Survey on Civility at SUNY Plattsburgh: A Summary of the Results

The survey was emailed or mailed to over 950 employees. 288 individuals completed the survey for a response rate of approximately 30%.

What is your gender?
64% of respondents were female.
33% of respondents were male.
3% of respondents chose not to disclose.

How old are you?
60% of respondents were between 40 and 59 years old.
20% of respondents were between 20 and 39 years old.
15% of respondents were 60 years and older.
5% of respondents chose not to disclose.

What is your race/ethnic background?
86% of respondents were Caucasian.
8% of respondents chose not to disclose.
6% of respondents were Asian, Black or African American, Hispanic or Latino, or Other

What is your job category?
39% of respondents were UUP Academics.
29% of respondents were UUP Professionals.
19% of respondents were ASU Clericals.
4% of respondents were Administrative (Management Confidential).
3% of respondents were OSU Maintenance.

What is the level of your supervisory responsibility?
56% of respondents have no supervisory responsibilities.
14% of respondents are first line supervisors.
10% of respondents are Directors/Managers.
9% of respondents chose not to disclose.
8% of respondents are Department Chairs, Coordinators, or Program Leaders.
2% of respondents are Executive.

How long have you been working at SUNY Plattsburgh?
42% of respondents have been working at SUNY Plattsburgh for 6 to 15 years.
19% of respondents have been working at SUNY Plattsburgh for 1 to 5 years.
16% of respondents have been working at SUNY Plattsburgh for over 25 years.
14% of respondents have been working at SUNY Plattsburgh for 16 to 25 years.
4% of respondents have been working at SUNY Plattsburgh for less than 6 months.
2% of respondents have been working at SUNY Plattsburgh for less than 1 year.
2% of respondents chose not to disclose.

What is your appointment status?
66% of respondents have Permanent/Continuing/Tenure appointments.
19% of respondents have Term appointments.
7% of respondents chose not to disclose.
6% of respondents are temporary.
2% of respondents don’t know their appointment status.

Are you....
85% of respondents are full-time.
15% of respondents are part-time.

Where do you work more than 75% of the time?
97% of respondents work at the Main Campus.
How important is it to you to work in a civil workplace?

85% of respondents rate a civil workplace as very important.
14% of respondents rate a civil workplace as important.
2% of respondents rate a civil workplace as somewhat important.

How would you rate the overall level of civility at SUNY Plattsburgh? What about that 16% average and 7% fair or poor? Should we strive to be better?

41% of respondents rate overall civility at SUNY Plattsburgh as very good.
36% of respondents rate overall civility at SUNY Plattsburgh as good.
16% of respondents rate overall civility at SUNY Plattsburgh as average.
7% of respondents rate overall civility at SUNY Plattsburgh as fair or poor.

How would you rate the level of civility in your office/department/unit? What about that 15% average and 16% fair or poor? Is this your workplace?

47% of respondents rate civility in their work area as very good.
22% of respondents rate civility in their work area as good.
15% of respondents rate civility in their work area as average.
16% of respondents rate civility in their work area as fair or poor.

Using your opinion, rate the following as acceptable, uncivil, or abusive/violent workplace behaviors: Use the below chart to let you know how the “majority” of employees perceive the listed behaviors. If your perceptions differ from the majority, you should question your behavior. Keep in mind that only one behavior is considered “acceptable” by the majority of respondents.

