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OVERVIEW

THE STUDY CHARGE

At SHRM, we believe civility is a cornerstone of workplace culture that allows people and business to thrive. Civility fosters respect, empathy, and the productive exchange of ideas and opinions. SHRM believes everyone can play a role in transforming workplaces to be more civil, one conversation at a time.

To understand the current state of civility and its impact across the U.S., SHRM launched the Civility Index at the beginning of 2024. This ongoing exploratory research initiative aims to track trends in civility within U.S. society and workplaces.

OBJECTIVES OF THE STUDY

- 1. Track Civility Trends:** Monitor civility trends across the U.S.
- 2. Gain a Deeper Understanding of Civility:** Understand how civility and incivility manifest, who engages in incivility, and the factors that contribute to it.
- 3. Dissect Today's Uncivil Behaviors:** Understand what specific types of uncivil behaviors occur most often in U.S. society and workplaces today.
- 4. Determine the Cost of Incivility:** Analyze the financial burden incivility places on today's workplaces.
- 5. Develop Actionable Insights:** Provide practical takeaways that business professionals and organizations can use to promote civility within their workplaces.

FOCUS OF THE STUDY

The Civility Index focuses on two key areas:

- 1. Society-Level Civility:** This examines civility in everyday life, both inside and outside of work.
- 2. Workplace-Level Civility:** This examines civility specifically during or at work.

MEASURING CIVILITY

The Civility Index is a pulse survey designed to gauge the prevailing levels of civility and incivility in the workplace and in society. Survey respondents indicate how often they have personally experienced or witnessed uncivil behavior over the past month. These experiences are assessed from both a societal and workplace perspective. Scores from each perspective are calculated separately and presented on a 100-point scale. Further, respondents provide detailed accounts of the number of uncivil acts they experienced or witnessed to determine an average per day. Reported acts of incivility include instances when respondents personally experienced or witnessed incivility either directly or indirectly, not just when they were the targets or perpetrators of uncivil behavior. Respondents later provide separate information on what types of uncivil acts they themselves have committed in their everyday lives and while at work.

SCORING CATEGORIES

When interpreting and scoring the Civility Index (both society and workplace levels), it is useful to create categories that represent placement and positioning for Civility Index scores. These categories help transform a single score into a more actionable and insightful metric for businesses to understand and improve civility. We created these zones by analyzing the distribution of current scores, considering ease of interpretability, and ensuring the categories led to differentiated outcomes. A five-zone system emerged as the most effective way to interpret and report Civility Index scores.

CIVILITY INDEX ZONES



AUGUST CIVILITY INDEX RESULTS

August's results once again offer valuable insights into the current state of civility, indicating that incivility is a common experience among U.S. workers today. In fact, the results show that uncivil encounters in society have increased since the beginning of 2024 despite overall perceptions of societal civility remaining consistent. The results demonstrate that incivility contributes to great financial losses in today's workplaces due to lost productivity and absenteeism. What's more, U.S. workers who personally experience or witness incivility, whether in their personal lives or while at work, are much more likely to commit uncivil acts themselves—both in their personal lives or at work, underscoring the critical importance of breaking this cycle.

The Civility Index is an evolving research study, and SHRM will continue to gather additional data and insights over time to further understand civility's role in today's workplaces and society.

AUGUST 2024 CIVILITY INDEX SCORES

On average, U.S. workers scored **45.6** out of 100 on the Civility Index when asked about incivility they personally experienced or witnessed in **their everyday lives** (i.e., both in and out of work) over the past month (society level). Compared to May's society-level scores, August's results saw an **increase of 3.3 points** on the Civility Index.

U.S. workers scored an average of **36.3** on the Civility Index when asked about incivility they personally experienced or witnessed **while at work** over the past month (workplace level). Compared to May's workplace-level scores, August's results saw a **slight decrease of 1.2 points** on the Civility Index. This means that in general, workers continued to rate their workplaces as more civil than they otherwise experienced in their everyday lives.

Both the August Civility Index society-level score of 45.6 and workplace-level score of 36.3 fall in Zone 3, indicating that incivility continues to occur to a moderate degree in workers' everyday lives and while they are at work. Once again, these scores show the importance of taking action to prevent incivility from reaching further damaging degrees today. Additionally, as reported in May, these scores also signal an ongoing need for organizations to act and prevent incivility from damaging numerous parts of their business.

CIVILITY INDEX ZONES



CIVILITY IN SOCIETY TODAY

When U.S. workers were asked if they have personally experienced or witnessed any acts of incivility over the past month, nearly three-quarters (74%) indicated that they had, with 21% saying they personally experienced incivility, 37% saying they witnessed incivility, and 16% saying they both personally experienced and witnessed incivility. Of these workers, 13% said they personally experienced or witnessed incivility daily, 49% said weekly, and 38% said monthly.

About 1 in 4 U.S. workers (26%) reported they had not personally experienced or witnessed incivility over the past month.

On average, U.S. workers personally experienced or witnessed more than one act of incivility per day (average of 1.22) in their everyday lives—more than eight per week (average of 8.51 per week). Considering the U.S. active labor force (18 years of age or older, [as of May 2024](#)), this adds up to U.S. workers collectively experiencing or witnessing a total of:

- **201,609,880** acts or instances of incivility **per day** in everyday life.
- **8,400,412** acts or instances of incivility **per hour** in everyday life.
- **140,007** acts or instances of incivility **per minute** in everyday life.
- **2,333** acts or instances of incivility **per second** in everyday life.

