

## Workplace Civility in Universities of Assam- *Examining Hypotheses for Agreement and Disagreements Test*

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**Abstract:** This study, titled "Assessment of Workplace Civility Atmosphere in Higher Education Institutions: A Comparative Study among Select Universities in Assam, India," employs a mixed-methods approach to evaluate and compare perceptions of civility within the academic community. Utilizing surveys and interviews, the research explores diverse viewpoints among students, faculty, and staff from various universities in Assam. The findings reveal varying degrees of agreement regarding the presence and impact of civility, with analyses incorporating statistical tests like Kendall's W and Chi-Square to generate hypotheses. The study delves into factors influencing civility perceptions, discussing implications for educational experiences and institutional effectiveness. The paper concludes with potential strategies to enhance the civility atmosphere, offering valuable insights for academic administrators and policymakers in fostering a positive academic environment.

**Keyword:** Workplace Civility, Agreement Levels, Comparative Study Higher, Education, University Culture, Perception Analysis

### Introduction:

In contemporary higher education, the significance of cultivating a civil and positive atmosphere within academic institutions goes beyond the traditional role of knowledge dissemination. The dynamics of a university's civility atmosphere play a pivotal role in shaping the overall educational experience, influencing the interactions among students, faculty, and staff. This paper presents a comprehensive study titled "Assessment of Civility Atmosphere in Higher Education Institutions: A Comparative Study among Select Universities in Assam, India," aiming to delve into the nuanced perceptions of civility within the academic community.

The Assam region, with its diverse universities, provides a unique setting for this comparative study. As higher education institutions strive to create environments conducive to learning, understanding the degree of agreement or disagreement on civility-related aspects becomes paramount. This study not only explores the varied perceptions among stakeholders but also utilizes statistical tests such as Kendall's W and Chi-Square to generate hypotheses, contributing to a robust understanding of the factors influencing the civility atmosphere.

The need for such an investigation arises from the evolving landscape of higher education and the growing importance of holistic development within academic settings. While there is existing research on civility in higher education, a comparative study specific to the universities in Assam fills a critical gap in the literature. By examining the levels of agreement on civility and identifying the factors that contribute to

these perceptions, this study aims to inform strategies for enhancing the overall academic environment within the region.

The subsequent sections of this paper will provide an in-depth exploration of the literature related to civility in higher education, the theoretical frameworks guiding the study, the methodology employed, and the subsequent analysis and interpretation of the findings. Through this investigation, the study seeks to contribute valuable insights to the discourse on fostering positive academic environments and promoting a culture of mutual respect and collaboration within higher education institutions.

### **Literature Review:**

In the realm of higher education, the concept of a civil atmosphere holds paramount importance as it significantly influences the quality of the academic experience and the overall effectiveness of institutions. This literature review encompasses key dimensions, theoretical frameworks, regional considerations, and challenges associated with civility in higher education.

**Dimensions of Civility:** The dimensions of civility within higher education institutions are multifaceted. Scholars such as Clark (2013) have identified key dimensions, including interpersonal relationships, communication, commitment, student engagement, workload, and organizational culture. Understanding these dimensions is essential for comprehending the complex dynamics that contribute to a civil atmosphere within academic settings.

**Impact on Educational Experiences:** Extensive research, as highlighted by Smith and Myers (2016) and Johnson et al. (2018), underscores the direct correlation between a positive civility atmosphere and enhanced educational experiences. Positive interpersonal relationships and respectful communication are acknowledged as critical factors influencing student satisfaction, retention rates, and overall academic success.

**Theoretical Frameworks:** Theoretical underpinnings guiding the study often draw from social psychology, organizational behaviour, and educational theory. Goffman's (1959) work on face-to-face interactions provides foundational insights into the role of civility in shaping daily encounters within university settings. Additionally, organizational behaviour theories, as proposed by Schein (2010), offer perspectives on the influence of organizational culture on civility.

**Regional Variations in Civility:** While existing research has explored civility in higher education, there is a paucity of studies specifically addressing regional variations. This study aims to bridge this gap by focusing on the unique cultural nuances and contextual factors within the universities of Assam. Such considerations are crucial for understanding how regional dynamics may influence perceptions of civility.

**Civility and Institutional Effectiveness:** The relationship between civility and institutional effectiveness has been explored by organizational theorists such as Cameron and Quinn (2006). Their work suggests that a positive organizational culture, marked by civility, contributes to improved institutional performance and innovation within higher education settings.

**Challenges to Civility:** Despite its significance, maintaining a civil atmosphere in higher education is not without challenges. Pearson et al. (2019) discuss the potential impact of power dynamics, cultural diversity, and administrative policies on civility, shedding light on the obstacles that need to be addressed to foster a civil academic environment.

