

## عنوان مقاله:

Race, Age, Sex, Weight, and the experience of Incivility

## محل انتشار:

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## خلاصه مقاله:

In the industrial and capitalist world where all people have to work, the importance of the working environment and optimal communication between employees and customers is felt more than ever. In the last few decades, the importance of civility and its relationship with the mental health of employees, as well as the effective factors related to incivility, both from the abuser and the victim, have been widely studied by psychologists. The purpose of this study was to investigate the presence and amount of incivility experienced, as well as the difference between the incivility experienced in victims of different weights, ages, genders, and nationalities. This research used a qualitative case study method with ۵۶ employees of three home service companies in Tehran. After conducting semi-structured interviews with four groups of people, women and immigrants were among the risk groups for experiencing incivility. In the end, due to the destructive effects of incivility experience on people's psyche or employee burnout, there is an urgent need to teach people the right and equal behavior. Also, there should be legal protection against committing .incivility against people

## کلمات کلیدی:

Age, Sex, Race, Weight, Incivility

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