Compared to the May Civility Index results, the average number of uncivil acts per day that U.S. workers personally experienced or witnessed in their everyday lives has **increased**, leading to an increase in the **total number of collective acts of incivility**.

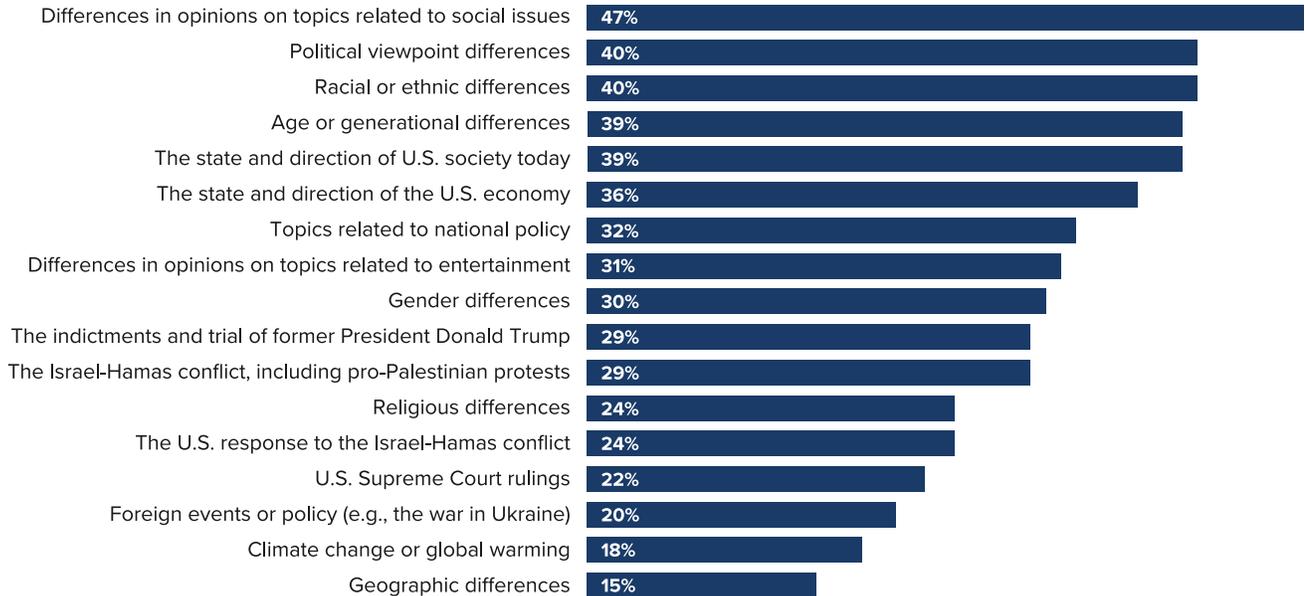


When broken down specifically by the actual behaviors that accounted for these total acts of incivility encountered per day, U.S. workers reported gossiping or spreading rumors, people being rude or inconsiderate, and people using their authority or positions of leadership against others as the most frequently encountered uncivil behaviors faced in everyday life. Full results are available below (top five and bottom five shaded):

Uncivil behaviors experienced/ witnessed in everyday life	%	Total collective acts per day (based on active U.S. labor force, 18 years or older)
Gossiping or spreading rumors about each other	8.9%	18,042,432
Being rude or inconsiderate toward each other	8.0%	16,176,714
Using their authority or positions of leadership against others	7.8%	15,682,605
Insulting others, putting others down, or making offensive jokes toward each other	7.8%	15,575,190
Not using basic manners during interactions	7.7%	15,438,029
Intentionally interrupting or speaking over each other during conversations	7.0%	14,092,861
Not apologizing or holding themselves accountable when they have made a mistake	6.8%	13,744,175
Treating others unfairly	5.9%	11,812,356
Behaving selfishly or with their own interests in mind rather than what is best for others or society in general	5.6%	11,367,823
Bullying or harassing others	5.2%	10,480,409
Other uncivil behaviors	5.2%	10,468,841
Being careless or indifferent with keeping their promises or commitments to others	4.7%	9,411,215
Intentionally excluding others	4.4%	9,037,741
Acting in ways that are untrustworthy	4.4%	8,925,369
Arguing or disagreeing over politics or other political topics	3.9%	7,795,031
Treating others with subtle or passive-aggressive forms of hostility	3.5%	7,021,642
Purposefully withholding important information from others	3.2%	6,537,448
Total	100%	201,609,880

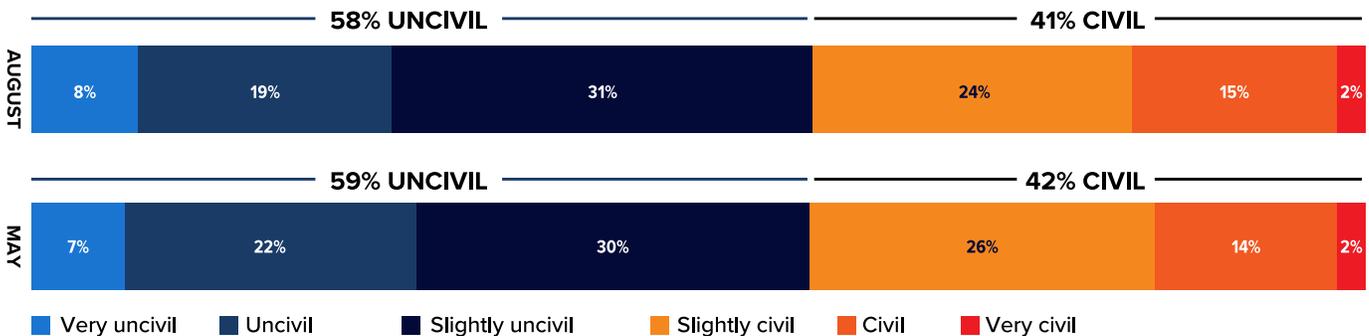
The acts of incivility experienced or witnessed by U.S. workers in their daily lives are most often fueled by differences in opinions on social issues, political viewpoints, racial or ethnic differences, generational gaps, and perceptions of the current state and direction of U.S. society and economy.