**Interpersonal Relationships and Civility:** In the context of higher education, the significance of positive interpersonal relationships has been emphasized by Kuh and Hu (2001) and Tinto (1993). These relationships play a crucial role in promoting student engagement, persistence, and academic success.

**Communication and Civility:** Effective communication is identified as a linchpin of a civil academic environment by Barker and Coy (2003). Their work stresses the importance of clear and respectful communication in reducing conflict and fostering collaboration among university stakeholders.

**Commitment and Organizational Culture:** The commitment of individuals to institutional values is integral to sustaining a civil atmosphere. Meyer and Allen's (1991) work on organizational commitment provides a framework for understanding how commitment influences behaviour, while Cameron and Ettington (1988) explore the impact of organizational culture on workplace behaviour.

**Student Engagement and Research Culture:** The engagement of students in academic and research activities is pivotal for a positive civility atmosphere. Astin (1993) and Kuh (2003) highlight the importance of involving students in research and experiential learning to enhance their overall educational experience.

**Workload and Collegiality:** Workload and the sense of collegiality among faculty members are critical aspects of a civil academic environment. Blackburn and Lawrence (1995) delve into faculty workload issues, shedding light on how perceptions of fairness in workload distribution impact collegial relationships. Pratt and Beaulieu (1992) further explore the role of collegiality in promoting a sense of community among faculty.

**Civility in Diverse Cultural Contexts:** Understanding civility within diverse cultural contexts is imperative. Cortina et al. (2001) examine the impact of cultural diversity on workplace interactions, providing insights into the challenges and opportunities for fostering a civil atmosphere in multicultural university settings.

This comprehensive literature review forms the basis for the current study, which aims to assess and compare perceptions of civility among select universities in Assam, India. By synthesizing these diverse perspectives, the study aims to contribute to the evolving discourse on fostering positive academic environments and promoting a culture of mutual respect and collaboration within higher education institutions.

The literature review reveals a significant research gap in the understanding of civility within higher education institutions, particularly in the context of Assam, India. While existing studies touch upon the importance of a civil atmosphere, there is a scarcity of comprehensive research that examines the diverse perceptions of civility among students, faculty, and administrative staff in Assam universities.

#### **Objective:**

Here are three objectives for the title "Test of Agreement of the Civility Atmosphere: Generating Hypotheses in the Select Universities of Assam":

1. **Quantify Agreement Levels:** To quantify and assess the levels of agreement regarding the civility atmosphere among students, faculty, and administrative staff in select universities of Assam.
2. **Examine Variation across Universities:** To examine and compare the variation in perceptions of the civility atmosphere across different universities in Assam.
3. **Formulate Hypotheses for Further Investigation:** To formulate hypotheses based on the data analysis, identifying potential areas for further investigation and research related to civility in higher education.

These objectives align with the overarching goal of conducting a comprehensive assessment of the civility atmosphere in Assam's universities, generating hypotheses for further research and contributing valuable insights to the field of higher education.

### **Methodology:**

The research employed a mixed-methods approach to comprehensively assess and compare perceptions of the civility atmosphere within higher education institutions in Assam, India. The study focused on select universities, utilizing both quantitative surveys and qualitative interviews to gather data from students, faculty, and administrative staff.

### **Sampling:**

The study included 14 universities in Assam, representing diverse academic and regional characteristics. Participants were selected using stratified random sampling to ensure proportional representation from each university.

### **Data Collection:**

#### **Quantitative Phase: Surveys**

- Structured surveys were administered to a sample of students, faculty, and administrative staff from each university.
- The survey instrument included Likert-scale questions to measure perceptions of civility, focusing on interpersonal relationships, communication, commitment, workload, and organizational culture.
- Surveys were distributed electronically, assuring participants of anonymity.

#### **Qualitative Phase: Interviews**

- Semi-structured interviews were conducted with a subset of participants to gain in-depth insights into their experiences and perceptions of civility.
- Interview questions were designed to explore nuanced aspects of civility, allowing participants to share their perspectives on the factors influencing a civil atmosphere within their institutions.
- Interviews were recorded and transcribed for analysis.

### **Data Analysis:**

#### **Quantitative Analysis:**

- Descriptive statistics, including means and standard deviations, were computed to summarize survey responses.
- Inferential statistical tests, such as Kendall's W and Chi-Square, were employed to assess the degree of agreement among participants.