1. Shifting the blame for a mistake to someone else: 83% rated as Uncivil.
2. Reading someone’s mail, going through his/her desk, or listening in on his/her phones calls: 54% rated as Uncivil.
3. Neglecting to say hello, please, or thank you to someone: 87% rated as Uncivil.
4. Showing up late for meetings or leaving meetings early: 77% rated as Uncivil.
5. Texting, talking on a cell phone, or talking to others during a meeting: 89% rated as Uncivil.
6. Not responding to a communication (email, phone call, letter, etc.) from a colleague: 88% rated as Uncivil.
7. Refusing to work hard on a team effort or project: 84% rated as Uncivil.
8. Not volunteering to help with projects that are related to your job and integral to the college’s functioning: 67% rated as Uncivil.
10. Not attending faculty/departmental meetings: 78% rated as Uncivil.
11. Pushing, shoving, or bumping into someone: 89% rated as Abusive/Violent.
12. Threatening someone with physical force: 95% rated as Abusive/Violent.
13. Assaulting someone with a weapon or dangerous object: 96% rated as Abusive/Violent.
14. Telling suggestive or offensive stories or jokes: 47% rated as Uncivil and 48% as Abusive/Violent.
15. Yelling at a co-worker or subordinate: 81% rated as Abusive/Violent.
16. Throwing a tantrum or storming out of a meeting: 57% rated as Abusive/Violent.
17. Firing or threatening to fire a subordinate in the heat of an argument: 78% rated as Abusive/Violent.
18. Unprofessionally criticizing a colleague or a subordinate in public: 59% rated as Abusive/Violent.
20. Making racist, sexist, religious, homophobic, or other discriminatory jokes and comments in the workplace: 70% rated as Abusive/Violent.
21. Excluding someone from work-related social gatherings: 76% rated as Uncivil.
22. Giving someone the silent treatment or ignoring someone on a regular basis: 69% rated as Uncivil.
23. Refusing requests for assistance: 77% rated as Uncivil.
24. Defacing, stealing, or destroying someone’s work or personal property: 91% rated as Abusive/Violent.
25. Taking credit for someone’s work or ideas: 64% rated as Uncivil.
26. Touching, fondling, kissing, or grabbing someone: 91% rated as Abusive/Violent.
27. Sexually assaulting or raping someone: 96% rated as Abusive/Violent.
28. Making someone the target of rumors or gossip: 66% rated as Abusive/Violent.
29. Criticizing someone for their non-work (personal) life and activities: 65% rated as Uncivil.

In the past year, how often have you been subjected to any of the behaviors listed below? See the highlighted rows for the most common forms of incivility on our campus. Can we change this? What can we do to help those individuals who experience these forms of incivility or violence/abuse on a weekly or daily basis?

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Never</th>
<th>Once</th>
<th>A few times</th>
<th>Monthly</th>
<th>Weekly</th>
<th>Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>Someone shifting the blame for a mistake to you</td>
<td>52%</td>
<td>15%</td>
<td>26%</td>
<td>4%</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Someone reading your mail, going through your desk, or listening in on your phones calls</td>
<td>79%</td>
<td>4%</td>
<td>13%</td>
<td>2%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Someone neglecting to say hello, please, or thank you</td>
<td>22%</td>
<td>6%</td>
<td>43%</td>
<td>8%</td>
<td>13%</td>
<td>8%</td>
</tr>
<tr>
<td>Someone showing up late for your meetings or leaving your meetings early</td>
<td>26%</td>
<td>8%</td>
<td>37%</td>
<td>14%</td>
<td>13%</td>
<td>1%</td>
</tr>
</tbody>
</table>
In the vast majority of cases, it is our co-workers who are responsible for the incivility or abuse that are experienced in the workplace. However, supervisors should note that they too may be guilty of incivility or abusive/violent behaviors. Each of us should examine ourselves to see if we may be responsible for some of this incivility and abuse in our workplaces.