DID ANY OF THE FOLLOWING CONTRIBUTE TO THE ACTS OF INCIVILITY YOU EXPERIENCED OR WITNESSED? (EVERYDAY LIFE)



When asked about their perceptions of civility today, more than half of U.S. workers (58%) said they believe that, in general, people in society today are uncivil. About 4 in 10 U.S. workers (41%) said they believe that people in society today are generally civil—both relatively unchanged from May’s results.

IN GENERAL, HOW CIVIL DO YOU BELIEVE PEOPLE IN SOCIETY ARE TODAY?



While uncivil behaviors in everyday life are on the rise in the August results, perceptions of societal incivility remain largely the same. This suggests that peoples’ attitudes toward U.S. society may be relatively stable and less responsive to the growing prevalence of incivility. This static perception could also indicate a normalization or tolerance of incivility in society, highlighting the need for proactive measures to address and mitigate these behaviors. In fact, experiencing or witnessing incivility leads to a higher likelihood of seeing U.S. society as uncivil. U.S. workers who personally experienced incivility (42%) were significantly more likely to strongly agree or agree that incivility is normal for U.S. society today than workers who only witnessed incivility (30%) and those who did not experience or witness incivility (20%).

CIVILITY IN WORKPLACES TODAY

Of the U.S. workers who said they have personally experienced or witnessed incivility in their everyday life, more than half (57%) said at least one of the uncivil acts they observed occurred in the workplace or while at work. On average, U.S. workers faced less than one act of incivility per day (0.43) in the workplace or while at work in the August data—essentially the same as the 0.41 acts experienced or witnessed per day in the May data. Considering the U.S. active labor force (18 years of age or older, as of May 2024), this adds up to U.S. workers collectively experiencing or witnessing a total of:

- **71,059,220** acts or instances of incivility **per day** in the workplace.
- **2,960,801** acts or instances of incivility **per hour** in the workplace.
- **49,347** acts or instances of incivility **per minute** in the workplace.
- **822** acts or instances of incivility **per second** in the workplace.

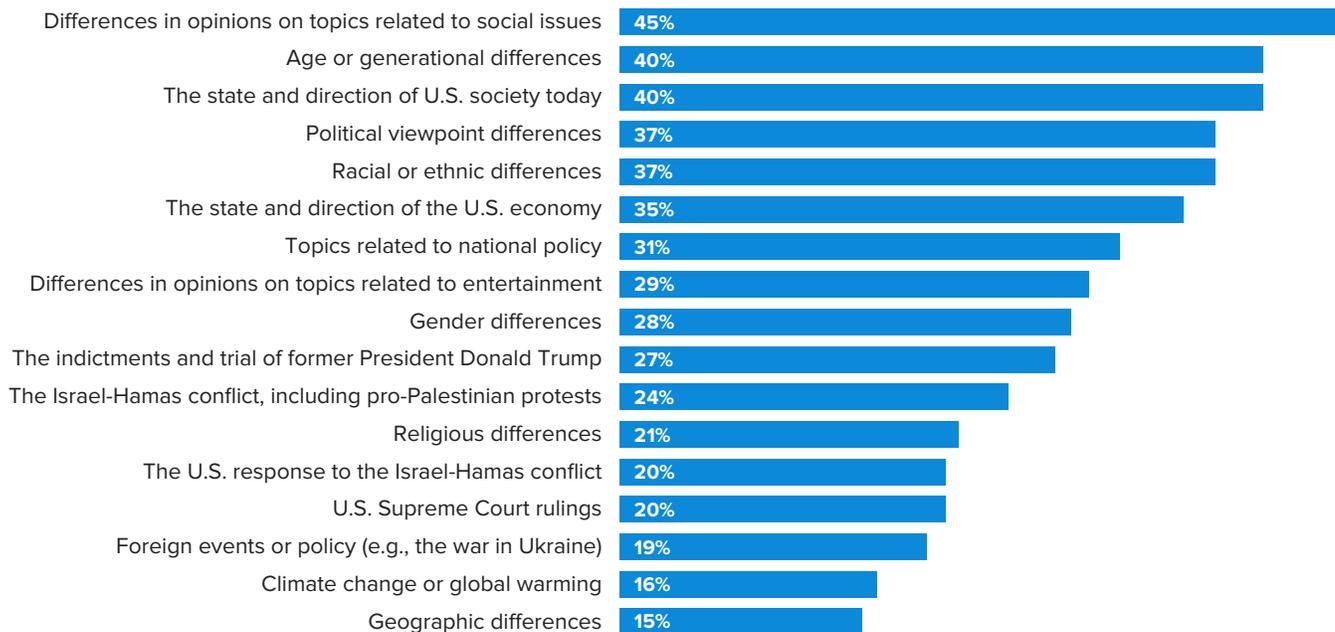
While the Civility Index workplace score slightly drops in the August results, the rate at which uncivil behaviors occur in the workplace remain largely the same. There are some potential explanations for this happening. First, there were approximately 145,000 more U.S. workers ages 18 years or older added to the labor force between both data collection periods. Second, August's results fall within a margin of error from the May results. In sum, however, the prevalence of incivility in the workplace remains relatively unchanged from the May results to the August results.

