the sixth APIM became nonsignificant.

Individual differences can also explain why the results did not support the moderating role of spousal support. There is empirical evidence suggesting that buffering effect of social support works for specific groups like individuals with an internal locus of control (Cummins, 1989). Moreover, one's personal resources determine who benefits or suffers from receiving support, such that receiving support is beneficial for individuals who have personal resources (e.g., education, income, internal locus of control, and positive help-seeking beliefs); however, it might be even detrimental for those who lack personal resources (Riley & Eckenrode, 1986). Taken together, given mixed findings regarding spousal support, future research might focus on third variables explaining when spousal support is protective.

4.8 Contributions of the Current Study

The present study has potential to make a number of critical contributions to the workplace incivility and work-family interface literatures. First, this study tested the spillover model using APIM methodology that enables one to examine both actor and partner effects separately. Second, the study extends previous studies on workplace incivility by offering an understanding of the impact of such negative experiences on family domain outcomes. Contrary to the expectation that individuals' work-family conflict would make them uncivil at home, the current study contributes

the literature by demonstrating that individuals' work-family conflict makes their partners uncivil at home. This evidence suggest that actors indirectly influence their partners' home experiences. Moreover, APIMs controlling for the effects of husbands' core self-evaluation and relaxation demonstrated that after being the target of incivility, exhausted wives were more likely to display rude behaviors towards their husbands. Related to the above contribution, the current study also showed gender differences in the effect of emotional exhaustion on instigated family incivility. Third, although the current study failed to reveal boundary conditions of this spillover, the observed main effects of the presumed moderators indicated how dispositional characteristics (i.e., core self-evaluation and self-compassion) and recovery dimensions (i.e., psychological detachment and relaxation) are influential in explaining work and home outcomes. Finally, the present study showed that perceived spousal support did not play protective role in work-home spillover of uncivil behaviors.

4.9 Study Limitations and Future Directions

Present findings need to be interpreted in the light of the study's limitations. First, although I utilized a two-wave survey research design to lessen the effects of common method bias stemming from the cross-sectional nature of the data, this design still does not allow one to make cause and effect inferences. Relatedly, I did not rule out opposing directions of proposed paths such as from work-family conflict to emotional exhaustion (e.g., Nohe, Meier, Sonntag, & Michel, 2015) or from experienced family incivility to experienced workplace incivility. Hence, future studies may employ a longitudinal research design with multiple data collection points. Furthermore, it would be valuable to see whether there is reciprocal relationship between experienced workplace incivility and instigated family incivility. Second, as using diary studies are more suitable for testing work stressor and employee behavior (Meier & Cho, 2018), future research may test the proposed model using a daily diary method.

Third, as larger sample sizes are required to detect interaction effects and conduct SEM analyses (Kline, 2016), the present study is limited in terms of its sample size. Hence, the proposed model might be tested with a larger sample size in

future research. Fourth, the current study used a workplace incivility scale originally developed in US (Cortina et al., 2013) and did not include culturally salient incivility items such as excluding someone from social activities (Wasti & Erdaş, 2018). Hence, it would be valuable to test the proposed model using a scale including more culturally relevant items. Moreover, as there are also cultural differences in appraisal of workplace incivility, the generalizability of the findings to other cultures might also be limited.

Fourth, even within the same culture, generalizability of the results might also be limited since current sample was largely composed of educated individuals. Relatedly, current findings might only be generalized to dual-earner couples. Hence, it is important to test the proposed associations in single-earner couples. For instance, future studies might examine whether work demands will make the breadwinner a rude partner at home or accumulated home demands will make the nonearner partner display uncivil behaviors at home. Lastly, I asked participants to state the number of children they have but I did not get information about the number of children the couples lived together. However, given the impact of having children at home on the recovery process (Hahn & Dormann, 2013), future research might examine whether the presence of children accelerates (or buffer) the spillover and crossover of workplace incivility.

Results of the present study offer several additional future research directions. First, the current study tested *emotional exhaustion* and *work-family conflict* as resource depletive mechanisms; however, it might be informative to test whether experience of incivility depletes self-control which in turn results in displaying rude behaviors towards the partner via event sampling method. Second, in examining work-home spillover of uncivil behaviors, future research may examine alternative mediating mechanisms potentially replenishing or depleting regulatory resources. One alternative mechanism could be sleep quality, deprivation of which could deplete regulatory resources and leads deviant behaviors both at work (e.g., Barnes, Schaubroeck, Huth & Ghumman, 2011; Welsh, Ellis, Christian, & Mai, 2014) and home (Barber et al., 2016).

Third, another alternative mediating mechanism could be examining psychological detachment, which has recently explained the association between experienced workplace incivility and displaying undermining behavior toward partners (Meier & Cho, 2018). It would be valuable to test whether experiencing incivility at work make mentally disengagement less likely, which in turn results in more instigated incivility because of depletion of resources. Fourth, future research can focus on family-related factors, such as marital satisfaction (e.g., Meier & Cho, 2018; Schulz, 2004) as an alternative boundary conditions in both work-home and home-work spillover. Researchers might test whether high family satisfaction makes dyad members more vulnerable or resilient to spillover and crossover of workplace incivility. Fifth, as there are family-related antecedents of workplace mistreatments (Courtright, Gardner, Smith, McCormick, & Colbert, 2016), it would be valuable to test whether incivility spillover will occur from home to family domain, namely from experienced family incivility to instigated workplace incivility. Lastly, in the present study recovery experiences of partners were interrelated, suggesting that gaining resource for one dyad member can facilitate obtaining resources for the other. Thus, future research may focus on how actors' workplace experiences influence partners' home recovery processes using the daily diary technique.

4.10 Practical Implications of the Current Study

According to the survey carried out by LinkedIn with 2,843 professionals, trying to find a balance between work and life is the biggest driver of stress at work (Petrone, 2019). Accordingly, there is an emerging need to find solutions to the work-life balance issue. The current study provides evidence that one factor damaging work-life balance is work-home spillover of uncivil behaviors. In this regard, organizations firstly need to prevent workplace incivility from occurring, then find ways to eliminate its negative influences on both work and family life. Given the contagious nature of workplace incivility, practitioners should raise awareness about which types of behaviors can be regarded as uncivil acts and how it spreads in workgroups. In this regard, all organizational members should participate in training and intervention programs related to workplace incivility. For instance, Civility, Respect, and Engagement in the Workplace (CREW) is one of the programs

previously reported as influential in decreasing supervisor incivility and distress, and in increasing civility occurrence in one-year follow up assessment after the intervention (Leiter et al., 2012). In the intervention program, facilitators support employees about the meaning of civility and how employees interpret each other's behaviors as civil or uncivil (Osatuke, Leiter, Belton, Dyrenforth, & Ramsel, 2013). Moreover, Kirk, Schutte and Hine (2011) provided evidence that participants in emotional self-efficacy writing intervention showed lower instigated incivility than participants in the control writing group. Hence, expressive writing intended to increase emotional self-efficacy could be an alternative intervention to decrease uncivil interaction at workplace. Furthermore, both managers and employee themselves might also take actions to avoid spillover of workplace stressors into workplace mistreatments. In this regard, literature suggests creating opportunities to learn new things in every workday (Zhang et al., 2018), increasing sleep quality, and doing exercise (Barber et al., 2017) can restrain someone from engaging in mistreatments.

According to the current study results, the practitioners need to focus on decreasing emotional exhaustion and work-family conflict to prevent the work-home spillover of uncivil behaviors. Organizations might be reluctant to be involved in family issues of employees with personal life concerns. However, it is important to note that emotional exhaustion not only has results for employees but also for their partners. Given the importance of work-home crossover and spillover of personal resources (Ten Brummelhuis & Greenhaus, 2018), organizations need to carry out interventions to increase resources and employees' skills to cope with work stressors. There could be two ways to reduce the spillover process. One way is that organizations and supervisors can provide work-family specific support to employees to reduce work-family conflict by improving employees' resources (Kossek, Pichler, Bodner, & Hammer, 2011). The other way could be that employees might engage in interventions such as positive work reflection (Clauss et al., 2018) and mindfulness exercises (Hülshager, Alberts, Feinholdt, & Lang, 2013) to reduce emotional exhaustion.

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APPENDICES

APPENDIX A: INFORMED CONSENT FORM FOR COUPLES

Bu çalışma, Orta Doğu Teknik Üniversitesi Psikoloji Bölümü öğretim üyesi Prof. Dr. Canan SÜMER danışmanlığında, Endüstri ve Örgüt Psikolojisi doktora programı öğrencisi Uzman Psikolog Derya KARANFİL tarafından yürütülmektedir. Çalışmanın amacı, iş ve ev yaşamına yönelik algılar ile iş tutum ve davranışları arasındaki ilişki hakkında bilgi toplamaktır. Bu çalışmaya, bir kurumda halen çalışmakta olan evli ya da birlikte yaşayan çiftler katılabilmektedir. Çalışmaya her iki eşin de katılımı beklenmektedir. Çiftlerden, yaklaşık iki hafta arayla iletilecek olan iki anket formunu doldurmaları beklenmektedir.

Çalışma sırasında, sizlerden kurum kimliği belirleyici hiçbir bilgi istenmemektedir. Ancak, sizlerden iki aşamada elde edilen verilerin eşleştirilebilmesi ve ikinci zaman çalışma linkinin sizlere iletilebilmesi amacıyla her iki eşin/partnerin de telefon numarası bilgisi istenmektedir. Çalışmanın veri toplama sürecinin tamamlanmasının ardından veriler eşleştirilecek ve telefon numarası bilgileri veri setinden silinecektir.

Sizlerin, çift olarak çalışmaya katılmayı kabul etmeniz ve telefon bilgilerinizi vermeniz ardından çalışmanın anket linkleri telefonunuza sms olarak iletilecektir. Birinci zaman anketlerin tamamlanmasından yaklaşık iki hafta sonra ikinci aşama araştırma linki yine sizlere sms olarak iletilecektir. Sizden beklenen anket paketinde yer alan soruları, bireysel olarak sizi en iyi yansıtacak şekilde cevaplamanızdır. Her bir anketin tamamlanması ortalama olarak 15 dakika sürecektir. Çalışmaya katılım tamamıyla gönüllülük esasına dayalıdır. Cevaplarınız tamamıyla gizli tutulacak ve sadece araştırmacılar tarafından değerlendirilecektir. Yaklaşık 300 kişiden toplanması planlanan veriler toplu halde değerlendirilecek ve elde edilecek bilgiler sadece bilimsel amaçlarla kullanılacaktır. Çalışmada, genel olarak kişisel rahatsızlık verecek sorular bulunmamaktadır. Ancak, katılım sırasında sorulardan ya da herhangi

başka bir nedenden ötürü kendinizi rahatsız hissederseniz çalışmayı yarıda bırakabilirsiniz.

Çalışma hakkında daha fazla bilgi almak için Derya KARANFİL (E-posta: deryakaranfill@gmail.com; Tel: _____) ile iletişim kurabilirsiniz. Çalışmaya yönelik sorularınız ayrıntılı bir şekilde cevaplanacaktır. Bu çalışmaya katıldığınız için şimdiden teşekkür ederiz.

Çift olarak bu çalışmaya tamamen gönüllü olarak katılıyoruz ve istediğimiz zaman yarıda bırakabileceğimizi biliyoruz. Verdiğimiz bilgilerin bilimsel amaçlı yayınlarda kullanılmasını kabul ediyoruz.

Kabul Ediyoruz ☐

Kabul Etmiyoruz ☐

Eş 1: İsim/ Soyisim Baş Harfleri: ____

Eş 2:İsim/ Soyisim Baş Harfleri: ____

Telefon Numarası: ____

Telefon Numarası: ____

Tarih: ____

Tarih: ____

APPENDIX B: SPOUSAL SUPPORT SCALE

| | | | | | |
|---|---|---|---|---|---|
| Bu bölümde, eşinizden gelebilecek 12 davranış sıralanmıştır. Sizden istenen, her bir maddede ifade edilen görüşe ne oranda katıldığınızı beş basamaklı ölçek üzerinden (1 = Hiç Katılmıyorum; 5 = Tamamen Katılıyorum) ilgili rakamın bulunduğu kutucuğu daire içine alarak belirtmenizdir. 1 = Hiç Katılmıyorum 2 = Pek Katılmıyorum 3 = Biraz Katılıyorum 4 = Oldukça Katılıyorum 5= Tamamen Katılıyorum | | | | | |
| 1. İşimle ilgili problemleri eşimle konuştuktan sonra kendimi daha iyi hissederim. | 1 | 2 | 3 | 4 | 5 |
| 2. İşimle ilgili konuşmak istediğimde, eşim bana her zaman vakit ayırıyor. | 1 | 2 | 3 | 4 | 5 |
| 3. Eşim benden sürekli bir şeyleri talep eder ve bekler gibi görünür. | 1 | 2 | 3 | 4 | 5 |
| 4. Eşimin işte yaptıklarımla daha çok ilgilenmesini isterdim. | 1 | 2 | 3 | 4 | 5 |
| 5. Eşim, işimle ilgili problemlere farklı açıdan bakmamı sağlamaktadır. | 1 | 2 | 3 | 4 | 5 |
| 6. İşimde başarılı olduğumda eşim benim için mutlu oluyor. | 1 | 2 | 3 | 4 | 5 |
| 7. İşimin getirdiği yükümlülükler artarsa, eşim evle ilgili daha fazla sorumluluk yüklenir. | 1 | 2 | 3 | 4 | 5 |
| 8. İşimle ilgili problemleri eşimle görüşmeyi yararlı buluyorum. | 1 | 2 | 3 | 4 | 5 |
| 9. Ev/aileyle ilgili sorumluluklarımı gerçekleştirirken eşim bana yardımcı oluyor. | 1 | 2 | 3 | 4 | 5 |
| 10. Evde vaktimin çoğunu eşimin arkasını toplamakla geçiriyorum. | 1 | 2 | 3 | 4 | 5 |
| 11. Eşim, işimle ilgili problemleri dinlemek istemiyor. | 1 | 2 | 3 | 4 | 5 |
| 12. İşimden bahsettiğimde eşim sıkılıyor gibi görünüyor. | 1 | 2 | 3 | 4 | 5 |