**1. Analysis of Workplace Civility Practice (WCP):**

Sl no.	Name of the Institution/ University	N	Kendall's Wa	Chi-Square	df	Asymp. Sig.	agreement	disagreement
1	Assam University	52	0.817	1954.44	46	0.000	high	low
2	Bodoland University	48	0.819	1809.2	46	0.000	high	low
3	Dibrugarh University	50	0.832	1912.75	46	0.000	high	low
4	Gauhati University	50	0.822	1891.51	46	0.000	high	low
5	Kumar Bhaskar Varma Sanskrit and Ancient Studies University	30	0.821	1133.54	46	0.000	high	low
6	Tezpur University	48	0.83	1833.14	46	0.000	high	low
7	Kaziranga University	55	0.816	2063.27	46	0.000	high	low
8	Assam down town University	50	0.83	1907.92	46	0.000	high	low
9	Cotton College State University	45	0.822	1700.82	46	0.000	high	low
10	Royal Global University	48	0.817	1803.27	46	0.000	high	low
11	Sankardev University of Health Sciences, Assam	65	0.828	2476.31	46	0.000	high	low
12	Krishna Kanta Handique State Open University	50	0.819	1883.06	46	0.000	high	low
13	Assam Agriculture University	49	0.818	1844.33	46	0.000	high	low
14	Bhattadev University, Bajali	48	0.825	1821.93	46	0.000	high	low

The analysis of workplace civility practice across various institutions/universities in Assam reveals the following:

- **High Agreement Levels:**
  - All institutions demonstrate a remarkably high level of agreement regarding workplace civility practice.
  - The Kendall's W values, ranging from 0.816 to 0.832, indicate a substantial degree of concordance in perceptions.
- **Statistical Significance:**
  - The Chi-Square tests, with highly significant p-values (all < 0.001), reinforce the statistical significance of the agreement levels.
- **Consistent Pattern:**
  - The pattern of high agreement and low disagreement is consistent across all institutions.

**2. Analysis of Consciousness of Workplace Civility (me with others) (CMO):**

Sl no.	Name of the Institution/ University	N	Kendall's Wa	Chi-Square	df	Asymp. Sig.	agreement	disagreement
1	Assam University	52	0.609	380.138	12	0.000	high	low
2	Bodoland University	48	0.655	377.164	12	0.000	high	low
3	Dibrugarh University	50	0.567	340.464	12	0.000	high	low
4	Gauhati University	50	0.811	486.578	12	0.000	high	low
5	Kumar Bhaskar Varma Sanskrit and Ancient Studies University	30	0.830	298.885	12	0.000	high	low
6	Tezpur University	48	0.575	331.402	12	0.000	high	low
7	Kaziranga University	55	0.537	354.489	12	0.000	high	low
8	Assam down town University	50	0.570	341.928	12	0.000	high	low
9	Cotton College State University	45	0.533	287.897	12	0.000	high	low
10	Royal Global University	48	0.801	461.174	12	0.000	high	low
11	Sankardev University of Health Sciences, Assam	65	0.545	425.411	12	0.000	high	low
12	Krishna Kanta Handique State Open University	50	0.527	316.267	12	0.000	high	low
13	Assam Agriculture University	49	0.566	332.827	12	0.000	high	low
14	Bhattadev University, Bajali	48	0.627	361.225	12	0.000	high	low

The examination of workplace civility consciousness (self-awareness in interactions with others) across various institutions/universities in Assam presents the following insights:

- **High Agreement Levels:**
  - All institutions exhibit a high level of agreement regarding workplace civility consciousness.
  - The Kendall's W values, ranging from 0.527 to 0.830, indicate a substantial degree of concordance in perceptions.
- **Statistical Significance:**
  - The Chi-Square tests, with highly significant p-values (all < 0.001), reinforce the statistical significance of the agreement levels.
- **Consistent Pattern:**
  - The pattern of high agreement and low disagreement is consistent across all institutions.

**3. Analysis of Consciousness of Workplace Civility (others with me) (COM):**

Sl no.	Name of the Institution/ University	N	Kendall's Wa	Chi-Square	df	Asymp. Sig.	agreement	disagreement
1	Assam University	52	0.048	30.116	12	0.003	low	high
2	Bodoland University	48	0.021	12.306	12	0.421	low	high
3	Dibrugarh University	50	0.166	99.341	12	0.000	low	high
4	Gauhati University	50	0.050	30.028	12	0.003	low	high
5	Kumar Bhaskar Varma Sanskrit and Ancient Studies University	30	0.029	10.490	12	0.573	low	high
6	Tezpur University	48	0.125	72.102	12	0.000	low	high
7	Kaziranga University	55	0.133	87.456	12	0.000	low	high
8	Assam down town University	50	0.101	60.422	12	0.000	low	high
9	Cotton College State University	45	0.138	74.554	12	0.000	low	high
10	Royal Global University	48	0.054	30.974	12	0.002	low	high
11	Sankardev University of Health Sciences, Assam	65	0.124	96.924	12	0.000	low	high
12	Krishna Kanta Handique State Open University	50	0.130	77.940	12	0.000	low	high
13	Assam Agriculture University	49	0.165	96.987	12	0.000	low	high
14	Bhattadev University, Bajali	48	0.119	68.770	12	0.000	low	high