When broken down specifically by the actual behaviors that accounted for these total acts of incivility encountered at work per day, U.S. workers reported intentionally interrupting or speaking over people, being rude or inconsiderate, and gossiping or spreading rumors as the most frequently encountered uncivil behaviors at work. Many uncivil workplace behaviors are similar to those that occur in society overall, but there are some differences. For instance, interrupting was the top uncivil workplace behavior reported, while this behavior was the sixth-most reported behavior in society. Additionally, insulting or putting others down was one of the most common forms of incivility in society, but this behavior occurs less often in the workplace. Full results are available below (top five and bottom five shaded):

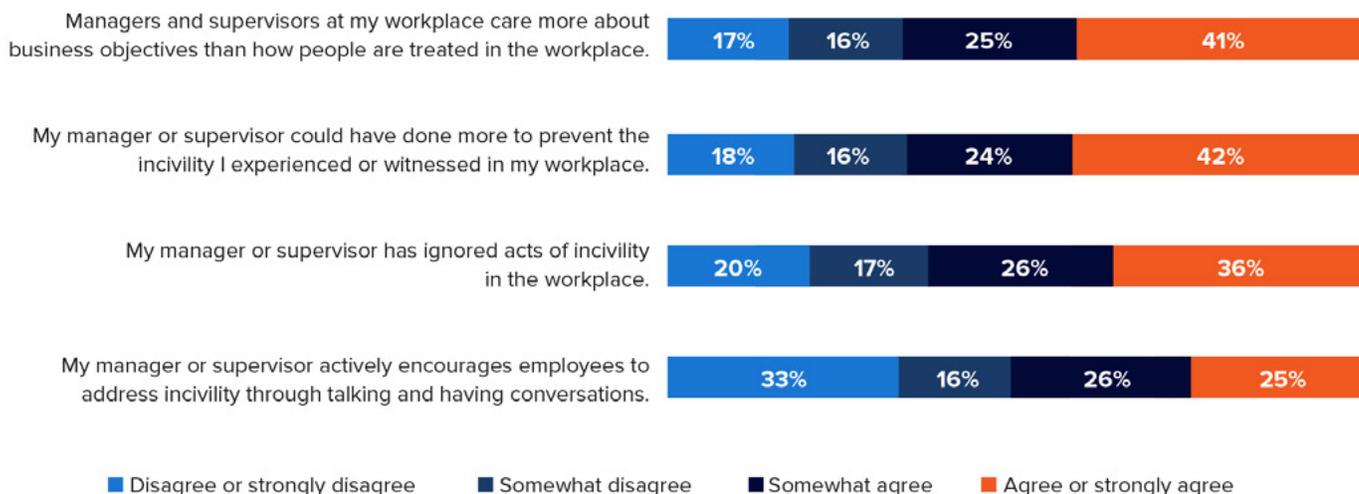
Uncivil behaviors experienced/ witnessed in the workplace	%	Total collective acts per day (based on active U.S. labor force, 18 years or older)
Intentionally interrupting or speaking over each other during conversations	10.8%	7,664,481
Being rude or inconsiderate toward each other	10.1%	7,205,074
Gossiping or spreading rumors about each other	9.9%	7,011,727
Behaving selfishly or with their own interests in mind rather than what is best for their team or organization	7.9%	5,603,763
Not apologizing or holding themselves accountable when they have made a mistake	7.5%	5,362,492
Not using basic manners during interactions	7.5%	5,294,738
Treating others unfairly	7.2%	5,093,128
Using their authority or positions of leadership against others	6.1%	4,329,655
Bullying or harassing others	5.7%	4,047,070
Insulting others, putting others down, or making offensive jokes toward each other	4.9%	3,473,639
Treating others with subtle or passive-aggressive forms of hostility	4.6%	3,243,936
Purposefully withholding important information from others	4.5%	3,214,190
Being careless or indifferent with keeping their promises or commitments to others	3.5%	2,501,946
Intentionally excluding others	3.3%	2,335,039
Acting in ways that are untrustworthy	3.2%	2,244,149
Arguing or disagreeing over politics or other political topics	3.0%	2,102,031
Other uncivil behaviors	0.5%	332,161
Total	100%	71,059,220

The acts of incivility experienced or witnessed by U.S. workers at work are most often influenced by differences in opinions on social issues, generational gaps, political viewpoints, racial or ethnic differences, and perceptions of the current state and direction of U.S. society and economy. Many of these leading reasons for workplace incivility align with those that fuel uncivil acts in society overall.

DID ANY OF THE FOLLOWING CONTRIBUTE TO THE ACTS OF INCIVILITY YOU EXPERIENCED OR WITNESSED? (WORKPLACE)



Many U.S. workers who personally experienced or witnessed incivility at work said managers may be creating a work environment in which incivility can thrive. Around two-thirds of workers agreed that their managers and supervisors care more about business objectives than how people are treated at work and that managers could have done more to prevent incivility. Additionally, 62% of workers said that a manager has ignored acts of incivility in the workplace.



COST OF WORKPLACE INCIVILITY— PRODUCTIVITY LOST AND ABSENTEEISM

U.S. workers who personally experienced or witnessed incivility at work reported an average productivity loss of approximately **31 minutes** per occurrence (31.27 minutes).