APPENDIX C: WORKPLACE EXPERIENCED INCIVILITY SCALE

| | | | | | |
|---|---|---|---|---|---|
| <p>Lütfen son bir YIL boyunca, alt bölümde sunulan çalışma arkadaşlarınız ya da amirlerinizden herhangi biri tarafından size yönelik sergilenebilecek durumları, ne kadar sıklıkla yaşadığınızı beş basamaklı ölçek üzerinden değerlendiriniz.</p> <p>1. Hiçbir Zaman 2. Bir ya da iki defa 3. Bazen 4. Genellikle 5. Çoğu Zaman</p> <p>Son yıl boyunca, çalışma arkadaşlarınız ya da amirlerinizden herhangi birisi</p> | | | | | |
| 1. Söylediklerinize dikkatini vermedi, fikirlerinizle ilgilenmedi. | 1 | 2 | 3 | 4 | 5 |
| 2. Sorumluluğunuz olan bir konuda yargınızdan şüphe etti. | 1 | 2 | 3 | 4 | 5 |
| 3. Size düşmanca, küçük gören bakışlar attı. | 1 | 2 | 3 | 4 | 5 |
| 4. Size profesyonel olmayan biçimde hitap etti. | 1 | 2 | 3 | 4 | 5 |
| 5. Sözüünüzü kesti. | 1 | 2 | 3 | 4 | 5 |
| 6. Bir değerlendirmede size hak ettiğinizden daha düşük değerlendirdi. | 1 | 2 | 3 | 4 | 5 |
| 7. Size bağırdı. | 1 | 2 | 3 | 4 | 5 |
| 8. Hakkınızda aşağılayıcı, saygısız ifadeler kullandı. | 1 | 2 | 3 | 4 | 5 |
| 9. Sizi görmezden geldi, sizinle konuşmadı. | 1 | 2 | 3 | 4 | 5 |
| 10. Sizi işinin ehli olmamakla suçladı. | 1 | 2 | 3 | 4 | 5 |
| 11. Size kızdı/öfkeyle patladı. | 1 | 2 | 3 | 4 | 5 |
| 12. Sizinle alay etti. | 1 | 2 | 3 | 4 | 5 |

APPENDIX D: CORE SELF-EVALUATION SCALE

| | | | | | |
|--|---|---|---|---|---|
| Bu bölümde 12 ifade bulunmaktadır. Sizden istenen, her bir ifadenin ne derecede katıldığınızı beş basamaklı ölçek üzerinde (1 = Hiç Katılmıyorum; 5 = Tamamen Katılıyorum), ilgili rakamın bulunduğu kutucuğu daire içine alarak belirtmenizdir. 1 = Hiç Katılmıyorum 2 = Pek Katılmıyorum 3 = Biraz Katılıyorum 4 = Oldukça Katılıyorum 5= Tamamen Katılıyorum | | | | | |
| 1. Hayatta hakettiğim başarıyı yakaladığıma eminim. | 1 | 2 | 3 | 4 | 5 |
| 2. Bazen kendimi depresyonda hissederim. | 1 | 2 | 3 | 4 | 5 |
| 3. Uğraştığım zaman genelde başarıyorum. | 1 | 2 | 3 | 4 | 5 |
| 4. Bazen başarısız olduğumda kendimi değersiz hissederim. | 1 | 2 | 3 | 4 | 5 |
| 5. İşleri başarıyla tamamlarım. | 1 | 2 | 3 | 4 | 5 |
| 6. Bazen kendimi işime hakim hissetmem. | 1 | 2 | 3 | 4 | 5 |
| 7. Genel olarak, kendimden memnunum. | 1 | 2 | 3 | 4 | 5 |
| 8. Yeteneklerimle ilgili şüphe duyarım. | 1 | 2 | 3 | 4 | 5 |
| 9. Hayatımda ne olacağını ben belirlerim. | 1 | 2 | 3 | 4 | 5 |
| 10. Meslek yaşamımdaki başarımın kontrolünün elimde olmadığını hissederim. | 1 | 2 | 3 | 4 | 5 |
| 11. Sorunlarımın çoğuyla başa çıkabilirim. | 1 | 2 | 3 | 4 | 5 |
| 12. Bazı zamanlar var ki herşey bana karamsar ve ümitsiz görünür. | 1 | 2 | 3 | 4 | 5 |

APPENDIX E: PSYCHOLOGICAL DETACHMENT FACTOR

Bu bölümde 4 ifade bulunmaktadır. Sizden istenen, her bir ifadenin ne derecede katıldığınızı beş basamaklı ölçek üzerinde (1 = Hiç Katılmıyorum; 5 = Tamamen Katılıyorum), ilgili rakamın bulunduğu kutucuğu daire içine alarak belirtmenizdir.

1 = Hiç Katılmıyorum

2 = Pek Katılmıyorum

3 = Biraz Katılıyorum

4 = Oldukça Katılıyorum

5= Tamamen Katılıyorum

İşten sonra.....

| | | | | | |
|--|---|---|---|---|---|
| 1. İş aklımdan çıkarırım. | 1 | 2 | 3 | 4 | 5 |
| 1. Yapılacak işlere ara verir, rahatlarım. | 1 | 2 | 3 | 4 | 5 |
| 2. İş ile ilgili hiçbir şey düşünmem. | 1 | 2 | 3 | 4 | 5 |
| 3. Kendimi zihinsel olarak işimden uzaklaştırırım. | 1 | 2 | 3 | 4 | 5 |

APPENDIX F: EMOTIONAL EXHAUSTION SCALE

| | | | | | |
|---|---|---|---|---|---|
| <p>Bu bölümde işinize yönelik ifadeler yer almaktadır. Sizden istenen aşağıdaki her bir ifadeyi dikkatli bir şekilde okumanız ve bu durumları hangi sıklıkla beş basamaklı ölçek üzerinde (1 = Hiçbir Zaman; 5 = Herzaman), ilgili rakamın bulunduğu kutucuğu daire içine alarak belirtmenizdir.</p> <p>1 = Hiçbir Zaman 2 = Bazen 3 = Genellikle 4 = Çoğu Zaman 5= Her zaman</p> | | | | | |
| 1. İşimden soğuduğumu hissediyorum. | 1 | 2 | 3 | 4 | 5 |
| 2. İş dönüşü kendimi ruhen tükenmiş hissediyorum. | 1 | 2 | 3 | 4 | 5 |
| 3. Sabah kalktığımda bir gün daha bu işi kaldıramayacağımı hissediyorum. | 1 | 2 | 3 | 4 | 5 |
| 4. Bütün gün insanlarla uğraşmak benim için gerçekten çok yıpratıcı | 1 | 2 | 3 | 4 | 5 |
| 5. Yaptığım işten tükendiğimi hissediyorum. | 1 | 2 | 3 | 4 | 5 |
| 6. İşimin beni kısıtladığını hissediyorum. | 1 | 2 | 3 | 4 | 5 |
| 7. İşimde çok fazla çalıştığımı hissediyorum. | 1 | 2 | 3 | 4 | 5 |
| 8. Doğrudan doğruya insanlarla çalışmak bende çok fazla stres yaratıyor | 1 | 2 | 3 | 4 | 5 |
| 9. Yolun sonuna geldiğimi hissediyorum | 1 | 2 | 3 | 4 | 5 |

APPENDIX G: WORK-FAMILY CONFLICT SCALE

| | | | | | |
|---|---|---|---|---|---|
| <p>Aşağıda, iş-aile yaşamına yönelik ifadeler bulunmaktadır. Bu ifadeleri dikkatle okuyunuz ve her bir ifadeye ne derecede katıldığınızı beş basamaklı ölçek üzerinde (1 =Kesinlikle Katılmıyorum; 5 = Tamamen Katılıyorum), ilgili rakamın bulunduğu kutucuğu daire içine alarak belirtmenizdir.</p> <p>1= Kesinlikle Katılmıyorum 2 = Pek Katılmıyorum 3 = Biraz Katılıyorum 4 = Oldukça Katılıyorum 5= Tamamen Katılıyorum</p> | | | | | |
| 1. İşim, aile içi faaliyetlere istediğim kadar zaman harcamamı engelliyor | 1 | 2 | 3 | 4 | 5 |
| 2. İşime ayırmam gereken zaman, evle ilgili sorumluluklarımı yerine getirmemi ve aile içi faaliyetlerde yer almamı engelliyor | 1 | 2 | 3 | 4 | 5 |
| 3. İşle ilgili sorumluluklarıma harcamam gereken zaman yüzünden aile-içi faaliyetleri kaçırmak zorunda kalıyorum | 1 | 2 | 3 | 4 | 5 |
| 4. İşten eve geldiğimde çoğunlukla aile-içi faaliyetlere katılamayacak ve ailevi sorumluluklarımı yerine getiremeyecek kadar bitkin oluyorum. | 1 | 2 | 3 | 4 | 5 |
| 5. İşten eve geldiğimde çoğunlukla duygusal olarak o kadar tükenmiş oluyorum ki, bu ailem için bir şeyler yapmamı engelliyor. | 1 | 2 | 3 | 4 | 5 |
| 6. İşteki baskılar yüzünden, bazen eve geldiğimde yapmaktan zevk aldığım şeyleri dahi yapamayacak kadar stresli oluyorum. | 1 | 2 | 3 | 4 | 5 |
| 7. İşte kullandığım problem çözme yöntemlerim, evdeki problemleri çözmemde etkili olmuyor. | 1 | 2 | 3 | 4 | 5 |
| 8. İşte kullanmam gereken ve etkili olan davranış tarzları, evde ters etki yaratabiliyor. | 1 | 2 | 3 | 4 | 5 |
| 9. İşte beni daha etkin yapan davranış tarzları, ev hayatında daha iyi bir eş ve ebeveyn olmama yardımcı olmuyor. | 1 | 2 | 3 | 4 | 5 |

APPENDIX H: SELF-COMPASSION

| | | | | | |
|--|---|---|---|---|---|
| <p>Bu bölümde 26 ifade bulunmaktadır. Sizden istenen, her bir ifadenin ne derecede katıldığınızı beş basamaklı ölçek üzerinde (1 = Hiç Katılmıyorum; 5 = Tamamen Katılıyorum), ilgili rakamın bulunduğu kutucuğu daire içine alarak belirtmenizdir.</p> <p>1 = Hiç bir zaman 2 = Nadiren 3 = Sık sık 4 = Genellikle 5= Her zaman</p> | | | | | |
| 1. Bir yetersizlik hissettiğimde, kendime bu yetersizlik duygusunun insanların birçoğu tarafından paylaşıldığını hatırlatmaya çalışırım. | 1 | 2 | 3 | 4 | 5 |
| 2. Kişiliğimin beğenmediğim yönlerine ilişkin anlayışlı ve sabırlı olmaya çalışırım. | 1 | 2 | 3 | 4 | 5 |
| 3. Bir şey beni üzdüğünde, duygularıma kapılıp giderim. | 1 | 2 | 3 | 4 | 5 |
| 4. Hoşlanmadığım yönlerimi fark ettiğimde kendimi suçlarım. | 1 | 2 | 3 | 4 | 5 |
| 5. Benim için önemli olan bir şeyde başarısız olduğumda, kendimi bu başarısızlıkta yalnız hissederim. | 1 | 2 | 3 | 4 | 5 |
| 6. Zor zamanlarımda ihtiyaç duyduğum özen ve şefkati kendime gösteririm. | 1 | 2 | 3 | 4 | 5 |
| 7. Gerçekten güç durumlarla karşılaştığımda kendime kaba davranırım. | 1 | 2 | 3 | 4 | 5 |
| 8. Başarısızlıklarımı insanlık halinin bir parçası olarak görmeye çalışırım. | 1 | 2 | 3 | 4 | 5 |
| 9. Bir şey beni üzdüğünde duygularımı dengede tutmaya çalışırım. | 1 | 2 | 3 | 4 | 5 |
| 10. Kendimi kötü hissettiğimde kötü olan her şeye kafamı takar ve onunla meşgul olurum. | 1 | 2 | 3 | 4 | 5 |
| 11. Yetersizliklerim hakkında düşündüğümde, bu kendimi yalnız hissetmeme ve dünyayla bağlantımı koparmama neden olur. | 1 | 2 | 3 | 4 | 5 |
| 12. Kendimi çok kötü hissettiğim durumlarda, dünyadaki birçok insanın benzer duygular yaşadığını hatırlamaya çalışırım. | 1 | 2 | 3 | 4 | 5 |
| 13. Acı veren olaylar yaşadığımda kendime kibar davranırım. | 1 | 2 | 3 | 4 | 5 |
| 14. Kendimi kötü hissettiğimde duygularıma ilgi ve açıklıkla yaklaşmaya çalışırım. | 1 | 2 | 3 | 4 | 5 |
| 15. Sıkıntı çektiğim durumlarda kendime karşı biraz acımasız olabilirim. | 1 | 2 | 3 | 4 | 5 |

| | | | | | |
|--|---|---|---|---|---|
| 16. Sıkıntı veren bir olay olduğunda olayı mantıksız biçimde abartırım. | 1 | 2 | 3 | 4 | 5 |
| 17. Hata ve yetersizliklerimi anlayışla karşılarım. | 1 | 2 | 3 | 4 | 5 |
| 18. Acı veren bir şeyler yaşadığımda bu duruma dengeli bir bakış açısıyla yaklaşmaya çalışırım. | 1 | 2 | 3 | 4 | 5 |
| 19. Kendimi üzgün hissettiğimde, diğer insanların çoğunun belki de benden daha mutlu olduklarını düşünürüm. | 1 | 2 | 3 | 4 | 5 |
| 20. Hata ve yetersizliklerime karşı kınayıcı ve yargılayıcı bir tavır takınırım. | 1 | 2 | 3 | 4 | 5 |
| 21. Duygusal anlamda acı çektiğim durumlarda kendime sevgiyle yaklaşırım. | 1 | 2 | 3 | 4 | 5 |
| 22. Benim için bir şeyler kötüye gittiğinde, bu durumun herkesin yaşayabileceğini ve yaşamın bir parçası olduğunu düşünürüm. | 1 | 2 | 3 | 4 | 5 |
| 23. Bir şeyde başarısızlık yaşadığımda objektif bir bakış açısı takınmaya çalışırım. | 1 | 2 | 3 | 4 | 5 |
| 24. Benim için önemli olan bir şeyde başarısız olduğumda, yetersizlik duygularıyla kendimi harap ederim. | 1 | 2 | 3 | 4 | 5 |
| 25. Zor durumlarla mücadele ettiğimde, diğer insanların daha rahat bir durumda olduklarını düşünürüm. | 1 | 2 | 3 | 4 | 5 |
| 26. Kişiliğimin beğenmediğim yönlerine karşı sabırlı ve hoşgörülü değilimdir. | 1 | 2 | 3 | 4 | 5 |

APPENDIX I: RELAXATION FACTOR

Bu bölümde 4 ifade bulunmaktadır. Sizden istenen, her bir ifadenin ne derecede katıldığınızı beş basamaklı ölçek üzerinde (1 = Hiç Katılmıyorum; 5 = Tamamen Katılıyorum), ilgili rakamın bulunduğu kutucuğu daire içine alarak belirtmenizdir.