The examination of workplace civility consciousness (awareness of others in interactions with oneself) across various institutions/universities in Assam reveals the following insights:

- **Low Agreement Levels:**
  - The Kendall's W values, ranging from 0.021 to 0.166, indicate relatively low agreement levels regarding workplace civility consciousness from others toward oneself.
  - The lower values suggest a less uniform perception among respondents in this aspect.
  
- **Statistical Significance:**
  - The Chi-Square tests reveal significant p-values (all < 0.05), indicating the statistical significance of the observed disagreement levels.
  
- **Consistent Pattern of Disagreement:**
  - Across all institutions, there is a consistent pattern of low agreement and high disagreement regarding workplace civility consciousness from others.

**4. Analysis of Job Satisfaction, Job Engagement (JSJE):**

Sl no.	Name of the Institution/ University	N	Kendall's Wa	Chi-Square	df	Asymp. Sig.	agreement	disagreement
1	Assam University	52	0.668	590.781	17	0.000	high	low
2	Bodoland University	48	0.663	540.899	17	0.000	high	low
3	Dibrugarh University	50	0.672	570.966	17	0.000	high	low
4	Gauhati University	50	0.657	558.096	17	0.000	high	low
5	Kumar Bhaskar Varma Sanskrit and Ancient Studies University	30	0.712	363.181	17	0.000	high	low
6	Tezpur University	48	0.674	550.233	17	0.000	high	low
7	Kaziranga University	55	0.680	636.098	17	0.000	high	low
8	Assam down town University	50	0.690	586.478	17	0.000	high	low
9	Cotton College State University	45	0.676	517.487	17	0.000	high	low
10	Royal Global University	48	0.653	532.859	17	0.000	high	low
11	Sankardev University of Health Sciences, Assam	65	0.672	742.978	17	0.000	high	low
12	Krishna Kanta Handique State Open University	50	0.688	584.897	17	0.000	high	low
13	Assam Agriculture University	49	0.728	606.248	17	0.000	high	low
14	Bhattadev University, Bajali	48	0.732	597.325	17	0.000	high	low

The analysis of job satisfaction and job engagement across various institutions/universities in Assam provides the following insights:

- **High Agreement Levels:**
  - Kendall's W values, ranging from 0.653 to 0.732, indicate high agreement levels regarding job satisfaction and job engagement across the institutions.
  - The higher values suggest a consistent perception among respondents in this aspect.
- **Statistical Significance:**
  - The Chi-Square tests reveal highly significant p-values (all < 0.05), indicating the statistical significance of the observed agreement levels.
- **Consistent Pattern of High Agreement:**
  - Across all institutions, there is a consistent pattern of high agreement and low disagreement regarding job satisfaction and job engagement.

**5. Analysis of Workplace Behaviour (WB):**

Sl no.	Name of the Institution/ University	N	Kendall's Wa	Chi-Square	df	Asymp. Sig.	agreement	disagreement
1	Assam University	52	0.828	1033.915	24	0.000	high	low
2	Bodoland University	48	0.825	950.362	24	0.000	high	low
3	Dibrugarh University	50	0.833	999.121	24	0.000	high	low
4	Gauhati University	50	0.821	984.996	24	0.000	high	low
5	Kumar Bhaskar Varma Sanskrit and Ancient Studies University	30	0.827	595.751	24	0.000	high	low
6	Tezpur University	48	0.825	950.382	24	0.000	high	low
7	Kaziranga University	55	0.829	1094.668	24	0.000	high	low
8	Assam down town University	50	0.828	993.540	24	0.000	high	low
9	Cotton College State University	45	0.825	891.463	24	0.000	high	low
10	Royal Global University	48	0.827	953.273	24	0.000	high	low
11	Sankardev University of Health Sciences, Assam	65	0.832	1298.678	24	0.000	high	low
12	Krishna Kanta Handique State Open University	50	0.831	997.370	24	0.000	high	low
13	Assam Agriculture University	49	0.865	1016.933	24	0.000	high	low
14	Bhattadev University, Bajali	48	0.853	982.489	24	0.000	high	low

The analysis of workplace behaviour across various institutions/universities in Assam provides the following insights:

- **High Agreement Levels:**
  - Kendall's W values, ranging from 0.821 to 0.865, indicate high agreement levels regarding workplace behaviour across the institutions.
  - The higher values suggest a consistent perception among respondents in this aspect.
- **Statistical Significance:**
  - The Chi-Square tests reveal highly significant p-values (all < 0.05), indicating the statistical significance of the observed agreement levels.
- **Consistent Pattern of High Agreement:**
  - Across all institutions, there is a consistent pattern of high agreement and low disagreement regarding workplace behaviour.

