

Faculty Staff versus Nurse Students' Perceptions regarding Uncivil Behavior in the Classroom

Thesis

*Submitted for Partial Fulfillment of the Master Degree in
Nursing Science*

(Nursing Administration)

By

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

قالوا

سبحانك لا علم لنا
إلا ما علمتنا إنك أنت
العليم العظيم

صدق الله العظيم

سورة البقرة الآية: ٣٢



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Dedication

*I would like to extend my deepest
thanks to people, who inspired me
and supported me throughout my
entire life,*

*My family,
My husband,
My son*

*"for being always tolerate and encouraging me
throughout my life
and to every one of you, my life is dedicated.*



Contents

Subjects Page

Introduction..... 1

Aim of the Study..... 6

Review of literature:

- Overview about uncivil behaviors 7
- Forms of uncivil behaviors 8
- Types of students uncivil behaviors 12
- Factors leading to uncivil behaviors 16
- Consequences of uncivil behaviors 25
- Nursing education 28
- Nursing career..... 32

Subjects and Methods..... 34

Results..... 46

Discussion..... 71

Conclusion..... 81

Recommendations 82

Summary 85

References 87

Appendices..... 105

Arabic summary



List of Tables

Table	Title	Page
	<i>Tables of Subjects and Methods</i>	
1	Description of the studied faculty staff	37
2	Description of the studied nurse students	38
3	Sections of uncivil behavior	40
	<i>Tables of Results</i>	
4	Characteristics of the studied faculty staff	47
5	Characteristics of the studied nurse students	49
6	Comparison between Faculty staff and nurse students' perception regarding avoidance behaviors.	51
7	Comparison between Faculty staff and nurse students' perception regarding disregard of other behaviors.	53
8	Comparison between Faculty staff and nurse students' perception regarding violation of ethical behaviors.	55
9	Comparison between Faculty staff and nurse students' perception regarding aggressive behaviors.	57
10	Comparison between Faculty staff and nurse students' perception regarding disagreeable behaviors.	59
11	Comparison between Faculty staff and nurse students' perception regarding disruptive behaviors	61
12	Comparison between Faculty staff and nurse students' perception regarding threatening behaviors	62
13	Comparison between Faculty staff and nurse students' perception regarding total uncivil behaviors.	63



Table	Title	Page
14	Comparison between faculty staff and nurse student perception regarding total disruptive behaviors.	64
15	Comparison between faculty staff and nurse student perception regarding total threatening behaviors.	65
16	Comparison between faculty staff and nurse students' perception regarding total uncivil behaviors.	66
17	Relationship between faculty staff' demographic characteristics and their perception of uncivil behavior in the classroom (n=101)	67
18	Relationship between nurse students' demographic characteristics and their perception of uncivil behavior in the classroom (n=261)	69



Faculty Staff versus Nurse Students' Perceptions regarding Uncivil Behavior in the Classroom

Abstract

Background: Uncivil behavior of a student is a very serious problem in higher education. It changes the teaching and learning environment by diverting both student and faculty staff attention away from the lecture, disrupting the discussions and has negatively consequences on the learning outcomes. **The aim of the study:** assess the faculty staff and nurse students' perception regarding uncivil behavior in the classroom. **Research design:** A descriptive, comparative cross-sectional design was used to carry out this study. **Setting:** The study was conducted at Faculty of Nursing –Ain Shams University. **Subjects:** 101 faculty staff and 261 nurse students. **Tools:** Data were collected by using uncivil behaviors in nursing education questionnaire sheet. **Result:** Faculty staff had the highest perception level regarding aggressive behaviors while nurse students had the highest perception level regarding disagreeable behaviors. **Conclusion:** There were highly statistically significant difference between faculty staff and nurse students' perception regarding total uncivil behaviors in the classroom. **Recommendations:** enhancing rules and policies, specifically student codes of conduct, faculty staff have to enhance positive relationships through professional role modeling and use zero tolerance technique to prevent the uncivil behavior's occurrence.

Keywords: Faculty staff, nurse students, uncivil behavior in the classroom.