<table>
<thead>
<tr>
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<th>Monthly</th>
<th>Weekly</th>
<th>Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>Someone texting, talking on a cell phone, or talking to others during a meeting</td>
<td>33%</td>
<td>7%</td>
<td>33%</td>
<td>12%</td>
<td>9%</td>
<td>5%</td>
</tr>
<tr>
<td>Someone not responding to your communication (email, phone call, letter, etc.)</td>
<td>21%</td>
<td>10%</td>
<td>42%</td>
<td>14%</td>
<td>11%</td>
<td>2%</td>
</tr>
<tr>
<td>Someone refusing to work hard on a team effort or project</td>
<td>38%</td>
<td>11%</td>
<td>31%</td>
<td>11%</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>Someone not volunteering to help with projects that are related to his/her job and integral to the college’s functioning</td>
<td>36%</td>
<td>10%</td>
<td>33%</td>
<td>12%</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>Someone not attending faculty or departmental meetings</td>
<td>34%</td>
<td>13%</td>
<td>36%</td>
<td>10%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>Someone pushing, shoving, or bumping into you</td>
<td>94%</td>
<td>4%</td>
<td>2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Someone threatening you with physical force</td>
<td>94%</td>
<td>4%</td>
<td>1%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Someone assaulting you with a weapon or dangerous object</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Someone telling suggestive or offensive stories or jokes</td>
<td>67%</td>
<td>12%</td>
<td>15%</td>
<td>4%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Someone yelling at you</td>
<td>69%</td>
<td>13%</td>
<td>13%</td>
<td>4%</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>Someone throwing a tantrum or storming out of a meeting</td>
<td>64%</td>
<td>18%</td>
<td>14%</td>
<td>3%</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>Someone firing or threatening to fire you in the heat of an argument</td>
<td>96%</td>
<td>2%</td>
<td>1%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Someone unprofessionally criticizing you in public (including communications such as emails)</td>
<td>65%</td>
<td>13%</td>
<td>15%</td>
<td>2%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Someone using foul language in your workplace</td>
<td>43%</td>
<td>13%</td>
<td>30%</td>
<td>4%</td>
<td>4%</td>
<td>5%</td>
</tr>
<tr>
<td>Someone making racist, sexist, religious, homophobic, or other discriminatory jokes and comments in your workplace</td>
<td>66%</td>
<td>12%</td>
<td>17%</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>Someone excluding you from work-related social gatherings</td>
<td>75%</td>
<td>8%</td>
<td>13%</td>
<td>3%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Someone giving you the silent treatment or ignoring you on a regular basis</td>
<td>52%</td>
<td>10%</td>
<td>20%</td>
<td>6%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Someone refusing your requests for assistance</td>
<td>60%</td>
<td>14%</td>
<td>17%</td>
<td>6%</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Someone defacing, stealing, or destroying your work or personal property</td>
<td>92%</td>
<td>6%</td>
<td>2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Someone taking credit for your work or ideas</td>
<td>60%</td>
<td>17%</td>
<td>16%</td>
<td>5%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Someone touching, fondling, kissing, or grabbing you</td>
<td>98%</td>
<td></td>
<td></td>
<td>1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Someone sexually assaulting or raping you</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Someone making you the target of rumors or gossip</td>
<td>69%</td>
<td>8%</td>
<td>15%</td>
<td>4%</td>
<td>3%</td>
<td>1%</td>
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<tr>
<td>Someone criticizing you for non-work (personal) life and activities</td>
<td>77%</td>
<td>8%</td>
<td>10%</td>
<td>3%</td>
<td>1%</td>
<td></td>
</tr>
</tbody>
</table>

Of the behaviors listed below, who was most responsible for doing this to you?

1. Someone shifting the blame for a mistake to you                       | Not applicable | Superior | Co-worker | Subordinate | Customer | Other |
   | 51% | 12% | 24% | 3% | 6% | 4% |
2. Someone reading your mail, going through your desk, or listening in on your phones calls | 79% | 3% | 12% | 3% | 1% | 2% |
3. Someone neglecting to say hello, please, or thank you to you         | 28% | 7% | 48% | 5% | 7% | 4% |
4. Someone showing up late for your meetings or leaving your meetings early | 30% | 9% | 50% | 5% | 3% | 3% |
5. Someone texting, talking on a cell phone, or talking to others during a meeting | 35% | 7% | 40% | 4% | 9% | 4% |
6. Someone refusing to work hard on a team effort or project             | 47% | 2% | 43% | 4% | 3% | 1% |
7. Someone not volunteering to help with projects that are related to his/her job and integral to the college's functioning | 46% | 3% | 42% | 6% | 2% | 2% |
8. Someone not attending faculty or departmental meetings                 | 39% | 3% | 51% | 5% | 2% |        |
9. Someone not responding to your communication (email, phone call, letter, etc.) | 31% | 10% | 44% | 5% | 7% |        |
10. Someone pushing, shoving, or bumping into you                        | 97% | 1% | 1% | 1% |        |
11. Someone threatening you with physical force                           | 96% | 1% | 1% | 1% | 1% |
12. Someone assaulting you with a weapon or dangerous object             | 99% | 1% |        | 1% |
13. Someone telling suggestive or offensive stories or jokes               | 67% | 3% | 24% | 2% | 2% | 3% |
In general, how much have such behaviors bothered you?