1 = Hiç Katılmıyorum

2 = Pek Katılmıyorum

3 = Biraz Katılıyorum

4 = Oldukça Katılıyorum

5= Tamamen Katılıyorum

| | | | | | |
|---|---|---|---|---|---|
| 1. Ayaklarımı uzatır ve rahatlarım. | 1 | 2 | 3 | 4 | 5 |
| 2. Rahatlatıcı şeyler yaparım. | 1 | 2 | 3 | 4 | 5 |
| 3. Zamanımı rahatlamak için kullanırım. | 1 | 2 | 3 | 4 | 5 |
| 4. Kendime serbest zaman ayırırım. | 1 | 2 | 3 | 4 | 5 |

APPENDIX J: EXPERIENCED FAMILY INCIVILITY SCALE

| | | | | | |
|---|---|---|---|---|---|
| Geçtiğimiz bir YIL içerisinde, aşağıdaki davranışların her biri partneriz/eşiniz tarafından ne sıklıkla sergilendiğini beş basamaklı ölçek üzerinden değerlendiriniz. 1. Hiçbir Zaman 2. Bir ya da iki defa 3. Bazen 4. Genellikle 5. Çoğu Zaman | | | | | |
| 1. Sizi aşağıladı ya da küçümsedi | 1 | 2 | 3 | 4 | 5 |
| 2. Konuşmalarınıza yeterince dikkatini vermedi ya da fikirlerinize az ilgi gösterdi | 1 | 2 | 3 | 4 | 5 |
| 3. Sizin hakkınızda küçük düşürücü ya da aşağılayıcı yorumlar yaptı | 1 | 2 | 3 | 4 | 5 |
| 4. Sizi sosyal etkinliklerden mahrum bıraktı ya da dışladı. | 1 | 2 | 3 | 4 | 5 |
| 5. Sizin sorumluluğunuzdaki bir mesele ile ilgili sizin kararınızdan şüphe etti. | 1 | 2 | 3 | 4 | 5 |
| 6. Sizi istemediğiniz halde kişisel bir konuda tartışmaya çekmeye çalıştı. | 1 | 2 | 3 | 4 | 5 |

APPENDIX K: DEMOGRAPHIC INFORMATION FORM

- 1) Yaşınız? _____
- 2) Cinsiyetiniz? Erkek () Kadın ()
- 3) Kaç yıldır evlisiniz? _____
- 4) Çocuğunuz var mı? Evet () Hayır ()
- 5) 18 yaş altı kaç çocuğunuz var _____
- 6) 18 yaş üstü kaç çocuğunuz var _____
- 7) Eğitim durumunuz nedir? (En son mezun olduğunuz program)
- İlkokul () Ortaokul () Lise () YüksekOkul () Üniversite ()
YüksekLisans () Doktora ()
- 8) Mesleğiniz (örnek: işletme) nedir? _____
- 9)İşiniz (örnek: satış personeli) nedir? _____
- 10) Bu işyerinde ne kadar zamandır çalışıyorsunuz? (ay ve yıl olarak belirtiniz)
- _____
- 11)Çalışma yaşamında geçirdiğiniz toplam süre? (Bu ve diğer işlerdeki toplam çalışma süreniz) _____
- 12) Bu işten kazandığınız aylık gelir miktarınızı işaretleyiniz
- | | |
|------------------------|-------------------------|
| 1000 TL vealtı () | 3000-5000 TL arası () |
| 1000-2000 TL arası () | 5000-10000 TL arası () |
| 2000-3000 TL arası () | 10000 TL veüstü () |
- 13) Eve giren aylık gelir miktarınızı işaretleyiniz
- | | |
|------------------------|-------------------------|
| 1000 TL vealtı () | 3000-5000 TL arası () |
| 1000-2000 TL arası () | 5000-10000 TL arası () |
| 2000-3000 TL arası () | 10000 TL veüstü () |
- 14) Ev işlerinin yükünün yüzde kaçını sizin tarafınızdan karşılanıyor?
- ← %0 %20 %40 %60 %80 %100 →
- 15) Aile içerisindeki ev işi yüklerinin paylaşımından ne derece memnunsunuz?
- Hiç 0 %20 %40 %60 %80 %100 Oldukça Fazla
← →
- 16) Aile üyeleriniz, size ne derece sosyal destek sağlamaktadır.
- Hiç 1 2 3 4 5 6 Oldukça Fazla
← →

APPENDIX L: HUMAN SUBJECTS ETHICS COMMITTEE APPROVAL

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05 NİSAN 2018

Konu: Değerlendirme Sonucu

Gönderen: ODTÜ İnsan Araştırmaları Etik Kurulu (İAEK)

İlgi: İnsan Araştırmaları Etik Kurulu Başvurusu

Sayın Prof.Dr. H.Canan SÜMER

Danışmanlığını yaptığınız doktora öğrencisi Derya KARANFİL'in "**Nezaketsiz Davranışların İşten Eve Taşınması**" başlıklı araştırması İnsan Araştırmaları Etik Kurulu tarafından uygun görülerek gerekli onay **2018-SOS-071** protokol numarası ile **06.04.2018 - 30.06.2019** tarihleri arasında geçerli olmak üzere verilmiştir.

Bilgilerinize saygılarımla sunarım.



Prof. Dr. Ş. Halil TURAN

Başkan V



Prof. Dr. Ayhan SOL

Üye



Prof. Dr. Ayhan Gürbüz DEMİR

Üye



Doç. Dr. Yaşar KONDAKÇI

Üye

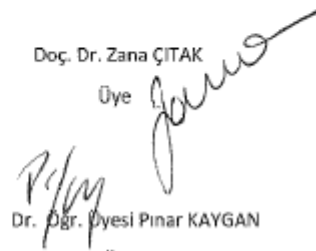
Doç. Dr. Zana ÇITAK

Üye



Doç. Dr. Emre SELÇUK

Üye



Dr. Öğr. Üyesi Pınar KAYGAN

Üye

APPENDIX M: CURRICULUM VITAE

Derya KARANFİL

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EDUCATION

- 2014-2019** Middle East Technical University, Ankara, Turkey
Ph.D., Industrial and Organizational Psychology
Thesis Title: Work-Home Spillover of Uncivil Behaviors
Advisor : Prof. Dr. H. Canan Sümer
- 2011-2014** Middle East Technical University, Ankara, Turkey
M.A., Industrial and Organizational Psychology
Thesis Title: Antecedents and Consequences of Shared Mental Model for Service Teams
Advisor : Prof. Dr. H. Canan Sümer
- 2006-2011** Middle East Technical University, Ankara, Turkey
B.A., Psychology

WORK EXPERIENCE

- January 2013-** Research Assistant, Yıldırım Beyazıt University, Ankara, Turkey

PUBLICATIONS

- Yüce-Selvi, Ü., & **Karanfil, D.** (2016). Intimate partner violence against woman: Effects of power distance, individualism and economy. *International Journal of Human Sciences*, 13(1), 60-71. doi:10.14687/ijhs.v13i1.3543
- Karanfil, D. (2019). Sosyal Psikolojinin İş Motivasyonu Alanına Uygulanması. C. Ş. Çukur & G. Sayılan (Ed.). Uygulamalı Sosyal Psikoloji içinde (In Press).

CONFERENCE PRESENTATIONS

- Karanfil, D. & Sümer, C. (July, 2019). Spillover of Incivility from Work to Home Domain: The Mediating Role of Emotional Exhaustion and Work Family Conflict. Oral Presentation at XVI European Congress of Psychology, Moscow.

Inan, E., Yücel E., & Karanfil., D (October, 2018). Bastırma, Yeniden Değerlendir, Paylaş: Özgün Olabildiğince İyi Ol!, 20. Oral Presentation at *Ulusal Psikoloji Kongresi*. Ankara, Türkiye.

Yücel, E, Karanfil D., Inan, E. (Mayıs, 2018). Mutluluk Paylaşıldıkça Çoğalır mı?: Öz-Belirleme Kuramı Çerçevesinde Bir İnceleme. Oral Presentation at *Vth International Eurasian Educational Research Congress*, Antalya, Türkiye.

Başoğlu, E., & Karanfil, D. (Temmuz, 2017). The Role of Personality Traits as Antecedents of Instigated Incivility. Oral Presentation at *International Society for the Study of Individual Differences Conference*. Warsaw, Poland.

Karanfil, D. & Yalçinkaya-Alkar, Ö. (Temmuz, 2017). The relationship of Type A Behavior with Life Satisfaction: The Mediating Role of Self-Compassion and Emotion Regulation. Oral Presentation at 15th European Congress of Psychology. Amsterdam.

Yücel, E., Süsen, Y., İnan, E., Karanfil, D., & Yalçinkaya-Alkar, Ö. (Temmuz, 2017). For Better or Worse: An Exploration about the Nature of Interpersonal Emotion Regulation. Oral Presentation at *15th European Congress of Psychology*. Amsterdam.

Arman, G., Karanfil, D. Kosova, E., & Çetin, D. (Mayıs, 2017). Üretim Şirketlerinde İnsan Yönetimi: Nesiller Değiştikçe Bizi Neler Bekliyor. Oral Presentation at *25.Ulusal Yönetim & Organizasyon Kongresi*. Ankara, Türkiye.

Yüce-Selvi, Ü., & Karanfil, D. (Ekim, 2015). Kadına partneri tarafından uygulanan fiziksel ve cinsel şiddetin Hofstede'nin kültürel boyutları açısından incelenmesi. Oral Presentation at *Uluslararası Sosyal Bilimler ve Eğitim Araştırmaları Konferansında Sözlü Sunum*. Antalya, Türkiye.

Solmazer, E., & Karanfil, D. (October, 2019). Bir Helikopter Kazasının «İnsan Faktörleri Analiz ve Sınıflandırma Sistemi» ile İncelenmesi. Poster Presented at *29. Ulusal Psikoloji Kongresi*, Ankara, Türkiye.

Yücel, E., Karanfil, D., Süsen, E. İnan, E., Yalçinkaya-Alkar, Ö (Eylül, 2018). Explaining the Main Effects of Social Support: The Intrapersonal and Interpersonal

Emotion Regulatory Routes. Poster Presented at 48th *Annual Congress of the European Association for Behavioural and Cognitive Therapies*. Sofia, Bulgaria.

Karanfil, D., & Sümer, H.C. (Eylül, 2016). Ortak Zihinsel Model Gelişiminde Takım Kişiliğinin Rolü. Poster Presentation at *19. Ulusal Psikoloji Kongresi*, İzmir, Türkiye.

RESEARCH INTERESTS

Personnel Selection, Recruitment, Teamwork, Personality, Workplace Incivility, Work-Family Conflict, Recovery

APPENDIX N: TURKISH SUMMARY / TRKE ZET

GİRİŞ

İşyeri kötü muamele davranışları (örn., saldırganlık, sapkın davranışlar, yıldırma ve istismarcı amirlik) örgütsel davranış literatüründe son yirmi yıl içerisinde önemli ölçüde araştırma merakı uyandırmıştır (Schilpzand, De Pater ve Erez, 2016). Andersson ve Pearson (1999), “işyeri nezaketsizliği” kavramını bu yazına tanıtmışlardır. İşyerinde nezaketsizlik, aşağılayıcı dil ve ses tonu kullanmak, başkalarının itibarını sarsmak (Porath ve Pearson, 2012), başkalarının sözünü kesmek ya da onları dikkate almamak (Gallus, Bunk, Matthews, Barnes-Farrell ve Magley, 2014), birini sosyal faaliyetlerden dışlamak ve diğerlerini selamlamamak (Wasti ve Erdaş, 2019) gibi birçok farklı şekilde gerçekleşebilir. İşyeri nezaketsizliği kavramının tanıtılmasından bu yana, araştırmacılar, nezaketsiz davranışların hedefi olma (işyeri nezaketsizliğine maruz kalma), başkalarına karşı nezaketsiz davranışlar sergileme (işyeri nezaketsizliği sergileme) ile nezaketsiz etkileşimleri gözlemlemenin (yani, işyeri nezaketsizliğine tanık olma) öncülleri ve sonuçlarını araştırmışlardır.

Araştırmacılar, ağırlıklı olarak işyerinde bu tür davranışlara maruz kalmanın bireyin işe yönelik tutum ve davranışı ile iyilik haline olan olumsuz etkilerini incelemişlerdir (derleme için bkz., Schilpzand vd., 2016). Öte yandan, nezaketsiz davranışların sergilenmesinin, hedef kişi üzerindeki etkilerin ötesindeki yansımaları ilgili yazında görece daha az ilgi görmüştür. Ancak, sınırlı sayıda olan bu araştırmaların önemli örgütsel doğurguları bulunmaktadır. Örneklemek gerekirse, işyeri nezaketsizliğine maruz kalmak (örn., Meier ve Gross, 2015; Rosen, Koopman, Gabriel ve Johnson, 2016) ve işyeri nezaketsizliğine tanık olmak (Foulk, Woolum ve Erez, 2016), işyeri nezaketsizliği sergilemenin en kritik belirleyicileri olarak ortaya konmuştur. Buna göre, nezaketsiz davranışlar tüm işyerine kolayca

yayılabilir. Diğer bir deyişle nezaketsizlik iş yerinde bulaşıcı bir kötü muamele türü olarak karşımıza çıkmaktadır.

Araştırmacılar, işyerinde nezaketsizliğe maruz kalan bireylerin, yüksek düzeyde iş-aile çatışması (Lim ve Lee, 2011), düşük düzeyde evlilik doyumu (Ferguson, 2012) ve yüksek düzeyde geri çekilme ve öfke davranışları (Lim, Ilies, Koopman, Christoforou ve Arvey, 2018) 2012) raporladıklarını bulgulamışlardır. Bu bulgular, işyeri nezaketsizliğine maruz kalmanın olumsuz etkilerinin işyeriyle sınırlı olmadığını ve bu etkilerin istismarcı amirlik (Carlson, Ferguson, Perrewe ve Whitten, 2011; Wu, Kwan, Liu ve Resick, 2012), cinsel taciz (Xin, Chen, Kwan, Chiu ve Yim, 2018) ve işyerinde dışlama (Liu, Kwan, Lee ve Hui, 2013) gibi işyeri kötü muamele örnekleriyle benzer şekilde aile ortamına aktarılabilirliğini (taşınabilirliğini) önermektedir. Ancak, işyeri nezaketsizliği ev ortamına yalnızca tutumlar yoluyla değil, aynı zamanda aile üyelerine yönelik baltalama davranışı (örn, Barber, Taylor, Burton ve Bailey, 2017; Hoobler ve Brass, 2006) gibi olumsuz davranışlar yoluyla da aktarılabilir.

İşyeri kötü muamele alanındaki önceki araştırmalar, kötü muamelenin yayılmasına yönelik daha fazla araştırmanın yapılmasını teşvik etmesine rağmen, literatürde hala bir boşluğun var olduğu görülmektedir. Özellikle, bireylerin işyeri nezaketsizliğine maruz kalmalarının ardından bu tür davranışları evlerinde eşlerine ya da partnerlerine yönelik sergileyip sergilemeyeceği (ev nezaketsizliği sergileme) araştırılması gereken bir konudur. Bu bağlamda, (a) nezaketsizliğin, iş-ev sınırının aşp aşamayacağı, (b) işten eve nezaketsizliğin bulaşmasını açıklayabilecek bir mekanizmanın olup olmadığı, (c) nezaketsizliğin belirli koşullarda ve belirli özelliklere sahip bireyler için bulaşıcılığının daha olası olup olmadığı ve (d) nezaketsizliğe maruz kalan bireylerin kendilerini belirli koşullarda aile nezaketsizliği sergilemekten alı koyup kayamayacağının araştırılma ihtiyacı öne çıkmaktadır. Bu nedenle, bu çalışmanın amacı, mevcut kuramsal ve görgül temellere dayanarak bu sorulara yanıt bulmak ve nezaketsiz davranışların işten eve taşınmasına yönelik bir model önermektir.