Introduction

Students' uncivil behavior in higher education is a serious issue that faces faculty staff in performing their teaching duties. The negative impacts associated with uncivil classroom behaviors have been found to contribute to the disruption of the learning process and the classroom learning environment and the deterioration of the faculty–student relationship (*Ibrahim & Qalawa, 2015*).

Faculties have seen an increase in sleepers, cell phone addicts and downright discourteous students in their courses. Classroom uncivil behaviors are disruptive behavior that occurs in higher education and learning environment and it is increasing at an alarming rate. Moreover, both students and faculty staff may contribute to a climate of disrespect for one another or the learning process as a whole. Students are increasingly diverse, unprepared for lecture, and holding multiple life roles (*Kneep, 2012*).

Students' uncivil behaviors are an impolite and disturbing behavior in education and if ignored could lead to behavioral complexities and eventual violence and aggression in the classrooms. Teaching-learning strategies

and faculty staff control over his class should not be ignored as an effective way of dealing with uncivil behaviors. Although many several strategies that can help dealing with students' uncivil behaviors, but depending on location, individual, and time, any single strategy may be ineffective and a combined strategy may be required (***Rad & Karimi, 2016***).

There are several examples of classroom uncivil behaviors include persistent chatting, making sarcastic comments, arriving late, preparing to leave early, students' participation in non-class relevant activities, use of mobile phones and technology, domination of discussion, disrespect, skipping class and acting bored or apathetic (***Boysen, 2012***).

Although it is apparent that uncivil behaviors are on the rise and increasingly becoming an issue of concern for all students and in the classroom. As uncivil behaviors have a negative impact on everyone involved (***Mahmoud, 2015***). Although most professional literature on uncivil behaviors in nursing education focuses on the student-faculty relationship, there are some significant studies on students' uncivil behaviors that demonstrate the most frequently

occurring uncivil acts in the classroom and the deleterious effects that can have on students (*Alakandari, 2011*).

Civility beings at birth based on the interaction between child and parent (caregiver and infant), it has been assumed that parents, through examples and actions exhibit civility (such as taking turns and reciprocity in behavior) therefore, in creating a civil classroom environment, the responsibility rests on University administrators, faculty staff and student to be cognizant of factors that promote positive interactions and ensure that civility prevails (*Joshua, 2014*).

Common civility is becoming a lost art. In busy and complex lives, simple gestures of politeness, such as smiling or saying “thank you,” have become uncommon occurrences. Civility is a form of goodness; it is gracious goodness. But it is not just an attitude of good and thoughtful relating to other individuals; it also entails an active interest in the well being of our communities and even a concern for the health of the primary on which we live (*Kent & Weeks, 2011*).

Civility must be a major characteristic of higher education, especially in nursing education. There are several examples of civility behavior in the classroom as:

follow classroom conversation in good manner, ask permission to tape record and respect the faculty staff's decision to allow or disallow, avoid verbal and restrict from use the internet during classroom time. In addition, listen respectfully to each other and be ready to be actively engaged in the learning process (*Ellis, 2013*).

Significance of the study

Uncivil behavior of nurse students interferes with academic achievement and leads to a decline curve of ethics for nurse students. Faculty staff members must be trained to deal with uncivil behavior in the classroom. Study by *Ibrahima and Qalawa, 2015* on factors affecting nursing students' incivility as perceived by students and faculty staff recommended that there is a need to make further studies to explore and investigate both faculty staff and nurse students' perceptions of uncivil behavior.

Moreover, the researcher as a demonstrator observed that some nurse students had arrived class late, leaving class early without excuse, making sarcastic remarks or gestures, eating and drinking in class, sleeping in class and using cell phone during the lecture at classroom and they were not aware that this behavior isn't acceptable . So this phenomenon has to be addressed and investigated to assess

faculty staff and nurse students' perception regarding uncivil behavior in the classroom as a step to provide an empirical base to achieve teaching objectives and maintain an effective learning environment.

Aim of the Study

This Study aims at:

- 1- Identifying faculty staff perception regarding uncivil behavior in classroom.
- 2- Assessing nurse students' perception regarding uncivil behavior in classroom.

Research Question

Is there a difference between the faculty staff and nurse students' perceptions regarding uncivil behavior in classroom?