36% of respondents said the behaviors bothered them a little.
20% of respondents said the behaviors bothered them moderately.
18% of respondents said the behaviors bothered them not at all.
14% of respondents said the behaviors bothered them quite a bit.
11% of respondents said that the question did not apply to them.

If there was a personal incident that bothered you “moderately” or “quite a bit,” how did you respond to the behavior? Check all that apply.

45% of respondents said that the question didn’t apply to them.
34% of respondents discussed the incident with a colleague/co-worker.
29% of respondents discussed the incident with a friend or family member outside of work.
20% of respondents discussed the incident with their supervisor.
16% of respondents confronted the instigator.
8% of respondents discussed the incident with someone in the Human Resources Services Office.
7% of respondents sought out union representation.
6% of respondents responded in other ways that they specified in their comments.
1% of respondents filed a grievance.

What personal impact did the incident that bothered you the most have on you overall? Check all that apply.

46% of respondents said the question did not apply to them.
26% of respondents avoid all contact with the instigator whenever possible.
26% of respondents felt less commitment to the organization.
17% of respondents have contemplated changing a job.
15% of respondents noted other kinds of impact that the incident had on them in their comments.
5% of respondents sought out counseling to help them deal with the problem.
1% of respondent took leave to get away from the problem.

Which of the following factors do you think might have contributed to any of the experiences you have had with incivility or abuse? Check all that apply.

48% of respondents believe that the incivility or abuse is attributable to the personality traits of others.
32% of respondents believe that that the incivility or abuse is attributable to office politics.
29% of respondents said the question does not apply to them.
19% of respondents believe that that the incivility or abuse is attributable to work-related stress.
13% of respondents believe that that the incivility or abuse is attributable to their gender.
12% of respondents believe that that the incivility or abuse is attributable to other factors that they noted in their comments.
10% of respondents believe that that the incivility or abuse is attributable to their own behavior.
9% of respondents believe that that the incivility or abuse is attributable to their age.
3% of respondents believe that that the incivility or abuse is attributable to their health, illness, or disability.
2% of respondents believe that that the incivility or abuse is attributable to their race, sexual orientation, or political beliefs.
1% of respondents believe that that the incivility or abuse is attributable to their union affiliation.
Are you aware of policies and procedures that protect you from incivility and abuse here at SUNY Plattsburgh?

65% of respondents answered yes.
22% of respondents are not sure.
14% of respondents answered no.

If you are aware of policies and procedures, do you feel that they are effective?

45% of respondents are not sure.
37% of respondents answered yes.
18% of respondents answered no.

What efforts toward improving civility in the workplace would you welcome? Check all that apply.

47% of respondents want a clear written policy on interpersonal conduct for all employees.
46% of respondents think that we should look for positive interpersonal skills in prospective employees.
45% of respondents want programs to help keep stress and fatigue at manageable levels.
43% of respondents want training sessions on conflict resolution.
32% of respondents want a grievance process to handle complaints of incivility in the workplace and an ombudsperson to help resolve
19% of respondents (45 individuals) offered a variety of other suggestions in their comments.

What else would you like to tell us or share about civility and respect in the workplace?

84 individuals provided additional comments about civility and respect in the workplace, the survey, and/or the year-long joint management/labor educational campaign on civility in the workplace.