Andersson ve Pearson (1999), işyeri nezaketsizliği kavramını “işyerinde karşılıklı saygı normlarını ihlal eden ve karşı tarafa zarar verme niyetinin belirsiz

olduğu düşük yoğunluklu sapma davranışı” olarak tanımlamıştır (s. 457). Bu kavram, tanıtılmasından bu yana, araştırmacılar tarafından oldukça ilgi görmüştür (Cortina, Kabat-Farr, Magley ve Nelson, 2017). Aile nezaketsizliği kavramı, işyeri nezaketsizliği kavramından türetilmiştir. Lim ve Tai (2014), aile nezaketsizliği kavramını “aile içerisinde karşılıklı saygı normlarını ihlal eden ve niyetin belirsiz olduğu düşük yoğunluklu sapma davranışı” olarak tanımlamıştır (s. 351). Düşük yoğunluk, norm ihlali ve niyetin belirsizliği, aile nezaketsizliği ile işyeri nezaketsizliğinin paylaştıkları ortak özelliklerdir. Her iki kavramı ayırtıran temel özellik, nezaketsiz davranışın kaynağıdır. Aile nezaketsizliğinde davranışı sergileyen ve davranışa maruz kalanlar aile bireyleri iken, işyeri nezaketsizliğinde davranışı sergileyen ve davranışa maruz kalanlar çalışanlardır.

Mevcut araştırma, nezaketsizliğin işten eve taşınmasını açıklarken, bireylerin değer verdikleri kaynakları elde etmeye, korumaya ve yeniden inşa etmeye çabaladıklarını öneren kaynakların korunma kuramına (Hobfoll, 1989) dayanmaktadır. Bu kuram, fiziksel veya zihinsel çaba gerektiren bağlamsal bir talebin (örn. nezaketsizliğin) bireyin kişisel kaynaklarını (örn., enerji, dikkat, ilişkiler) nasıl tüketebildiğini açıklayabilmektedir (Ten Brummelhuis ve Bakker, 2012). Bu kuram temelinde, işyerinde nezaketsizliğe maruza kalmanın, bu tür bir sosyal stres ile baş etmeye ve davranışı sergileyen bireyin niyetini anlamaya çalıştığımız zamanlarda kaynak kaybına yol açacağı öne sürülmüştür (Zhou, Yan, Che ve Meier, 2015). Özellikle, iş yerinde maruz kalınan nezaketsiz davranışlar, bu tür davranışların hedefi olan bireylerin kaynaklarını (örn., enerji ve dikkat) tüketir ya da kayıp yaşama tehdidi (işyerindeki kişilerarası ilişkiler) ortaya çıkarabilmektedir (örn., Rosen vd., 2016; Zhou vd., 2015). Tükenme yaşayan çalışanlar, sahip oldukları kaynakların düşük düzeyde olmasına bağlı olarak evin gerekliliklerini ve partnerin taleplerini karşılamada zorluk yaşayabilmektedirler. Bu bağlamda, işyeri nezaketsizliğinin kaynak tüketen doğası göz önüne alındığında, işyerinde bu tür davranışlara maruz kalan bireylerin yüksek düzeyde duygusal tükenme bildirecekleri, duygusal tükenmenin ise iş-aile çatışması ile ilişkili olacağı hipotez edilmektedir (Hipotez 1).

Mevcut araştırma, eşlere yönelik nezaketsiz davranışların sergilenmesini açıklarken ego tükenme kuramına (Muraven ve Baumeister, 2000) dayandırılmıştır.

Bu kurama göre, bireyin kendini onaylanmayan davranışlardan (örn., nezaketsizlik) alıkoyması için öz kontrole sahip olması gerekmektedir (Muraven ve Baumeister, 2000). Ancak, eğer birey daha önce yürütmüş olduğu eylemlerde öz kontrol kullanmış ise ya da önceliği daha yüksek olan gelecek görevler için öz kontrolünü muhafaza etmek istiyor ise, öz kontrol sergilemeyebilir (Muraven, Shmueli, & Burkley, 2006). Bireyler duygusal tükenme ve iş-aile çatışması ile başa çıkarken öz-kontrol uygulamaktadırlar. Bu nedenle, bireyler, duygusal tükenme ve iş-aile çatışması için öz kontrol uygulamanın ardından, öz kontrol tükenmesi yaşayabilir ve bu da bireyin nezaketsiz davranmaktan kendini alıkoyma kapasitesine zarar verebilmektedir. Bu bağlamda, ego tükenme teorisine dayanarak iş-aile çatışmasının duygusal tükenme ile aile nezaketsizliği sergileme arasındaki ilişkiye aracılık ettiği (Hipotez 2), duygusal tükenmenin işyeri nezaketsizliğine maruz kalma ve aile nezaketsizliği sergileme arasındaki ilişkiye aracılık ettiği (Hipotez 3), ve duygusal tükenme ile iş-aile çatışmasının nezaketsizliğine maruz kalma ve aile nezaketsizliği sergileme arasındaki ilişkiye seri olarak aracılık ettiği (Hipotez 4) hipotez edilmektedir.

Ten Brummelhuis ve Bakker'a (2012) göre, stresle başa çıkmayı, ek kaynaklar edinmeyi, bağlamsal taleplere direnmeyi ve mevcut kaynakları en iyi şekilde kullanmayı etkileyen anahtar kaynaklar bulunmaktadır. Görgül bulgular, öz saygı, genel öz yeterlilik, kontrol odağı, nörotisizm kavramlarını kapsayan temel benlik değerlendirme (Judge, Erez, Bono ve Thoresen, 2003) ile psikolojik uzaklaşma (Kinnunen, Feldt, Siltaloppi, & Sonnentag, 2011) değişkenlerini bireyin strese verdiği tepkileri ve stres ile başa çıkmada bireyin kaynak yönetimini etkileyen düzenleyici faktörler olarak desteklemişlerdir. Buna göre, temel benlik değerlendirme (Hipotez 5) ve psikolojik uzaklaşma (Hipotez 6), işyeri nezaketsizliğine maruz kalma ve duygusal tükenme ilişkisinde düzenleyiciler olarak hipotez edilmişlerdir.

Ego tükenme kuramına dayanarak, öz kontrolün yenilenmesini kolaylaştıran faktörlerin, iş-aile çatışması ve aile nezaketsizliği sergileme arasındaki pozitif ilişkiyi zayıflatabileceği düşünülmüştür. Rahatlama ve öz duyarlılık, ego tükenmesini engelleyen ve tükenmiş öz-kontrolü yenileyen faktörler olarak bulunmuşlardır (örn.,

Burson, Crocker ve Mischkoyski, 2012; Tyler ve Burns, 2008). Bu nedenle, öz-duyarlılık (Hipotez 7) ve rahatlama (Hipotez 8), iş-aile çatışması ve aile nezaketsizliği sergileme ilişkisinde düzenleyiciler olarak önerilmişlerdir.

Mevcut araştırma kapsamında düzenleyici olarak araştırılan bir diğer kavram da stres-gerginlik ilişkisinde sıklıkla koruyucu faktör olarak çalışılan sosyal destek kavramıdır. İşyeri kötü muamele literatüründeki sosyal destek kavramına yönelik çelişkili bulgular (örn, Beattie & Griffin, 2014a; Lim & Lee, 2011) göz önüne alındığında, mevcut çalışma iki araştırma sorusu önermektedir: (Araştırma Sorusu 1) eş desteği işyerinde maruz kalınan nezaketsizlik ile duygusal tükenme arasındaki ilişkiyi düzenler mi? ve (Araştırma Sorusu 2) eş desteği iş-aile çatışması ile aile nezaketsizliği sergileme arasındaki ilişkiyi düzenler mi. İşyerinde kötü muameleye maruz kalmanın taşınmasına yönelik mevcut araştırmalar genellikle çiftlerden sadece birinin deneyimlediği işten eve taşınma sürecine odaklanır (örn., Barber vd., 2017; Hoobler ve Brass, 2006). Burada, kötü muamele davranışlarının ev çıktılarına olan etkilerinin her iki eş için araştırılma ihtiyacı öne çıkmaktadır. Bu bağlamda, mevcut araştırmada, katılımcı örnekleminin çift-gelirli eşlerden oluşturulması hedeflenmiş ve hem erkek hem de kadın eşler için aşağıda sunulan hipotezler test edilmiştir:

Hipotez 1: Duygusal tükenme, işyeri nezaketsizliğine maruz kalma ile iş-aile çatışması arasındaki ilişkiye aracılık eder.

Hipotez 2: İş-aile çatışması, duygusal tükenme ile aile nezaketsizliği sergileme arasındaki ilişkiye aracılık eder.

Hipotez 3: İş-aile çatışması, işyeri nezaketsizliğine maruz kalma ile aile nezaketsizliği sergileme arasındaki ilişkiye aracılık eder.

Hipotez 4: Duygusal tükenme ve iş-aile çatışması, işyeri nezaketsizliğine maruz kalma ile aile nezaketsizliği sergileme arasındaki ilişkiye seri olarak aracılık eder.

Hipotez 5: Temel benlik değerlendirmesi, işyerinde maruz kalınan nezaketsizlik ile duygusal tükenme arasındaki ilişkiyi düzenler ve ilişki temel benlik değerlendirme düzeyi düşük bireyler için daha güçlüdür.

Hipotez 6: Psikolojik uzaklaşma, işyerinde maruz kalınan nezaketsizlik ile duygusal tükenme arasındaki ilişkiyi düzenler ve ilişki psikolojik uzaklaşma düzeyi düşük bireyler için daha güçlüdür.

Hipotez 7: Öz duyarlılık, iş-aile çatışması ile aile nezaketsizliği sergileme arasındaki ilişkiyi düzenler ve ilişki öz duyarlılık düzeyi düşük bireyler için daha güçlüdür.

Hipotez 8: Rahatlama, iş-aile çatışması ile aile nezaketsizliği sergileme arasındaki ilişkiyi düzenler ve ilişki rahatlama düzeyi düşük bireyler için daha güçlüdür.

Araştırma Sorusu 1: Eş desteği, işyerinde maruz kalınan nezaketsizlik ile duygusal tükenme arasındaki ilişkiyi düzenler mi?

Araştırma Sorusu 2: Eş desteği, iş-aile çatışması ile aile nezaketsizliği sergileme arasındaki ilişkiyi düzenler mi?

YÖNTEM

Örnekleme

Başlangıç örneklemini, iki hafta arayla iki zamanlı uygulanacak çalışmaya katılım göstermeye gönüllü olan toplam 209 çift-gelirli eşler (418 eş) oluşturmaktadır. Ancak, bu katılımcılardan, toplam 160 çift her iki zaman anketlerini tamamlamışlardır. Yüzatmış çift arasından yalnız çalıştığını bildiren iki çift ve altı aydan az süredir evli olan üç çift analizlere dahil edilmemiştir. Ayrıca, veri tarama aşamasında çok değişkenli uç değerlere sahip beş çiftin çıkarılması ile birlikte analizler 150 çift (300 eş) ile yürütülmüştür.

Katılımcıların yaş aralığı 20 ve 64 arasındadır. Çiftlerin evlilik süreleri altı ve 337.50 ($O = 96.85$, $SS = 74.05$) ay arasında değişmektedir. Katılımcıların toplam çalışma deneyimleri 10 ve 600 ($O = 147.58$, $SS = 85.57$) ay aralığındadır. 215 katılımcı (71.8 %) çocuk sahibi olduğunu bildirmiştir.

Veri Toplama Araçları

Eş Desteği

Eş desteği, 44-madde olarak King ve arkadaşları (1995) tarafından geliştirilen aile destek envanterinden 12 madde ile ölçülmüştür. Envanterin Türkçe'ye çevirisi Aycan ve

Eskin (2005) tarafından yapılmıştır. Demokan (2009), envanterin 12 maddelik kısa formunu kullanmıştır. Maddeler 5-basamaklı Likert tipi ölçek (1 = Kesinlikle Katılmıyorum, 5 = Kesinlikle Katılıyorum) üzerinde değerlendirilmiştir. Demokan (2009), ölçeğin iç tutarlılık katsayısını .89 olarak raporlamıştır. Mevcut çalışmada, ölçeğin iç tutarlılık katsayısı, erkekler için .76 ve kadınlar için .81 olarak bulunmuştur.

İşyeri Nezaketsizliğine Maruz Kalma

Katılımcıların işyerinde maruz kaldıkları nezaketsiz davranışları ölçmek amacıyla 12 maddelik işyeri nezaketsizlik ölçeğinin güncellenmiş versiyonu kullanılmıştır (Cortina et al., 2013). Maddeler 5-basamaklı Likert tipi ölçek (1 = Hiçbir Zaman, 5 = Çoğu Zaman) üzerinde değerlendirilmiştir. Bir günlük çalışması kapsamında, Erdaş (2016) ölçeğin Türkçe çevirisini yapmış ancak normatif doğası gereği çeviri için güvenirlik değeri raporlamamıştır. Cortina ve arkadaşları (2013), ölçeğin güvenirlik değerini .92 olarak bulgulamışlardır. Mevcut araştırmada, ölçeğin iç tutarlılık katsayısı erkekler için .86 ve kadınlar için .92 olarak bulunmuştur.

Temel Benlik Değerlendirmesi

Katılımcıların kendilerine yönelik öz saygı, genel öz yeterlilik, kontrol odağı ve nörotisizm değerlendirmeleri, temel benlik değerlendirme ölçeği (Judge vd., 2003) ile ölçülmüştür. Ölçek, 5-basamaklı Likert tipi ölçek (1 = Kesinlikle Katılmıyorum, 5 = Kesinlikle Katılıyorum) ile değerlendirilen 12 maddeden oluşmaktadır. Ölçeği Türkçe'ye adapte eden Bayazıt (2003), ölçeğin içsel tutarlılık değerini .74 olarak raporlamıştır. Mevcut araştırmada, ölçeğin iç tutarlılık katsayısı erkekler için .81, kadınlar için .82 olarak bulunmuştur.

Psikolojik Uzaklaşma

Psikolojik uzaklaşma, Sonnentag ve Fritz (2007) tarafından geliştirilen toparlanma deneyimi ölçeğinin dört maddelik psikolojik uzaklaşma alt boyutu ile ölçülmüştür. Maddeler, 5-basamaklı Likert tipi ölçek (1 = Hiç katılmıyorum, 5 = Tamamen katılıyorum) ile değerlendirilmiştir. Çift dilli bir araştırmacı, daha önce Koçak ve arkadaşları (2016) tarafından çevrilen maddelerin orijinal maddeler ile kavramsal denkliğini değerlendirmiş ve gerekli maddeler için yeni çeviri önermiştir.

Mevcut arařtırmada, psikolojik uzaklařma alt boyutunun i tutarlılık katsayısı, erkekler iin .90 ve kadınlar iin .87 olarak bulunmuřtur.