Based on the average hourly pay rate of \$32.67 per hour (per self-reported wage information and weekly hours typically worked), this results in a loss of **\$17.03 per uncivil act**. Considering the total number of collective acts of incivility occurring in the workplace each day at 71,059,220 (or an average of 0.43 per worker per day) scaled to the U.S. active labor force (18 years of age or older, as of May 2024), U.S. organizations collectively lose approximately **\$1,210,138,517 per day in productivity due to uncivil behaviors at work**.

Regardless of whether U.S. workers have personally experienced or witnessed incivility at work, they are intentionally staying away from work to avoid incivility. In fact, U.S. workers, including those who did not experience or witness incivility at work, reported intentionally staying away from work **an average of more than half a day (0.61 days)** over the past month to avoid incivility. Focusing on just workers who have personally experienced or witnessed incivility while at work, U.S. workers reported that they intentionally took an average of about 1.5 days away from work over the past month due to incivility.

Based on the average hourly pay rate of \$32.67 per hour (per self-reported wage information and weekly hours typically worked) and scaled to the U.S. active labor force (18 years of age or older, as of May 2024), this results in U.S. organizations collectively **losing approximately \$828,277,773 per day due to absenteeism caused by incivility**.

In total, U.S. organizations collectively lose approximately \$2,038,416,290 per day in reduced productivity and absenteeism due to incivility.

VALUE OF REMOVING INCIVILITY AT WORK

Over one-third of all U.S. workers (37%) said they would **take a reduction in their current pay** if it meant they could **eliminate all forms of incivility they experience in their job**. Sixty-three percent said they would not take a reduction in pay to eliminate incivility.

Of the U.S. workers who said they would take a reduction in pay to eliminate incivility in their job, the average maximum acceptable reduction was approximately **12.0%** of their current pay. This translates to an average pay reduction of **\$7,594** based on average self-reported annual income.

Across all workers, including those who would not take a pay cut, U.S. workers would accept an average maximum pay reduction of about **4.4%** of their current pay to eliminate all forms of incivility they experience in their job. This would result in workers sacrificing, on average, **\$2,711** from their own pay to eliminate all forms of incivility at work.

There were some noteworthy differences by gender on the value workers would place on eliminating incivility at work. Although men were no more likely than women to say they would accept a reduction in their current pay to eliminate incivility, men reported a higher average percentage of their current pay they would sacrifice (4.8%) to remove incivility than women reported (3.9%).

U.S. workers also differed on their value of eliminating incivility at work by generations. Notably, Generation Z and Millennial workers were significantly more likely to say they would accept a pay reduction to eliminate incivility in their jobs (43% saying yes) than Generation X workers (32% saying yes) and Baby Boomer workers (23% saying yes). In addition, Generation Z and Millennial workers would sacrifice a larger percentage of their current pay than older workers. Generation Z and Millennial workers said, on average, that they would take a reduction of 5.5% of their current pay to remove incivility in their jobs—significantly more than the percentages that Generation X workers (3.3%) and Baby Boomer workers (2.2%) said they would sacrifice to remove incivility.

INCIVILITY CYCLE

The theory of the incivility cycle posits that experiencing or witnessing uncivil behavior increases the likelihood of individuals committing such behaviors themselves—a theory supported by [previous research](#).

To test this, U.S. workers were asked to report on how many uncivil acts they engaged in over the prior month. On average, respondents self-reported to have engaged in **1.4 acts of incivility during their everyday lives** over the past month, with nearly half of U.S. workers (48%) reporting they did not engage in any uncivil behaviors. In the workplace, U.S. workers reported committing an average of **less than one uncivil act** (0.8) over the past month, with nearly two-thirds (64%) saying they did not engage in any uncivil behaviors at work.

Incivility cycle in everyday life

Workers who personally experienced incivility in their everyday lives committed **over twice as many uncivil acts** in their everyday lives than workers who did not experience or witness incivility. On average, workers who personally experienced incivility committed about 1.9 acts of incivility themselves over the past month. Additionally, those who just witnessed incivility in their everyday lives (but didn't personally experience it) committed about 1.4 acts of incivility. Those who did not experience or witness incivility, however, were much less likely to commit uncivil behaviors. These workers, on average, reported committing less than one act of incivility themselves (0.7) in their everyday life over the past month—significantly less than both those who personally experienced or witnessed incivility.

Average self-reported acts of incivility committed by U.S. workers in everyday life over past month



Incivility experienced in one's everyday life also influences the uncivil behaviors one commits while at work. Workers who personally experienced incivility in their everyday lives committed **over four times as many uncivil acts** in their workplace than workers who did not experience or witness incivility in their everyday lives. On average, workers who personally experienced incivility in their everyday lives reported committing more uncivil behaviors at work (1.2) than those who only witnessed incivility in their lives (0.9) and those who did not experience or witness incivility (0.3).

Average self-reported acts of incivility committed by U.S. workers in the workplace over the past month



Incivility cycle in the workplace

A similar relationship was found for those who experienced or witnessed incivility in their workplace. Workers who personally experienced incivility in the workplace committed **nearly three times as many uncivil acts** in their workplace than workers who did not experience or witness incivility at work. On average, workers who personally experienced incivility reported committing about 1.4 uncivil behaviors at work, while those who only witnessed incivility reported committing about 1.2 uncivil behaviors. Those who did not experience or witness incivility committed an average of 0.5 uncivil behaviors over the past month—significantly less than both those who personally experienced or witnessed incivility.

