

PRASAD, S. (National University of Singapore), LIM, S. (National University of Singapore), LIM, V. K. G. (National University of Singapore)

Acts of disrespect such as incivility are common in and outside the workplace, and studies have shown that victims tend to suffer negative consequences. This study aims to understand how power dynamics (formal and informal power distribution) affect the incidence of and responses to incivility. Utilizing a qualitative approach, 177 undergraduates with work experience were asked to write about an incident in which they were treated with disrespect at or outside work. They provided details about the act itself, the context in which it occurred, the consequences of the event, the impact of the experience and finally the action taken to resolve the issue. Incivility was found to be perpetrated across conventional relationships between peers and superior-subordinate associations as well as non-conventional ones, when the relationships were based on an informal distribution of power. The most prevalent acts of incivility were of the Direct Verbal form (43%) when victims were formally or informally lower in status as compared to the perpetrator. In contrast, the Behavioral form (31%) of incivility was common when the perpetrator was formally or informally of a lower status. There were very few cases when the incivility spiraled into another act of incivility (15.25%) and this was generally found in those relationships that had an informal hierarchy or where the victim was of a higher formal status. Most victims received some form of support after the incivility (69%). Emotional support was mostly provided to victims who were formally or informally at a lower status as compared to the perpetrator. On the other hand, instrumental support was given to victims who were formally and informally of higher status and to the victims who were informally in a lower status. In more than 85% of the cases where support was provided it helped the situation. The acts of incivility were brought to the perpetrators notice mostly when the victim was formally in a higher status. Following which, usually an apology was rendered in these situations. Incivil acts vary in their nature and consequences across formal and informal power distributions.

Keywords: *Incivility, Power distributions, Disrespect, Victim, Perpetrators*

Increasing adaptive motivation through information enhancement and goal setting

SEPEHRI SHAMLOO, Z. (Ferdowsi University of Mashhad), COX, M.W. (Bangor University)

The aim of the current study was to develop and experimentally validate factors that increase individual's Adaptive Motivational Structure (AMS). AMS promotes successful goal attainment and emotional satisfaction in life, whereas Maladaptive Motivational Structure (MMS) hinders people from effective goal seeking. Evidence shows that decisions to drink are more likely when the individuals are unable to achieve emotional satisfaction through other goal pursuits or to overcome miseries in their lives. Through an experimental study ($N = 144$, 38% males), we tested the relative and combined effects of enhancement information (including, choice, knowledge and feedback) and goal setting as two motivational techniques while participants were completing a series of experimental tasks (i.e., Computerized Conceptual Cards, Anagrams). The design was a 2×2 (i.e., control group; goal-setting group; information group and combination group) factorial that included pre- and post-test measures, including the Task Specific Personal Concern Inventory, Task Specific Sense of Control Inventory and Task Specific Intrinsic Motivation Inventory. The results showed that the greatest increase in AMS resulted from the combined technique, and the order of the groups on the post-test was: Combination Group (enhancement information and goal-setting) > Information Group > Goal-Setting Group > No-Intervention Group. In addition, a 45-day follow-up assessment showed that the Combination Group's task-specific AMS continued to increase after the post-experimental assessment. The implication of the motivational enhancement techniques for intervention, education, and prevention will be discussed.

Keywords: *motivation, information enhancement, goal setting, adaptive motivational structure, maladaptive motivational structure*