



Factor Rating Interpretation Guide Workplace Hostility

What is Workplace Hostility?

Workplace Hostility measures the degree to which individuals in the workplace act in an angry or hostile manner towards others and focuses on the past three months. It includes behaviors such as insults, sarcasm, or gestures to humiliate a member as well as perception of others interfering with one's work performance or not providing assistance when needed.⁸

The following items are used to assess Workplace Hostility on the DEOCS using a four-point response scale from *Never* to *Often*.

How often does someone from your *[unit | organization | Military Service Academy]* ...:

- intentionally interfere with your work performance?
- take credit for work or ideas that were yours?
- gossip or talk about you?
- use insults, sarcasm, or gestures to humiliate you?
- not provide you with information and assistance when needed?
- yell when they are angry?

Why is it important?

Studies consistently find that the presence of Workplace Hostility is associated with lower performance and readiness as well as an increase in turnover intentions.^{1,2,3} For example, a study that looked at healthcare workers found that Workplace Hostility has been proven to lower performance, increase absenteeism, and contribute to greater employee turnover rate and intentions.^{4,5}

In addition, the presence of Workplace Hostility is associated with an increased risk of sexual harassment.^{6,7} DoD research consistently finds that military personnel who experience Workplace Hostility are at significantly greater likelihood of also experiencing sexual harassment and sexual assault at the individual level.^{8,9} Beyond the individual level, levels of Workplace Hostility at an installation/ship emerged among the top 10 statistical predictors of installation level sexual assault rates, out of more than 20 climate and location-based risk factors.¹⁰

For more information on how to review your DEOCS results with these key outcomes in mind, please see the "Strategic Target Outcome Guide" in the Quick Links menu of the DEOCS dashboard.

How do I read my factor ratings?

As of May 2021, Workplace Hostility factor ratings have been removed from the DEOCS dashboard and unit/organization reports while the DEOCS team evaluates the most appropriate method to report results for this factor. Instead, the dashboard and reports only show the results for each of the six questions that make up this factor. An example is below:

| Workplace Hostility Questions | Never | Rarely | Sometimes | Often | Total |
|--|----------|----------|-----------|---------|-----------|
| How often does someone from your unit or organization intentionally interfere with your work performance? | 54% (15) | 25% (7) | 7% (2) | 14% (4) | 100% (28) |
| How often does someone from your unit or organization take credit for work or ideas that were yours? | 61% (17) | 21% (6) | 11% (3) | 7% (2) | 100% (28) |
| How often does someone from your unit or organization gossip or talk about you? | 50% (14) | 29% (8) | 21% (6) | 0% (0) | 100% (28) |
| How often does someone from your unit or organization use insults, sarcasm, or gestures to humiliate you? | 86% (24) | 7% (2) | 7% (2) | 0% (0) | 100% (28) |
| How often does someone from your unit or organization not provide you with information and assistance when needed? | 37% (10) | 22% (6) | 19% (5) | 22% (6) | 100% (27) |
| How often does someone from your unit or organization yell when they are angry? | 36% (10) | 46% (13) | 18% (5) | 0% (0) | 100% (28) |

Note that percentages in the above table are calculated out of the total number of participants to that question and not the total number of participants to the full survey. Participants can skip questions, so you may notice that total responses to questions vary.

How are my unit's/organization's ratings created?

As of May 2021, Workplace Hostility factor ratings have been removed from the DEOCS dashboard and unit/organization reports while the DEOCS team evaluates the most appropriate method to report results for this factor. This section will be updated once the evaluation is complete.

How do I know if my factor ratings are good or bad?

As of May 2021, Workplace Hostility factor ratings have been removed from the DEOCS dashboard and unit/organization reports while the DEOCS team evaluates the most appropriate method to report results for this factor. This section will be updated once the evaluation is complete.

Scientific Research References on Workplace Hostility

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