Duygusal Tkenme

Duygusal tkenme, maslach tkenme envanterinden (MBI, Maslach & Jackson, 1986) dokuz madde ile llmřtr. Katılımcılar, maddeleri 5-basamaklı Likert tipi lek (1 = Hi zaman, 5 = Her zaman) zerinden deęerlendirilmiřtir. Ergin (1993) leęi Trke'ye uyarlamıřtır. Bu alıřmada, duygusal tkenme iin i tutarlılık katsayısı erkeklerde .88 ve kadınlarda ise .90 olarak bulunmuřtur.

İř-Aile atıřması

İř-aile atıřması, Carlson ve arkadaşları (2000) tarafından geliřtiren dokuz madde ile llmřtr. Maddeler 5-basamaklı Likert tipi lek (1 = Kesinlikle Katılmıyorum, 5 = Tamamen Katılıyorum) zerinde deęerlendirilmiřtir. Erdoęan (2009), leęin isel tutarlılık deęerini .88 olarak raporlamıřtır. Bu alıřmada ise, iř-aile atıřması leęi erkekler iin .91, kadınlar iin .86 isel tutarlılık deęerlerine sahiptir.

z-Duyarlılık

z-duyarlılık, Neff (2003) tarafından geliřtirilmiř 26 maddelik z-duyarlılık leęi ile llmřtr. Katılımcılar maddeleri 5-basamaklı Likert tipi lek (1 = Hi Katılmıyorum, 5 = Tamamen Katılıyorum) ile deęerlendirmiřlerdir. Akın ve arkadaşları (2007) leęi Trke'ye uyarlamıř ve .72 ile .80 aralıęında gvenirlilik deęerleri raporlamıřlardır. Mevcut alıřma ise z-duyarlılık, erkekler iin .94, kadınlar iin .89 isel tutarlılık deęerine sahiptir.

Rahatlama

Rahatlama, Sonnentag ve Fritz (2007) tarafından geliřtirilen toparlanma deneyimi leęinin drt maddelik rahatlama alt boyutu ile llmřtr. Maddeler, 5-basamaklı Likert tipi lek (1 = Hi Katılmıyorum, 5 = Tamamen Katılıyorum) ile deęerlendirilmiřtir. Daha nce Koak ve arkadaşları (2016) tarafından evrilen maddelerin kavramsal denklięi, ift dilli bir arařtırmacı tarafından yapılmıřtır.

Mevcut arařtırmada, rahatlama alt boyutunun i tutarlılık katsayısı erkekler iin .91, kadınlar iin .92 olarak bulunmuřtur.

Aile Nezaketsizliđine Maruz Kalma

Sergilenen aile nezaketsizliđini lmek amacıyla, katılımcılara eřlerinden nezaketsiz davranıř grp grmediklerini belirtmeleri istenmiřtir. Bu limde, her bir bireyin maruz kaldıđı aile nezaketsizliđi, eřinin sergilediđi aile nezaketsizliđini temsil etmektedir. Aile nezaketsizliđine maruz kalma lm olarak Lim ve Tai (2014) tarafından iřyeri nezaketsizlik lēinin aile ortamına uyarlanmak iin deđiřtirilmiř versiyonu kullanılmıřtır. Maddeler, 5-basamaklı Likert tipi lek (1 = Hibir Zaman, 5 = ođu Zaman) zerinden deđerlendirilmiřtir. Mevcut arařtırma kapsamında lēin evirisi iki doktora đrencisi tarafından yapılmıř, bir ift dilli arařtırmacı eviri maddelerinin orijinal maddelerle kavramsal denkliđini deđerlendirmiřtir. Bu arařtırmada, aile nezaketsizliđine maruz kalma lēinin i tutarlılık katsayısı erkekler iin .79 ve kadınlar iin .82 olarak bulunmuřtur.

İřlem

alıřmaya ilgi duyan iftlere, iftler iin hazırlanmıř olan bilgilendirilmiř onam formunun yer aldıđı link iletilmiř ve katılmaya gnll olan iftlerden daha sonra anketlerin kendilerine ulařtırılması amacıyla telefon numaralarını yazmaları istenmiřtir. Hem birinci hem de ikinci zamanda uygulanan anket linkleri, katılımcılara kısa mesaj olarak iletilmiřtir. Her bir katılımcıya ikinci zaman anketi, birinci zaman anketinin tamamlanmasından yaklařık iki hafta sonra ulařtırılmıřtır.

Veri Analiz Yntemi

iftlerden elde edilen verileri analiz etmek amacıyla Aktr Partner Karřılıklı Bađımlılık Modeli (APIM; Kenny, Kashy ve Cook, 2006) kullanılmıřtır. Bu model, hem aktr hem de partner etkisinin incelenmesine olanak sađlamaktadır. Aktr etkisi, bireyin kendi deđerlendirmesinin kendi ıktıları zerindeki etkisini temsil ederken, partner etkisi, bireyin kendi deđerlendirmesinin partnerinin ıktısı zerindeki etkisini temsil etmektedir. APIM analizlerinde, bađımsız deđerřkenler arasında ve bađımlı deđerřkenlerinin hataları arasında serbest kovaryans eklenmesi gerekmektedir. APIM

analizleri yapısal eşitlik modelleri ile AMOS (Arbuckle, 2010) programında yapılmıştır.

Temel analizlerin öncesinde, kadın ve erkeklerin önerilen ilişkilerde ampirik olarak ayırt edilip edilmedikleri yapısal eşitlik modelleri kullanılarak “Omnibus Ayırt Edilebilirlik Testi” ile değerlendirilmiştir. Her bir ilişki ikilisi için, kadın ve erkeğin her bir değişkende aynı ortalama ve varyansa, ayrıca aynı aktör ve partner kovaryansına sahip olduğu tamamen sınırlandırılmış yapısal eşitlik modelleri Mplus (Muthén ve Muthén, 1998;2012) programında test edilmiştir. Eğer bu model indeksleri reddedilebilir ki kare değeri sunarsa bu erkek ve kadınların bu ilişki ikilisinde ayırt edilemez olduklarını, ancak eğer model reddedilemez ki kare değeri sunarsa bu durum erkek ve kadınların bu ilişkide ayırt edilebilir olduklarını göstermektedir. Ayrıca, APIM testlerinde, odak ortalama değerlerdeki farklılıklar olmadığı için ortalamaların aynı olmalarına yönelik sınırlama kaldırılarak model yeniden test edilmiş ve temel analizler bu model sonuçlarına bağlı olarak yürütülmüştür.

BULGULAR

Değişkenler arasında cinsiyet farklılığını test etmek amacıyla eşleştirilmiş örneklem t-test analizleri yapılmıştır. Analiz sonuçlarına göre, erkeklerin temel benlik değerlendirmeleri ($Ort.erkek = 3.75$, $S_{erkek} = .53$; $Ort.kadın = 3.59$, $S_{kadın} = .51$), öz-duyarlılıkları ($Ort.erkek = 3.39$, $S_{erkek} = .61$; $Ort.kadın = 3.27$, $S_{kadın} = .67$) ve rahatlama ($Ort.erkek = 3.52$, $S_{erkek} = .92$; $Ort.kadın = 2.99$, $S_{kadın} = 1.09$) düzeyleri anlamlı olarak kadınlardan daha yüksektir.

Değişkenlerdeki varyansın ne kadarının partnerlik ile açıklandığını incelemek amacıyla sınıf içi korelasyon ICC(1) (Bryk & Raudenbush, 1992) değerleri hesaplanmıştır. ICC (1) hesaplanması için yürütülen MANOVA analiz sonuçlarına göre, psikolojik uzaklaşma, duygusal tükenme, eş desteği, öz-duyarlılık, rahatlama ve aile nezaketsizliğine maruz kalma değişkenleri için, ICC değerleri .14 ile .30 aralığındadır. Buna göre, çiftlerin bu değişkenlerdeki değerlendirmelerinin bağımsız olmadığı önerilmektedir.

Tablo 3 değişkenler arasındaki korelasyonları sunmaktadır. Tabloya bakıldığında, hem kadın hem erkeklerde, işyeri nezaketsizliğine maruz kalmanın,

psikolojik uzaklaşma (erkek, $r = -.16$, $p < .05$; kadın, $r = -.22$, $p < .01$), duygusal tükenme (erkek, $r = .34$, $p < .01$; kadın, $r = .39$, $p < .01$), iş-aile çatışması (erkek, $r = .18$, $p < .05$; kadın, $r = .30$, $p < .01$) ve temel benlik değerlendirmesi (erkek, $r = -.41$, $p < .01$; kadın, $r = -.22$, $p < .01$) ile ilişkili olduğu görülmektedir. Ayrıca, aile nezaketsizliğine maruz kalmanın, temel benlik değerlendirmesi, (erkek, $r = -.38$, $p < .05$; kadın, $r = -.39$, $p < .01$), eş desteği (erkek, $r = -.45$, $p < .01$; kadın, $r = -.48$, $p < .01$), iş-aile çatışması (erkek: $r = .26$, $p < .01$; kadın, $r = .28$, $p < .01$), öz-duyarlılık (erkek, $r = -.47$, $p < .01$; kadın, $r = -.20$, $p < .01$) ve rahatlama (erkek, $r = .30$, $p < .01$; kadın, $r = .24$, $p < .01$) ile anlamlı düzeyde ilişkili bulunmuştur.

Tablo 3

Değişkenler Arasındaki Korelasyonlar

| Değişkenler | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 1. İşyeri Nezaketsizliğine Maruz Kalma (Erkek) | --- | | | | | | | | |
| 2. Psikolojik Uzaklaşma (Erkek) | -.16* | ---- | | | | | | | |
| 3. Duygusal Tükenme (Erkek) | .34** | -.24** | ---- | | | | | | |
| 4. Temel Benlik Değerlendirmesi (Erkek) | -.41** | .30** | -.45** | ---- | | | | | |
| 5. Eş Desteği (Erkek) | -.19* | -.09 | -.12 | .29** | ---- | | | | |
| 6. İş-Aile Çatışması (Erkek) | .18* | -.26** | .52** | -.35** | -.22** | ---- | | | |
| 7. Öz-Duyarlılık (Erkek) | -.35** | .36** | -.45** | .55** | .30** | -.39** | ---- | | |
| 8. Rahatlama (Erkek) | -.15 | .29** | -.20* | .33** | .26** | -.22** | .43** | ---- | |
| 9. Aile Nezaketsizliğine Maruz Kalma (Erkek) | .22** | -.22** | .20* | -.38** | -.45** | .26** | -.47** | -.30** | ---- |
| 10. İşyeri Nezaketsizliğine Maruz Kalma (Kadın) | .05 | -.05 | .10 | -.01 | -.12 | .08 | .00 | .04 | .08 |
| 11. Psikolojik Uzaklaşma (Kadın) | -.04 | .17* | -.12 | .10 | .03 | -.14 | .12 | .10 | -.09 |
| 12. Duygusal Tükenme (Kadın) | .01 | .05 | .18* | .03 | -.13 | .04 | -.03 | .01 | .18* |
| 13. Temel Benlik Değerlendirmesi (Kadın) | -.00 | .12 | -.05 | .08 | .06 | .06 | .18* | -.02 | -.08 |
| 14. Eş Desteği (Kadın) | -.03 | .03 | -.15 | .10 | .30** | -.20* | .28** | .11 | -.10 |
| 15. İş-Aile Çatışması (Kadın) | .15 | -.06 | .20* | -.13 | -.18* | .12 | -.26** | -.18* | .18* |
| 16. Öz-Duyarlılık (Kadın) | -.05 | .11 | -.04 | .14 | .09 | .02 | .15 | .07 | -.15 |
| 17. Rahatlama (Kadın) | -.17* | .11 | -.24** | .08 | .05 | -.14 | .25** | .32** | -.09 |
| 18. Aile Nezaketsizliğine Maruz Kalma (Kadın) | .07 | -.05 | .02 | -.07 | -.22** | -.07 | -.30** | -.11 | .29** |

Not. N = 150, ** $p < .01$, * $p < .05$.

Tablo 3'ün devamı

Değişkenler Arasındaki Korelasyonlar

| Değişkenler | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
|---|--------|--------|--------|--------|--------|--------|-------|--------|------|
| 10. İşyeri Nezaketsizliğine Maruz Kalma (Kadın) | ---- | | | | | | | | |
| 11. Psikolojik Uzaklaşma (Kadın) | -.22** | ---- | | | | | | | |
| 12. Duygusal Tükenme (Kadın) | .39** | -.11 | ---- | | | | | | |
| 13. Temel Benlik Değerlendirmesi (Kadın) | -.22** | .13 | -.33** | ---- | | | | | |
| 14. Eş Desteği (Kadın) | -.07 | -.03 | -.07 | .33** | ---- | | | | |
| 15. İş-Aile Çatışması (Kadın) | .30** | -.35** | .41** | -.39** | -.19* | ---- | | | |
| 16. Öz-Duyarlılık (Kadın) | -.09 | .21* | -.13 | .49** | .06 | -.38** | ---- | | |
| 17. Rahatlama (Kadın) | .02 | .16* | .03 | .05 | .26** | -.26** | .15 | ---- | |
| 18. Aile Nezaketsizliğine Maruz Kalma (Kadın) | .04 | -.01 | .11 | -.39** | -.48** | .28** | -.20* | -.24** | ---- |

Not. N = 150, ** $p < .01$, * $p < .05$.

Öte yandan, erkeklerde işyeri nezaketsizliğine maruz kalma ile öz-duyarlılık arasında anlamlı ilişki bulunmuş iken ($r = -.35, p < .01$), kadınlarda bu ilişki anlamlı bulunmamıştır ($r = -.09, p = .27$). Bunun yanında, erkeklerde işyeri nezaketsizliğine maruz kalma ile ev nezaketsizliğine maruz kalma arasındaki ilişki anlamlı iken ($r = .22, p < .01$), kadınlarda bu ilişki anlamlı bulunmamıştır ($r = .04, p = .66$). Ayrıca, kadın ve erkek değerlendirmeleri arasında da anlamlı ilişkiler bulunmuştur. Örneğin, kadın ve erkek rahatlama değerlendirmeleri ($r = .32, p < .01$), kadın ve erkek ev nezaketsizliğine maruz kalma değerlendirmeleri ($r = .29, p < .01$) arasında anlamlı ilişkiler elde edilmiştir. Diğer yandan, erkeklerin öz duyarlılık düzeylerinin kadınların aile nezaketsizliğine maruz kalma, ($r = -.30, p < .01$), eş desteği ($r = -.28, p < .01$) ve rahatlama ($r = .25, p < .01$) düzeyleri ile ilişkili olduğu görülmüştür. Bu korelasyon değerleri, kadın ve erkek değerlendirmelerinin karşılıklı olarak bağımlı olduğu ve aktör-partner etkilerinin APIM yöntemiyle test edilme ihtiyacını öne çıkarır niteliktedir.

Tablo 4, mevcut çalışma kapsamında önerilen her bir yol için “Omnibus Ayırt Edilebilirlik Test” sonuçlarını aktarmaktadır. Tamamen sınırlandırılmış ve ortalama değerlerdeki sınırlandırılmanın kaldırıldığı modellerin sonuçları ayrı ayrı sunulmuştur.