Average self-reported acts of incivility committed by U.S. workers in the workplace over the past month



Additionally, workplace incivility had a similar relationship to uncivil acts committed in workers' everyday lives. Workers who personally experienced incivility in the workplace committed **nearly twice as many uncivil acts** in their everyday lives as workers who did not experience or witness incivility at work. On average, workers who personally experienced incivility at work reported committing about 2.0 acts of incivility in their everyday lives, while those who only witnessed incivility reported committing about 1.6 acts of incivility. Both groups reported significantly higher rates than those who did not observe or experience incivility at work, who, on average, committed about 1.1 acts of incivility in their everyday lives.

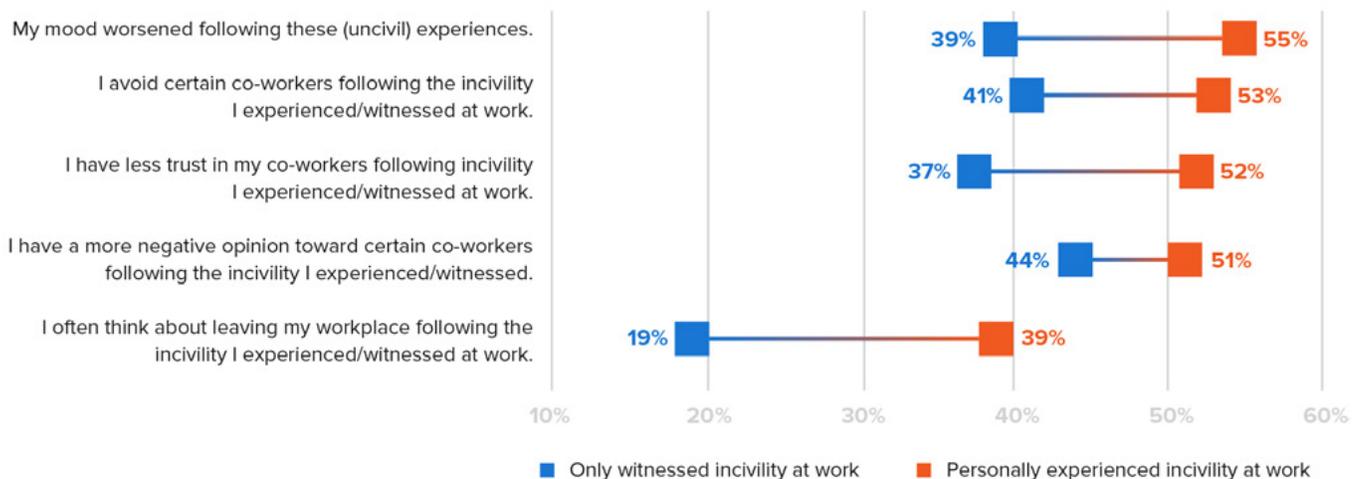
Average self-reported acts of incivility committed by U.S. workers in everyday life over the past month



DIFFERENCE BETWEEN PERSONALLY EXPERIENCING AND WITNESSING INCIVILITY

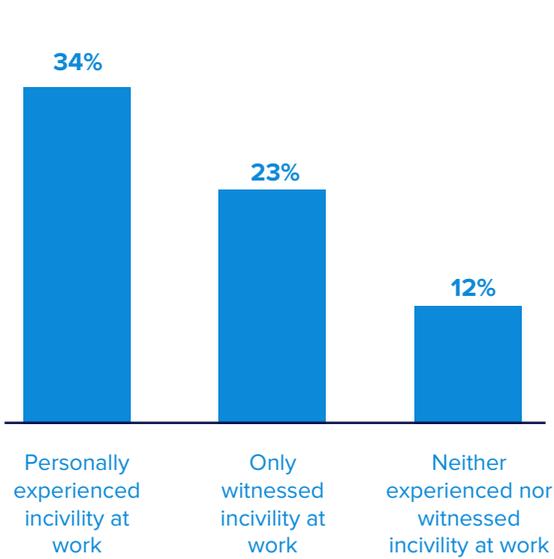
Experiencing incivility at work firsthand, as opposed to only witnessing it, significantly exacerbates its negative effects. Personal experiences of incivility led to poorer employee moods, strained interpersonal relationships, diminished trust in co-workers, and an increased likelihood of leaving the organization compared to those who only observe such behavior.

PERCENTAGE OF U.S. WORKERS WHO 'STRONGLY AGREE OR AGREE' WITH VARIOUS STATEMENTS

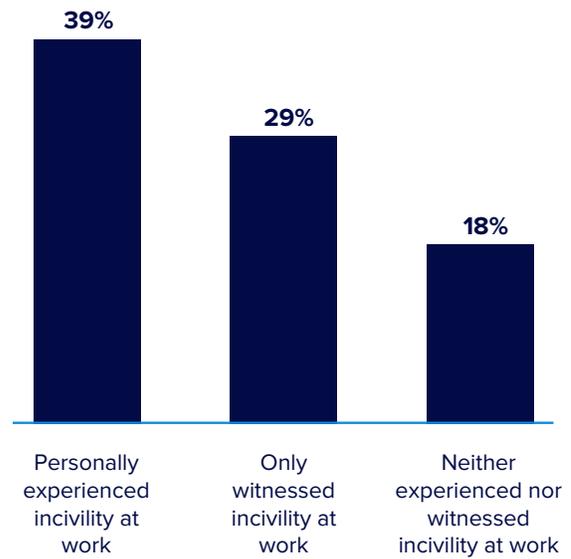


Those who personally experienced incivility at work were also worse off than others across several critical job-related areas. For instance, about one-third of workers who personally experienced incivility at work (34%) said they are dissatisfied with their job—significantly more than those who only witnessed incivility at work (23%) and those who neither experienced nor witnessed incivility at work (12%). Further, over one-third of those who personally experienced incivility at work (39%) said they are currently searching for a new job—significantly more than those who only witnessed incivility at work (29%) and those who neither experienced nor witnessed incivility at work (18%).

