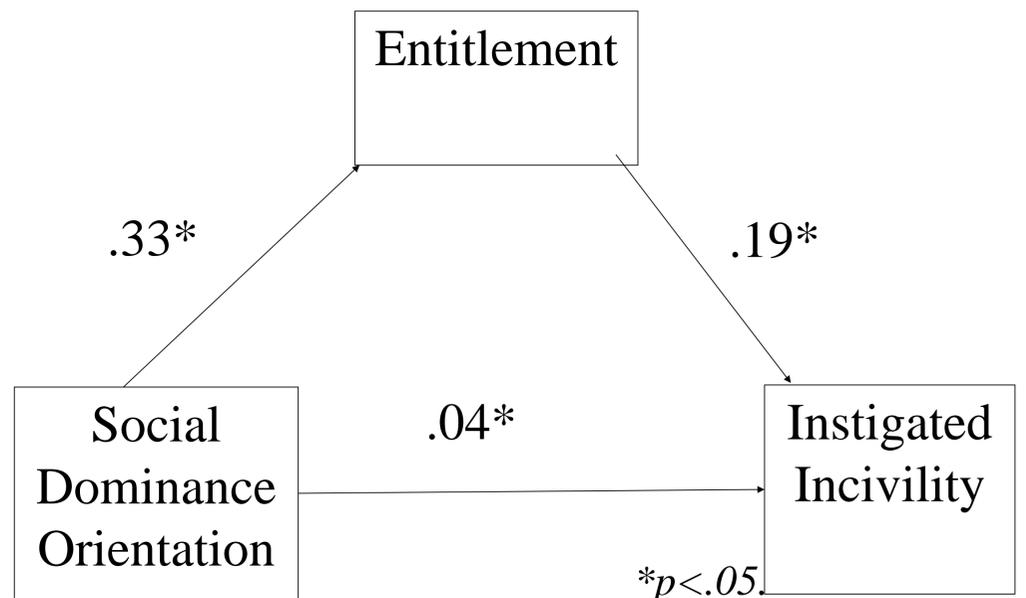


# INCIVILITY PERPETRATION: UNDERSTANDING THE ROLE OF SOCIAL DOMINANCE ORIENTATION AND PSYCHOLOGICAL ENTITLEMENT

- We examined the mediated effect of psychological entitlement between the relationship of social dominance orientation and incivility perpetration. Although research on targets of incivility is well documented, studies examining the link between perpetrator characteristics and incivility perpetration is limited. Researchers have not considered individual differences as an antecedent of the perpetration of incivility. Further, very few studies have attempted to test and understand processes underlying the relationship between perpetrator characteristics and the perpetration of mistreatment. Based on Cortina's (2008) selective incivility theory, we examined psychological entitlement as a mediator of the social dominance orientation and incivility perpetration relationship.
- We used data from two samples that were collected in two points in time ( $N = 321$ ;  $N = 142$ ).
- Results indicate that social dominance orientation – incivility perpetration relationship was mediated by psychological entitlement.



•It is important to study workplace incivility as it can be a precursor to more violent or outward behavior at work (Andersson & Pearson, 1999). Incivility is negative and inappropriate behavior, but it is on the lower end of workplace aggression behaviors. This investigation demonstrates that the effects of workplace incivility can be enhanced when an individual is high in SDO and has a sense of psychological entitlement. Thus, identifying SDO and psychological entitlement as well as managing them as early as possible is important before counter productive work behaviors (incivility) escalate to more severe situations.

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