Tablo 4

Omnibus Ayırt Edilebilirlik Testleri

| <i>İlişkiler</i> | Tamamen Sınırlanmış | | | Ortalama Sınırlılığı Kaldırılmış | | |
|--|---------------------|----|-----|----------------------------------|----|-----|
| | χ^2 | df | p | χ^2 | df | p |
| 1. İşyeri Nezaketsizliğine Maruz Kalma → Duygusal Tükenme | 19.91 | 6 | .00 | 18.05 | 4 | .00 |
| 2. Duygusal Tükenme → İş-Aile Çatışması | 15.00 | 6 | .02 | 14.99 | 4 | .00 |
| 3. Duygusal Tükenme → Partner-Aile Nezaketsizliğine Maruz Kalma | 10.77 | 6 | .10 | 10.76 | 4 | .03 |
| 4. İş-Aile Çatışması → Partner-Aile Nezaketsizliğine Maruz Kalma | 13.40 | 6 | .04 | 13.37 | 4 | .00 |
| 5. Temel Benlik Değerlendirmesi → Duygusal Tükenme | 17.72 | 6 | .01 | 8.37 | 4 | .08 |
| 6. Psikolojik Uzaklaşma → Duygusal Tükenme | 14.89 | 6 | .02 | 8.37 | 4 | .02 |
| 7. Öz-Duyarlılık → Partner-Aile Nezaketsizliğine Maruz Kalma | 26.35 | 6 | .00 | 22.41 | 4 | .00 |
| 8. Rahatlama → Partner-Aile Nezaketsizliğine Maruz Kalma | 31.54 | 6 | .00 | 3.48 | 4 | .48 |

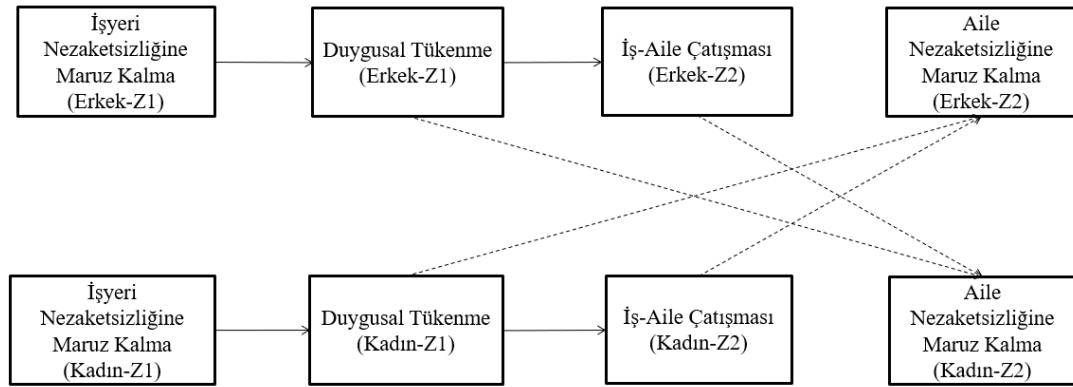
Tamamen sınırlandırılmış model sonuçlarına göre, kadınlar ve erkekler temel benlik değerlendirme ile partner-aile nezaketsizliğine maruz kalma ilişkisinde ayırt

edilememektedir ($\chi^2(6, N = 150) = 10.77, p = .10$). Ancak, ortalama deęerlerdeki sınırlandırılmanın kaldırıldığı model sonuçları, kadın ve erkeklerin, temel benlik deęerlendirme ile duygusal tükenme ilişkisinde ($\chi^2(4, N = 150) = 8.37, p = .08$) ve rahatlama ile partner-ev nezaketsizliğine maruz kalma ilişkisinde ayırt edilemediklerini göstermektedir ($\chi^2(4, N = 150) = 3.48, p = .48$). Buna göre, erkekler ve kadınlar yukarıda ifade edilen iki ilişkide temel analiz modellerine aynı olarak dahil edilmiştir.

Temel Hipotez Testleri

Şekil 4, aracılık hipotezlerini (Hipotez 1-Hipotez 4) test eden birinci APIM'i göstermektedir. Birinci APIM'in uyum indeksleri, modelin kabul edilebilir bir uyuma sahip olmadığını göstermiştir, $\chi^2(16, N = 150) = 39.10, \chi^2/df = 2.45, p = .00, GFI = .94, CFI = .85, RMSEA = .10$. Modelin uyum indekslerinin iyileştirilmesi amacıyla, modifikasyon indeksleri incelenmiştir. Modifikasyon indekslerinin önerisi doğrultusunda hem kadın hem erkek için iş-aile çatışmasından aile nezaketsizliğine maruz kalma arasında direk bir yol eklenmesi kararı alınmıştır. Tamamen sınırlandırılmış model ($\chi^2(6) = 13.40, p < .05$) ve ortalama deęerlerdeki sınırlandırılmanın kaldırıldığı model ($\chi^2(4) = 13.37, p < .05$) sonuçları, kadın ve erkeğin bu ilişkide ayırt edilebilir olduğunu göstermektedir. Bu nedenle, iş-aile çatışmasından aile nezaketsizliğine giden yol, kadın ve erkek için ayrı olarak analize dahil edilmiştir. Modifiye edilen modelin kabul edilebilir bir uyuma sahip olduğu görülmektedir, $\chi^2(14, N = 150) = 16.04, \chi^2/df = 1.45, p = .31, GFI = .97, CFI = .99, RMSEA = .03$.

Aktör etkilerine bakıldığında, hem erkeklerde hem kadınlarda, nezaketsizliğe maruz kalma ile duygusal tükenme arasında (erkek, $B = .55, CI [.25, .90]$; kadın, $B = .39, CI [.27, .54]$), duygusal tükenme ile iş-aile çatışması arasında (erkek, $B = .59, CI [.40, .79]$; kadın, $B = .47, CI [.25, .69]$), iş-aile çatışması ile aile nezaketsizliğine maruz kalma arasında (erkek, $B = .16, CI [.05, .25]$; kadın, $B = .25, CI [.13, .37]$) anlamlı ilişkiler olduğu bulunmuştur.



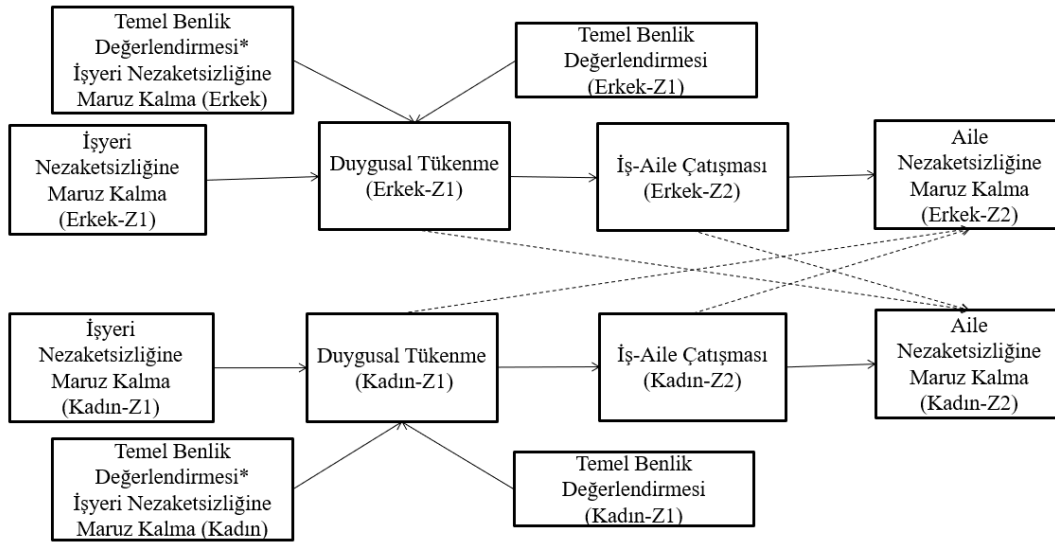
Şekil 4. Birinci APIM Testi (Hipotez 1-4).

Not. Kesik çizgiler partner etkilerini, düz çizgiler aktör etkilerini göstermektedir. Basitleştirmek amacıyla, hata terimleri ve bağımlı değişkenler arasına eklenmiş kovaryanslar gösterilmemiştir. Z1 = Zaman 1, Z2 = Zaman 2.

Hipotez 1, duygusal tükenmenin, işyeri nezaketsizliğine maruz kalma ile iş-aile çatışması arasındaki ilişkiye aracılık edeceğini önermektedir. Model sonucuna göre, duygusal tükenme, işyeri nezaketsizliğine maruz kalma ile iş-aile çatışması arasındaki ilişkiye anlamlı olarak aracılık etmektedir (erkek, *dolaylı etki* = .32, *CI* [.14, .55]; kadın, *dolaylı etki* = .18, *CI* [.08, .30]). Buna göre, mevcut araştırmada, Hipotez 1 desteklenmektedir. Hipotez 2, iş-aile çatışmasının, duygusal tükenme ile aile nezaketsizliği sergileme arasındaki ilişkiye aracılık edeceğini önermektedir. Model sonucuna göre, iş-aile çatışmasının aracılık etkisi bulunmamış ve Hipotez 3 desteklenmemiştir (erkek, *dolaylı etki* = -.05, *CI* [-.14, .02]; kadın, *dolaylı etki* = .03, *CI* [-.03, .12]). Hipotez 3 ise, duygusal tükenmenin, işyeri nezaketsizliğine maruz kalma ile aile nezaketsizliği sergileme arasındaki ilişkiye aracılık edeceğini önermektedir. Ancak model sonuçlarında, duygusal tükenmenin aracılık etkisini anlamlı bulunmamış ve Hipotez 3 desteklenmemiştir (erkek, *dolaylı etki* = .01, *CI* [-.06, .10]; kadın, *dolaylı etki* = .05, *CI* [.00, .11]). Hipotez 4, duygusal tükenme ve iş-aile çatışmasının, işyeri nezaketsizliğine maruz kalma ile aile nezaketsizliği sergileme arasındaki ilişkiye seri olarak aracılık edeceğini önermektedir. Model sonuçlarında, seri aracılık etkisi bulunmamış ve hipotez 4 desteklenmemiştir (erkek, *dolaylı etki* = -.03, *CI* [-.09, .01]; kadın, *dolaylı etki* = .01, *CI* [-.01, .05]). Daha önce bir hipotez kurulmamış olmamasına karşın, sonuçlar, duygusal tükenme ve iş-aile

çatışmasının, işyeri nezaketsizliğine maruz kalma ile aile nezaketsizliğine maruz kalma arasındaki ilişkiye seri olarak aracılık ettiği bulunmuştur (erkek, *dolaylı etki* = .05, *CI* [.02, .11]; kadın, *dolaylı etki* = .05, *CI* [.02, .05]).

İkinci APIM (bkz., Şekil 6), temel benlik değerlendirme'nin düzenleyici etkisini öneren Hipotez 5'i test etmektedir. İkinci APIM'in uyum indeksleri, modelin kabul edilebilir bir uyuma sahip olmadığını göstermiştir, $\chi^2(48, N = 150) = 123.95$, $\chi^2/df = 2.58$, $p < .001$, GFI = .89, CFI = .74, RMSEA = .10. Modelin uyum indekslerinin iyileştirilmesi amacıyla, modifikasyon indeksleri incelenmiştir.



Şekil 6. İkinci APIM Testi (Hipotez 5).

Not. Kesik çizgiler partner etkilerini, düz çizgiler aktör etkilerini göstermektedir. Basitleştirmek amacıyla, hata terimleri ve bağımlı değişkenler arasına eklenmiş kovaryanslar gösterilmemiştir. Z1 = Zaman 1, Z2 = Zaman 2.

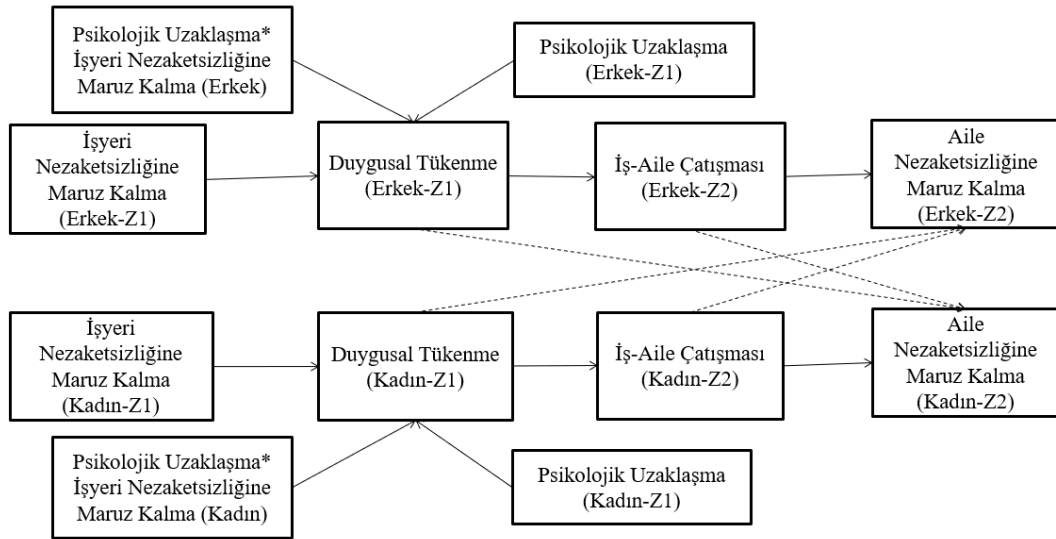
Modifikasyon indeksleri, kadınların temel benlik değerlendirmesinden kadınların aile nezaketsizliğine maruz kalmasına, erkeklerin temel benlik değerlendirmesinden ve erkeklerin aile nezaketsizliğine maruz kalmasına, ve kadınların temel benlik değerlendirmesinden kadınların iş-aile çatışmasına yollar eklenmesini önermiştir. Tamamen sınırlandırılmış model ($\chi^2(6) = 10.01$, $p = .12$) ve ortalama değerlerdeki sınırlandırılmanın kaldırıldığı model ($\chi^2(4) = 1.44$, $p = .83$), erkeklerin ve kadınların temel benlik değerlendirmesi ile aile nezaketsizliğine maruz

kalma arasındaki ilişkide ayır edilebilir olmadıklarını göstermiştir. Buna göre, bu ilişki kadın ve erkeklerde aynı olarak modele dahil edilmiştir. Önerilen yolların eklenmesi ile birlikte modifiye edilen modelin, kabul edilebilir bir uyuma sahip olduğu bulunmuştur, $\chi^2(44) = 53.67$, $\chi^2/df = 1.22$, $p = .15$, GFI = .95, CFI = .97, RMSEA = .04.