DISSATISFIED WITH THEIR CURRENT JOB



CURRENTLY SEARCHING FOR A NEW JOB



AUGUST RESULTS METHODOLOGY

A sample of 1,618 U.S.-based workers was surveyed between May 23 and June 4, 2024, using a third-party online panel. For the purposes of this study, participants were required to be employed by an organization. Those who were self-employed, retired, or an independent contractor did not qualify to participate. Data is weighted to reflect the U.S. working population as of April 2024 on the basis of gender, race/ethnicity, age, full-time/part-time status, and location based on U.S. Census division. References to any time period shown represent when results were released.

How to cite this research: SHRM August Civility Index, August 2024.

PAST CIVILITY INDEX RESULTS

MAY CIVILITY INDEX RESULTS

The initial data provides valuable insights into the current state of civility and reveals that incivility is not a rare experience among U.S. workers. The Civility Index is an evolving research study, however, and will continue to gather data over time to comprehensively understand civility’s role in today’s workplaces and society.

May 2024 Civility Index scores

On average, U.S. workers scored a 42.3 out of 100 on the May Civility Index when asked about incivility they experienced or witnessed in their everyday lives (i.e., both in and out of work) over the past month (society level).

When evaluated in the workplace, U.S. workers scored an average of 37.5 out of 100 on the Civility Index when asked about incivility they experienced or witnessed while at work over the past month (workplace level). This means that in general, workers rated their workplaces as more civil than what they otherwise experienced in their everyday lives.

Both the May Civility Index society-level score of 42.3 and workplace-level score of 37.5 fall in Zone 3, indicating that, on average, incivility occurs to a moderate degree in workers’ everyday lives and while at work. This signals a need for organizations to act to prevent incivility from rising to detrimental levels.

CIVILITY INDEX ZONES



IMPACT OF CIVILITY INDEX ZONES

There are significant differences in work-related outcomes when civility scores move just from Zone 1 (the lowest possible zone) to Zone 3 (where both the average Civility Index society and workplace scores sit). This underlines the impactful role even small improvements in civility can play.

- U.S. workers in Zone 3 are **more than 3.5 times as likely to describe their organization's culture as poor** than workers in Zone 1 (22% versus 6%).
- U.S. workers in Zone 3 are **more than 2.5 times as likely to disagree that they feel included at their current organization** than workers in Zone 1 (21% versus 8%).
- U.S. workers in Zone 3 are **significantly more likely to say they are likely to leave their current job in the next 12 months** than workers in Zone 1 (32% versus 18%).
- U.S. workers in Zone 3 are **more than twice as likely to disagree that they feel safe to voice disagreements or express concerns at work** than workers in Zone 1 (27% versus 12%).
- U.S. workers in Zone 3 are **more than three times as likely to agree that they feel indifferent or do not care about doing a good job at work** than workers in Zone 1 (20% versus 6%).
- U.S. workers in Zone 3 are **more than three times as likely to say their job often causes them to have physical reactions (e.g., headaches, fatigue)** than workers in Zone 1 (36% versus 11%).
- U.S. workers in Zone 3 are **more than 2.5 times as likely to say they have a poor work/life balance** than workers in Zone 1 (22% versus 8%).
- U.S. workers in Zone 3 are **nearly twice as likely to say they are dissatisfied with their everyday life** than workers in Zone 1 (20% versus 11%).

Number of uncivil acts witnessed or experienced

U.S. workers experienced or witnessed just over one act of incivility per day in their everyday lives (i.e., both at and outside of work) on average in the May results. This results in U.S. workers having experienced or witnessed over 171 million acts of incivility in their everyday lives per day, on average, in the past month. Additionally, workers experienced or witnessed the following numbers of uncivil acts in their everyday lives per each time period over the past month:

- **Average per hour in everyday life:** 7,154,723 uncivil acts experienced or witnessed.
- **Average per minute in everyday life:** 119,245 uncivil acts experienced or witnessed.
- **Average per second in everyday life:** 1,987 uncivil acts experienced or witnessed.

At this rate, U.S. workers are projected to collectively experience or witness over 62.8 billion acts of incivility in their everyday lives over the course of 2024.

Of the more than 171 million acts of incivility that U.S. workers experienced or witnessed on average per day in the past month, about 39.4% of these occurred while they were at work. This results in U.S. workers having experienced or witnessed over 67.5 million acts of incivility at work per day, on average, in the past month.

Additionally, workers experienced or witnessed the following numbers of uncivil acts at work per each time period over the past month:

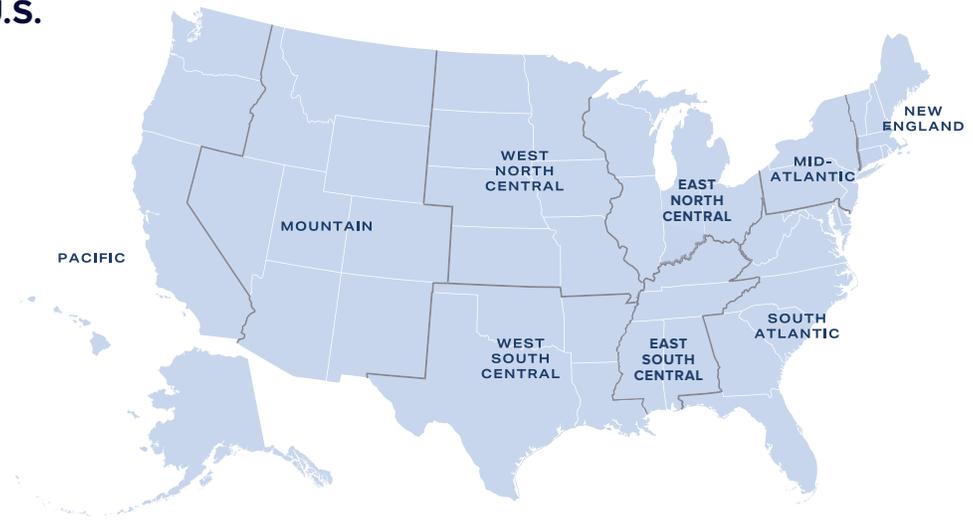
- **Average per hour at work:** 2,820,612 uncivil acts experienced or witnessed.
- **Average per minute at work:** 47,010 uncivil acts experienced or witnessed.
- **Average per second at work:** 784 uncivil acts experienced or witnessed.

At this rate, U.S. workers are projected to collectively experience or witness over 24.5 billion acts of incivility at work over the course of 2024.

When connected to the Civility Index, these findings demonstrate that a score of 42.3 (everyday life) and 37.5 (workplace) can result in a notable number of uncivil acts.

INCIVILITY ACROSS THE U.S.

To gain a deeper understanding of civility, SHRM examined how the daily rate of incivility varies across regions. By analyzing incivility at the regional level, organizations can better understand the current state of civility in the regions where they operate. These insights could enable more tailored interventions and strategies to promote civility.



Daily uncivil experiences in everyday life and at work across the country

Exploring the average number of uncivil acts witnessed or experienced per day in everyday life and in the workplace across the U.S., workers from the East South Central portion of the country reported higher daily incivility than the rest of the country. Respondents from this area reported experiencing or witnessing nearly twice the national average of incivility per day in their everyday lives (2.02 acts per day compared to national average of 1.04 per day) and over three times the national average of incivility at work (1.26 acts per day compared to national average of 0.41 acts per day).

Differences by political affiliation

Politics and political affiliation are often cited as one factor that contributes to incivility. With 2024 being a presidential election year in the U.S., many will be expecting politics to once again be at the center of arguments and other forms of uncivil acts. Results from this research found differences between workers who are affiliated with the two major U.S. political parties across various portions of the country, including:

- Republican workers in the East South Central division experienced or witnessed incivility in **their everyday lives** at over three times the national average (3.17 acts per day compared to national average of 1.04 acts per day), while Democrats in the same area experienced nearly four times less incivility than the national average (0.28 acts per day compared to national average of 1.04 acts per day).

- Republican workers in the East South Central division experienced or witnessed incivility **at work** at over five times the national average (2.16 acts per day compared to national average of 0.41 acts per day).
- Democratic workers in the South Atlantic division experienced or witnessed incivility **at work** at more than twice the national average (0.87 acts per day compared to national average of 0.41 acts per day).

Note: Reported acts of incivility include instances when respondents experienced or witnessed incivility either directly or indirectly, not just when they were the targets or perpetrators of uncivil behavior.

PERCEPTIONS OF INCIVILITY TODAY

Forty-two percent of U.S. workers believe that, in general, **people in society today are civil**. What's more, 39% of U.S. workers say people are **less or much less civil today** than one year ago and more than half of U.S. workers believe people in society are **less or much less civil today** than three years ago (53%), five years ago (55%), and 10 years ago (56%). When thinking about the workplace, however, nearly three-quarters of U.S. workers (74%) said they believe **people in their workplace are generally civil today**. Twenty-six percent of U.S. workers believe people in their workplace are generally uncivil.

WHO IS INVOLVED AND WHERE INCIVILITY TAKES PLACE

When asked about the people or groups involved in the acts of incivility they experienced or witnessed in the past month, 80% of U.S. workers said that **strangers in public spaces** were involved, 46% said **service providers or staff at a business they patronize** were involved, and 44% said their **co-workers or peers at work** were involved. Over half of U.S. workers (53%) who have experienced or witnessed incivility said it occurred **in a store or while they were shopping**, 45% said they experienced or witnessed incivility **online or on social media**, and 37% said they experienced or witnessed incivility **at a restaurant or bar**.

INCIVILITY'S IMPACT ON WORKPLACES AND MANAGER/SUPERVISOR ROLES

Two-thirds of U.S. workers (66%) agree or strongly agree that **incivility reduces productivity**, and 59% agree or strongly agree that **incivility causes employees' morale to decline**.

Fewer workers agree that their workplaces are well equipped to handle instances of incivility. Thirty-seven percent of U.S. workers agree or strongly agree that **managers and supervisors often fail to address acts of incivility in the workplace**, and over one-quarter (26%) agree or strongly agree that **managers and supervisors do not notice acts of incivility at work**. What's more, less than one-third of workers (31%) agree or strongly agree that **respectful treatment is the norm in their workplace**.

MAY RESULTS METHODOLOGY

A sample of 1,611 U.S.-based workers was surveyed between March 6 and March 13, 2024, using a third-party online panel. For the purposes of this study, participants were required to be employed by an organization and be 18 years of age or older. Those who were self-employed, retired, or an independent contractor did not qualify to participate. Data is weighted to reflect the U.S. working population as of January 2024 on the basis of gender, race/ethnicity, age, full-time/part-time status, and location derived from U.S. Census divisions. References to any time period shown represent when results were released.

How to cite this research: SHRM May Civility Index, May 2024.