Model sonuçlarında, aktör etkilerine bakıldığında hem kadınlar hem erkekler için temel benlik değerlendirmesi ile duygusal tükenme arasında ($B = -.42$, $CI [-.67, -.28]$) ve temel benlik değerlendirmesi ile aile nezaketsizliğine maruz kalma arasında ($B = -.36$, $CI [-.50, -.23]$) anlamlı ilişki olduğu görülmüştür. Ayrıca, erkeklerin temel benlik değerlendirmesi ile iş-aile çatışması arasında anlamlı ilişki elde edilmiştir, $B = -.40$, $CI [-.61, -.16]$. Hipotez 5, temel benlik değerlendirmesinin, işyerinde maruz kalınan nezaketsizlik ile duygusal tükenme arasındaki ilişkiyi düzenleyeceğini önermektedir. Ancak, model sonuçlarına göre, temel benlik değerlendirmesinin düzenleyici etkisi bulunmamış ve Hipotez 5 desteklenmemiştir. Öte yandan, bu model sonuçları, kadınların duygusal tükenmelerinin, kadınların işyeri nezaketsizliğine maruz kalma ile erkeklerin aile nezaketsizliğine maruz kalma arasındaki ilişkiye aracılık ettiğini bulmuş (*dolaylı etki* = .06, $CI [.01, .12]$), böylece Hipotez 3' e destek sunmuştur.

Üçüncü APIM (bkz., Şekil 8), psikolojik uzaklaşmanın düzenleyici etkisini öneren Hipotez 6'ı test etmektedir. Üçüncü APIM'in uyum indeksleri, modelin kabul edilebilir bir uyuma sahip olmadığını göstermiştir, $\chi^2(45, N = 150) = 109.93$, $\chi^2/df = 2.29$, $p < .001$, GFI = .90, CFI = .75, RMSEA = .09. Modifikasyon indeksleri, hem kadınlar hem de erkekler için psikolojik uzaklaşma ile iş-aile çatışma arasında modele ilişki eklenmesini önermiştir. Tamamen sınırlandırılmış model ($\chi^2(6) = 15.93$, $p < .05$) ile ortalama değerlerdeki sınırlandırılmanın kaldırıldığı model ($\chi^2(4) = 12.74$, $p < .01$), erkeklerin ve kadınların psikolojik uzaklaşma ile iş-aile çatışma arasındaki ilişkide ayır edilebilir olduklarını göstermiştir. Buna göre, bu ilişki kadın ve erkeklerde ayrı olarak modele dahil edilmiştir. Önerilen yolların eklenmesi ile birlikte modifiye edilen modelin, kabul edilebilir bir uyuma sahip olduğu görülmektedir $\chi^2(41, N = 150) = 51.51$, $\chi^2/df = 1.26$, $p > .05$, GFI = .95, CFI = .95, RMSEA = .04. Model sonuçlarında, aktör etkilerine bakıldığında, erkeklerin duygusal

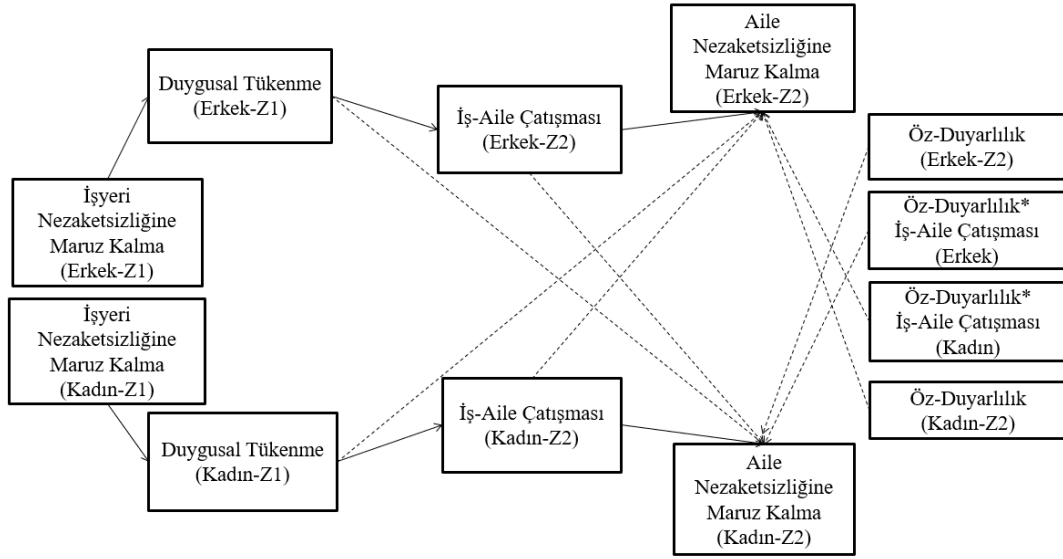
uzaklaşmalarının kendilerinin duygusal tükenmeleri ile ($B = -.13$, $CI [-.24, -.01]$) ve iş-aile çatışmaları ile ($B = -.12$, $CI [-.24, -.01]$), ancak kadınların psikolojik uzaklaşmalarının sadece kendilerinin iş-aile çatışmaları ($B = -.22$, $CI [-.33, -.12]$) ile anlamlı ilişkili olduğu bulunmuştur. Hipotez 6, psikolojik uzaklaşmanın, işyerinde maruz kalınan nezaketsizlik ile duygusal tükenme arasındaki ilişkiyi düzenleyeceğini önermektedir. Ancak, model sonuçlarına göre, psikolojik uzaklaşmanın düzenleyici etkisi bulunmamış ve Hipotez 6 desteklenmemiştir (erkek, $B = .09$, $CI [-.07, .25]$; kadın, $B = .05$, $CI [-.05, .17]$).



Şekil 8. Üçüncü APIM Testi (Hipotez 6).

Not. Kesik çizgiler partner etkilerini, düz çizgiler aktör etkilerini göstermektedir. Basitleştirmek amacıyla, hata terimleri ve bağımlı değişkenler arasına eklenmiş kovaryanslar gösterilmemiştir. Z1 = Zaman 1, Z2 = Zaman 2.

Dördüncü APIM (bkz., Şekil 10), öz-duyarlılığın düzenleyici etkisini öneren Hipotez 7'i test etmektedir. Dördüncü APIM'in uyum indeksleri, modelin kabul edilebilir bir uyuma sahip olmadığını göstermiştir, $\chi^2(47, N=150) = 133.30$, $\chi^2/df = 2.84$, $p < .001$, $GFI = .88$, $CFI = .68$, $RMSEA = .11$.



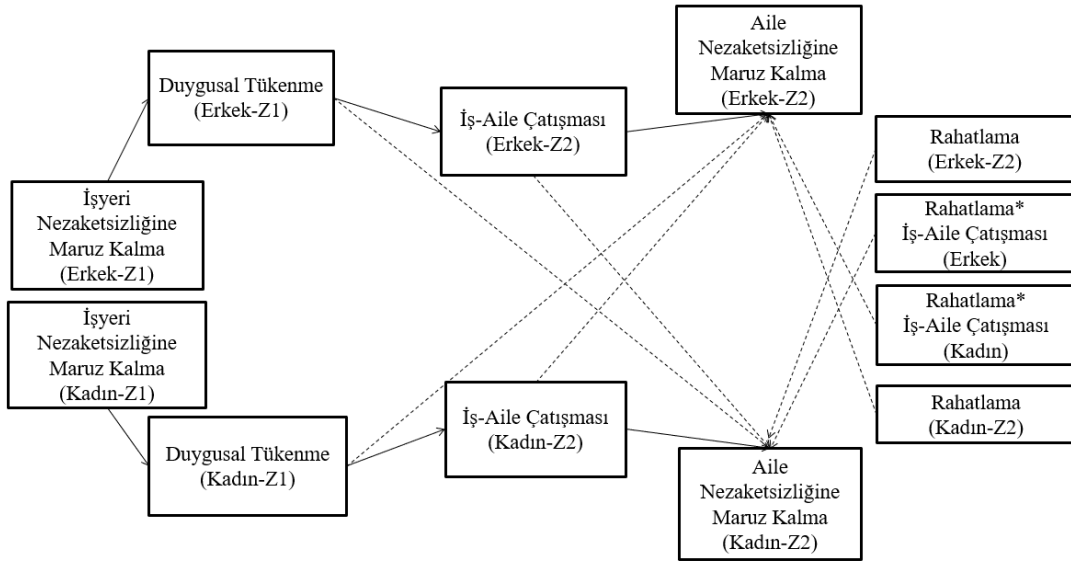
Şekil 10. Dördüncü APIM Testi (Hipotez 7).

Not. Kesik çizgiler partner etkilerini, düz çizgiler aktör etkilerini göstermektedir. Basitleştirmek amacıyla, hata terimleri ve bağımlı değişkenler arasına eklenmiş kovaryanslar gösterilmemiştir. Z1 = Zaman 1, Z2 = Zaman 2.

Modifikasyon indekslerine bağlı olarak, modele erkeklerin öz-duyarlılığından erkeklerin iş-aile çatışmasına, erkeklerin öz-duyarlılığından erkeklerin aile nezaketsizliğine maruz kalmalarına ve kadınların öz-duyarlılığından kadınların iş-aile çatışmasına yollar eklenmiştir. Tamamen sınırlandırılmış model ($\chi^2(6, N=150) = 30.00, p < .05$) ve ortalama değerlerdeki sınırlandırılmanın kaldırıldığı model ($\chi^2(4, N=150) = 25.44, p < .01$), erkeklerin ve kadınların öz duyarlılığı ile iş-aile çatışması arasında ilişkide ayrılabilir olduklarını göstermiştir. Buna göre, bu ilişki kadın ve erkeklerde ayrı olarak modele dahil edilmiştir. Önerilen yolların eklenmesi ile birlikte modifiye edilen modelin, kabul edilebilir bir uyuma sahip olduğu görülmektedir $\chi^2(43, N=150) = 73.01, \chi^2/df = 1.70, p < .01, GFI = .93, CFI = .89, RMSEA = .07$. Aktör etkilerine bakıldığında, erkeklerin öz duyarlılıkları ile kendilerinin hem iş-çatışmaları ($B = -.33, CI [-.68, -.03]$) hem de aile nezaketsizliğine maruz kalmaları ($B = -.32, CI [-.48, -.17]$) arasında ilişki olduğu, öte yandan kadınların öz-duyarlılığı ile kendilerinin sadece iş-aile çatışması ($B = -.45, CI [-.63, -.28]$) arasında ilişki olduğu görülmüştür. Ancak, model sonuçlarına göre, öz-duyarlılığın düzenleyici etkisi

bulunmamış ve Hipotez 7 desteklenmemiştir (erkek, $B = .05$, $CI [-.03, .12]$; kadın, $B = -.05$, $CI [-.13, .03]$).

Beşinci APIM (bknz., Şekil 12), rahatlamanın düzenleyici etkisini öneren Hipotez 8'i test etmektedir. Beşinci APIM'in uyum indeksleri, modelin kabul edilebilir bir uyuma sahip olmadığını göstermiştir, $\chi^2(49, N=150) = 98.99$, $\chi^2/df = 2.02$, $p < .001$, $GFI = .91$, $CFI = .77$, $RMSEA = .08$.



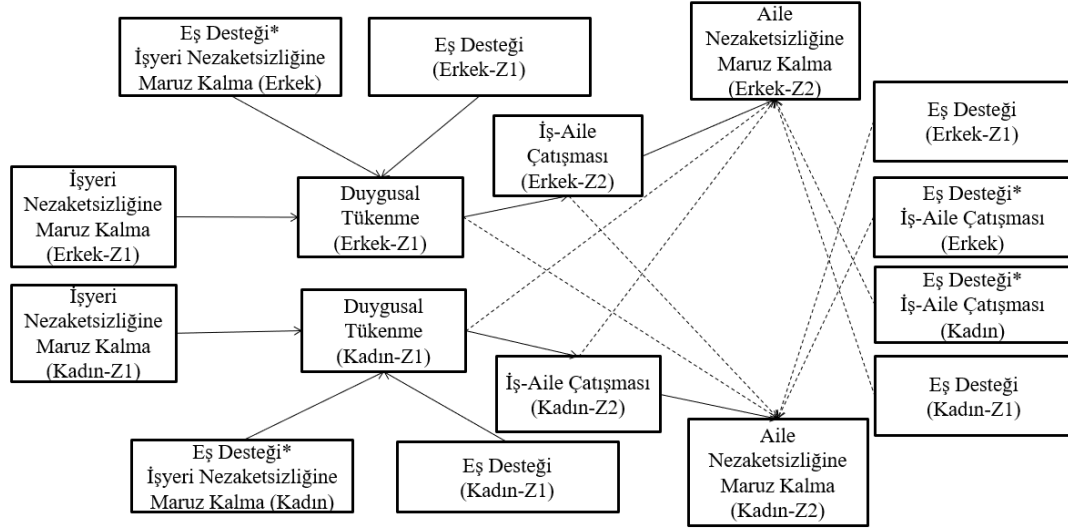
Şekil 12. Beşinci APIM Testi (Hipotez 8).

Not. Kesik çizgiler partner etkilerini, düz çizgiler aktör etkilerini göstermektedir. Basitleştirmek amacıyla, hata terimleri ve bağımlı değişkenler arasına eklenmiş kovaryanslar gösterilmemiştir. Z1 = Zaman 1, Z2 = Zaman 2.

Modifikasyon indekslerine bağlı olarak, modele kadınların rahatlama değerlendirmeleri ile kadınların iş-aile çatışması arasında, erkekleri rahatlama değerlendirmeleri ile erkeklerin aile nezaketsizliğine maruz kalma arasında ve kadınların rahatlama değerlendirmeleri ile kadınların aile nezaketsizliğine maruz kalma arasında yollar eklenmiştir. Tamamen sınırlandırılmış model ($\chi^2(6, N=150) = 31.54$, $p < .05$) ve ortalama değerlerdeki sınırlandırılmanın kaldırıldığı model ($\chi^2(4, N=150) = 3.48$, $p = .48$) sonuçlarına bağlı olarak erkekler ve kadınlar için rahatlama değişkeni ve aile nezaketsizliğine maruz kalma arasındaki ilişki aynı olarak modele eklenmiştir. Modifiye edilen bu modelin, kabul edilebilir bir uyuma sahip olduğu

görülmektedir $\chi^2(46, N = 150) = 61.35$, $\chi^2/df = 1.33$, $p = .06$, GFI = .94, CFI = .93, RMSEA = .05. Aktör etkilerine bakıldığında, rahatlama ve aile nezaketsizliğine maruz kalma arasında anlamlı ilişki olduğu ($B = -.13$, $CI [-.22, -.06]$), ayrıca kadınların rahatlama değerlendirmeleri ile iş-aile çatışması arasında anlamlı ilişki olduğu ($B = -.18$, $CI [-.28, -.08]$) görülmüştür. Ancak, model sonuçlarına göre, rahatlama değişkeninin düzenleyici etkisi bulunmamış ve Hipotez 8 desteklenmemiştir ($B = .03$, $CI [-.04, .09]$). Ancak, beşinci APIM, kadınların duygusal tükenmelerinin, işyeri nezaketsizliğine maruz kalmaları ile aile nezaketsizliği sergileme ilişkisindeki aracı etkisi anlamlı bulunmuştur (*dolaylı etki* = .06, $CI [.00, .12]$) ve Hipotez 3 desteklenmiştir.

Altıncı APIM (bkz., Şekil 14), eş desteğine yönelik araştırma sorularını test etmektedir. Altıncı APIM'in uyum indeksleri, modelin kabul edilebilir bir uyuma sahip olmadığını göstermiştir, $\chi^2(71, N = 150) = 175.65$, $\chi^2/df = 2.47$, $p < .001$, GFI = .87, CFI = .62, RMSEA = .10. Modifikasyon indeksleri, kadınların algıladıkları eş desteğinden kadınların maruz kaldıkları aile nezaketsizliğine ve erkeklerin algıladıkları eş desteğinden erkeklerin maruz kaldıkları aile nezaketsizliğine yollar eklenmesini önermiştir. Tamamen sınırlandırılmış model ($\chi^2(6, N = 150) = 6.38$, $p = .38$) ve ortalama değerlerdeki sınırlandırılmanın kaldırıldığı model ($\chi^2(4, N = 150) = 3.19$, $p = .53$) sonuçlarına bağlı olarak eş desteği ile maruz kalınan aile nezaketsizliği arasındaki ilişki kadın ve erkek için aynı olarak modele eklenmiştir. Modifiye edilen model, kabul edilebilir bir uyuma sahiptir, $\chi^2(67, N = 150) = 75.79$, $\chi^2/df = 1.13$, $p = .22$, GFI = .93, CFI = .97, RMSEA = .03. Model sonuçlarına göre, eş desteği, işyerinde maruz kalınan nezaketsizlik ile duygusal tükenme arasındaki ilişkiyi düzenlememekte ($B = .04$, $CI [-.05, .11]$), aynı zamanda eş desteği, iş-aile çatışması ve aile nezaketsizliği sergileme arasındaki ilişkiyi düzenlememektedir ($B = .01$, $CI [-.04, .06]$).



Şekil 14. Altıncı APIM Testi (Eş Desteğine Yönelik Araştırma Soruları).

Not. Kesik çizgiler partner etkilerini, düz çizgiler aktör etkilerini göstermektedir. Basitleştirmek amacıyla, hata terimleri ve bağımlı değişkenler arasına eklenmiş kovaryanslar gösterilmemiştir. Z1 = Zaman 1, Z2 = Zaman 2.

TARTIŞMA

Bu çalışmada, iki ayrı zamanda veri toplanarak işyeri nezaketsizliğinin işten eve taşınması süreci/mekanizması araştırılmıştır. Nezaketsizliğin işten eve nasıl taşındığına bakıldığında, işyeri nezaketsizliğinin duygusal tükenmedeki artış ile ilişkili olduğu, duygusal tükenmenin ise iş-aile çatışmasındaki artış ile ilişkili olduğu bulunmuştur. Duygusal tükenmenin bu ilişkideki aracılık etkisi, kötü muamele araştırmalarına katkı sağlamıştır. Bireyin iş-aile çatışması ile kendisinin sergilediği aile nezaketsizliği davranışları arasında anlamlı ilişki beklenmesine karşın, araştırma bulguları bireyin iş-aile çatışması ile eşinin sergilediği aile nezaketsizliği davranışları arasında ilişki olduğunu göstermiştir. Bu bulgu, bireyin kendi iş-aile çatışmasının eşi için stres yaratması ile açıklanabilir. Araştırmacılar, bireylerin iş-aile çatışma durumlarının eşler için çocuk bakımı ve ev işlerini yürütülmesi gibi ek ev yükleri yaratabileceğini belirtmektedirler (Ferguson, Carlson, Hunter ve Whitten, 2012).

Mevcut çalışma, eşlerinin temel benlik değerlendirmeleri ve rahatlama düzeyleri kontrol edildiğinde, kadınların işyeri nezaketsizliğine maruz kalmalarının kendilerinin duygusal tükenmelerini arttırdığını, duygusal tükenmedeki artışın ise

kadınların eşlerine yönelik aile nezaketsizliği sergilemelerini arttırdığını göstermiştir. Bu ilişkinin sadece kadınlar için gözlemlenmesi, kadınların ev yüklerinin sadece kendi deneyimlerine bağlı olarak değil, aynı zamanda partnerlerinin deneyimleri ile de artıyor olması ile açıklanabilir. Ayrıca, erkeğin deneyimlediği iş-aile çatışması sadece iş streslerinden etkilenirken, kadınların deneyimledikleri iş-aile çatışması hem iş hem de ev streslerinden etkilenmektedir (Westman ve Etzion, 2005). Türkiye’de geleneksel toplumsal cinsiyet rollerine bağlı olarak kadınların ev işlerinden sorumlu olmaları beklenmekte, eğer kadının bir kariyeri olursa da bu kariyeri aile sorumluluklarından ödün vermeden yapması beklenmektedir (Aycan, 2004). Sonuç olarak, Türk kadınlarının omuzlarında çocuk büyütmenin ve ev işlerini yürütmenin büyük bir yükü bulunmakta, bu da duygusal tükenmeyle baş etmek için öz-kontrolünü kullanan kadınları eşlerine karşı nezaketsiz davranmaya yatkın hale getirebilmektedir.

Mevcut araştırma, temel benlik değerlendirmesinin duygusal tükenme ile negatif yöndeki ilişkisini desteklerken, temel benlik değerlendirmesinin işyeri nezaketsizliği ile duygusal tükenme ilişkisindeki düzenleyici rolünü desteklememiştir. Bu bulgu, etkileşim etkisinin duygusal tükenmeyi yordamada temel benlik değerlendirmesinin ana etkisinden öte ek varyans açıklayamıyor olmasına bağlanabilir. Bunun yanında, nezaketsizliğe karşı iş arkadaşı dayanışmasının yararlı etkileri (Itzkovich ve Heilbrunn, 2016), dayanışma gibi sosyal kaynaklarımızın temel benlik değerlendirmesi gibi öz-odaklı bireysel kaynaklarımızdan daha önemli olabileceğini önerir niteliktedir. Son olarak, bazı nezaketsizlik davranışlarının onuru tehdit edici doğası (Wasti ve Erdaş, 2019), temel benlik değerlendirmesinin nezaketsizliğe maruz kalmanın etkilerini düzenlemesini sınırlandırabilmektedir.

Psikolojik uzaklaşmaya yönelik bulgular, bu değişkeninin duygusal tükenme üzerindeki olumsuz etkisini erkekler için desteklerken, kadınlar için desteklememiştir. Burada psikolojik uzaklaşma erkeğe kaybolan kaynaklarını yenileme fırsatı sunarken, kadının kaynaklarını yeniden kazanması için uzaklaşma yeterli olmamış olabilir. Öte yandan, hem kadınlar hem de erkekler için psikolojik uzaklaşmanın işyeri nezaketsizliği ile duygusal tükenme ilişkisindeki düzenleyici

etkisi destek görmemiştir. Bu bulgu, çalışma verilerinin günlük yöntemiyle değil çapraz kesitsel yöntem ile toplanmış olması ile açıklanabilir. Bunun yanında, evde iş odaklı olumlu düşüncenin yansıtılmasının yararına yönelik bulgular (Meier, Cho ve Dumani, 2016), psikolojik uzaklaşmanın salt gerekliliğinden öte, düşüncenin içeriğinin önemini ortaya koymaktadır.

Öz-duyarlılığa yönelik bulgular, bu değişkenin aile nezaketsizliği sergileme üzerindeki negatif etkisini erkekler için desteklerken, kadınlar için desteklememiştir. Ayrıca, hem kadınlar hem de erkekler için öz duyarlılığın, iş-aile çatışması ile aile nezaketsizliği sergileme ilişkisindeki düzenleyici etkisi destek görmemiştir. Öz-duyarlılığın kişilerarası hataları düzeltmede sadece hatalarını düzeltmeye kişilik özelliklerine bağlı olarak motive olan erkekler için faydalı olduğu görülmüştür (Baker ve McNulty, 2011). Buna göre, öz duyarlılığın nezaketsiz davranış sergilemeye eğilimi olmayan öfke düzeyi düşük (Meier & Semmer, 2013) ve uyumluluk düzeyi yüksek (Taylor & Kluemper, 2012) bireyler için yararlı olabileceği düşünülmüştür.

Bireylerin rahatlama değerlendirmelerine yönelik bulgular, kadınlarda ve erkeklerde rahatlamanın, iş-aile çatışması ile aile nezaketsizliği sergileme ilişkisindeki düzenleyici etkisini desteklememiştir. Rahatlama değişkeninin mevcut araştırmadaki ölçüm yöntemi bu bulguya açıklık getirebilmektedir. Mevcut araştırmada, katılımcılara ne düzeyde rahatlama deneyimledikleri sorulmuştur. Ancak ne tür ve ne sıklıkla rahatlama faaliyetleri yürütüldüğü daha yordayıcı olabilmektedir. Bunun yanında, rahatlamanın düzenleyici etkisini destekleyemeyen bir günlük çalışmanın yürüten araştırmacılar (Zhang, Mayer ve Hwang, 2018), başarısızlık düşüncelerinin rahatlama eşlik ettiği durumlarda, rahatlamanın stres ile başa çıkmaya yardımcı olmayabileceğini ve gerginlik ile engellenme hislerine neden olabileceğini ifade etmişlerdir.

Eş desteğine yönelik bulgular, eş desteği almanın önerilen her iki ilişkide de düzenleyici etkisi olmadığını göstermiştir. İşyeri nezaketsizliği literatüründe, iş kaynaklı destek faktörlerinin, örneğin amir desteğinin, işyeri nezaketsizliğinin stres üzerindeki etkisine karşı koruyucu olduğu ortaya konulmuştur (Beattie ve Griffin, 2014a). Öte yandan, aile kaynaklı destek faktörlerinin, örneğin aile desteğinin,

alışanları işyeri nezaketsizliğinin olumsuz etkilerine karşı hassaslaştırdığı bulunmuştur (Lim ve Lee, 2011). Bu bulgular, stres kaynağı ile destek kaynağı arasındaki uyumsuzluk ile açıklanabilmektedir. Eş desteğı iş stresinin etkilerini, ancak çiftler aynı kurumda ya da aynı iş kolunda çalışıyorlarsa düzenleyebilmektedir (örn, Halbesleben vd., 2010). Eşlerin aynı kurumda ya da aynı iş kolunda çalışıyor olmalarının, birbirlerinin iş yaşamlarına yönelik daha açık bir fikre sahip olmalarını ve birbirlerine yönelik daha empatik ve destekleyici davranabilmelerini sağlayabileceğı düşünülmektedir.

alışma Sınırlılıkları ve Öneriler

Mevcut araştırmanın birkaç sınırlılığı bulunmaktadır. Öncelikle mevcut araştırma örneklem büyüklüğü açısından sınırlıdır. Bunun yanında, mevcut çalışma kültüre özgü nezaketsiz davranışlara yer vermemiştir. Gelecek çalışmalarda bu tür davranışları kapsayan ölçeklerin kullanımıyla modelin yeniden test edilmesini önerilmektedir. Örneklem büyük bir kısmının eğitilmiş katılımcılardan oluşması, çalışmanın genellenebilirliğini bu tip örneklemle sınırlandırmaktadır. Aynı şekilde örneklemin çift-gelirli eşlerden oluşması, gelecek çalışmalarda araştırma modelinin tek-gelirli eşlerde de test edilmesi gerekliliğini ortaya koymaktadır.

Mevcut çalışma bulguları, gelecek araştırmalar için öneriler sunmaktadır. İlk olarak, mevcut araştırma duygusal tükenme ve iş-aile çatışması deneyimlerinin tüketici olacağını varsaymaktadır. Ancak gelecek çalışmalarda bu deneyimlerin öz-kontrol kapasitelerini azaltıp azaltmadığının ve bu durumun eşe yönelik kaba davranışlar sergilemeye neden olup olmayacağını olay örneklem yöntemi ile incelenmesi bilgilendirici olabilir. İkinci olarak, gelecek çalışmalar uyku kalitesi ya da psikolojik uzaklaşma gibi alternatif aracı mekanizmaları araştırabilir. Üçüncü olarak, nezaketsizliğin evden işe taşınmasının test edilmesinin önemli olduğu düşünülmektedir. Son olarak, gelecek çalışmalarda bireyin kendi toparlanma deneyimlerinin partnerinin toparlanma deneyimlerini nasıl etkilediğine odaklanılması önerilmektedir.

Çalışmanın Potansiyel Katkıları ve Doğurguları

Mevcut araştırmanın birçok açıdan işyeri nezaketsizliği ile iş-aile çatışması literatürlerine katkı sunma potansiyelinin olduğu düşünülmektedir. Öncelikle, çalışma kapsamında APIM yönteminin kullanımı hem aktör hem de partner etkilerinin ayrı ayrı test edilmesini sağlamıştır. Bunun yanı sıra, çalışma bulguları işyeri nezaketsizliğinin ev ortamına nasıl taşındığını göstermiştir. Mevcut çalışma bireyin kendi iş-aile çatışması ile kendisinin sergilediği aile nezaketsizliği davranışları arasında pozitif ilişki beklemesine karşın, çalışma bulguları bireyin kendi iş-aile çatışması ile eşinin sergilediği aile nezaketsizliği davranışları arasında ilişki olduğunu göstermiştir. Ayrıca bulgular, duygusal tükenme ve ailede nezaketsiz davranışlar sergileme arasındaki ilişkide cinsiyet farklılığının önemini ortaya koymuştur. Son olarak, çalışma bulguları, düzenleyici faktörlerin iş ve aile çıktılarını açıklamada nasıl etkili olduklarını göstererek literatüre katkı sunmuştur.

Çalışma bulgularının doğurgularına bakıldığında, örgütlerin öncelikle işyeri nezaketsizliğinin sergilenmesinin önüne geçmesi, daha sonra da bu tür davranışların iş yaşamı ve ev yaşamına olan olumsuz etkilerini ortadan kaldırmak için yollar bulmaları gerekmektedir. Bu tür davranışların bulaşıcılığı göz önüne alındığında, uygulayıcıların hangi davranışların nezaketsiz olarak algılandığına ve bu tür davranışların çalışma gruplarında nasıl yayıldığına yönelik farkındalık kazandırmaları gerekmektedir. Bunun yanında, işyerindeki stres etkenlerinin kötü muamele davranışlarına dönüşmesini önlemek amacıyla, yöneticiler ve çalışanlar işgünlerinde yeni şeyler öğrenecekleri fırsatlar yaratabilir (Zhang vd., 2018) ya da uyku kalitelerini artırıp, egzersiz yapabilirler (Barber vd., 2017). Ayrıca, çalışma bulguları doğrultusunda, uygulayıcılar duygusal tükenmeyi ve iş-aile çatışmasını azaltmaya odaklanmalıdırlar. Örgütler, iş-aile çatışmasını azaltmak amacıyla iş-aile odaklı destek sunabilirler (Kossek, Pichler, Bodner, & Hammer, 2011). Duygusal tükenmeyi azaltmak için çalışanlar olumlu iş deneyimi yansıtmalıdır (Clauss vd., 2018) ve farkındalık egzersizleri (Hülshager, Alberts, Feinholdt, & Lang, 2013) uygulamalarına katılabilirler.

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