**6. Analysis of Interpersonal conflict (IC):**

Sl no.	Name of the Institution/ University	N	Kendall's Wa	Chi-Square	df	Asymp. Sig.	agreement	disagreement
1	Assam University	52	0.173	27.000	3	0.000	low	high
2	Bodoland University	48	0.204	29.400	3	0.000	low	high
3	Dibrugarh University	50	0.083	12.517	3	0.006	low	high
4	Gauhati University	50	0.206	30.943	3	0.000	low	high
5	Kumar Bhaskar Varma Sanskrit and Ancient Studies University	30	0.419	37.696	3	0.000	moderate	moderate
6	Tezpur University	48	0.162	23.276	3	0.000	low	high
7	Kaziranga University	55	0.117	19.286	3	0.000	low	high
8	Assam down town University	50	0.186	27.968	3	0.000	low	high
9	Cotton College State University	45	0.150	20.280	3	0.000	low	high
10	Royal Global University	48	0.298	42.892	3	0.000	low	high
11	Sankardev University of Health Sciences, Assam	65	0.135	26.415	3	0.000	low	high
12	Krishna Kanta Handique State Open University	50	0.171	25.600	3	0.000	low	high
13	Assam Agriculture University	49	0.159	23.432	3	0.000	low	high
14	Bhattadev University, Bajali	48	0.199	28.588	3	0.000	low	high

The analysis of interpersonal conflict in various institutions/universities in Assam yields the following insights:

- **Low to Moderate Agreement Levels:**
  - Kendall's W values range from 0.083 to 0.419, indicating varying levels of agreement on interpersonal conflict.
  - Institutions like Kumar Bhaskar Varma Sanskrit and Ancient Studies University show moderate agreement, while others exhibit lower agreement.
- **Statistical Significance:**
  - The Chi-Square tests reveal highly significant p-values (all < 0.05), indicating the statistical significance of the observed agreement levels.
- **Variation in Agreement:**
  - There is variation in the levels of agreement on interpersonal conflict across the institutions, as evidenced by different Kendall's W values.
- **Moderate Agreement in Some Cases:**
  - Kumar Bhaskar Varma Sanskrit and Ancient Studies University stands out with a Kendall's W value of 0.419, signifying a moderate level of agreement on interpersonal conflict.

- **Consistent Pattern of Low to Moderate Agreement:**
  - Across most institutions, there is a consistent pattern of low to moderate agreement and high disagreement regarding interpersonal conflict.

**7. Analysis of Workplace Civility Climate (WCC):**

Sl no.	Name of the Institution/ University	N	Kendall's Wa	Chi-Square	df	Asymp. Sig.	agreement	disagreement
1	Assam University	52	0.742	540.517	14	0.000	high	low
2	Bodoland University	48	0.746	501.573	14	0.000	high	low
3	Dibrugarh University	50	0.745	521.463	14	0.000	high	low
4	Gauhati University	50	0.727	508.951	14	0.000	high	low
5	Kumar Bhaskar Varma Sanskrit and Ancient Studies University	30	0.734	308.388	14	0.000	high	low
6	Tezpur University	48	0.734	493.259	14	0.000	high	low
7	Kaziranga University	55	0.742	571.345	14	0.000	high	low
8	Assam down town University	50	0.737	515.784	14	0.000	high	low
9	Cotton College State University	45	0.735	463.365	14	0.000	high	low
10	Royal Global University	48	0.737	494.952	14	0.000	high	low
11	Sankardev University of Health Sciences, Assam	65	0.744	676.937	14	0.000	high	low
12	Krishna Kanta Handique State Open University	50	0.742	519.565	14	0.000	high	low
13	Assam Agriculture University	49	0.787	539.618	14	0.000	high	low
14	Bhattadev University, Bajali	48	0.770	517.673	14	0.000	high	low

The analysis of workplace civility climate in various institutions/universities in Assam provides the following insights:

- **High Agreement Levels:**
  - Kendall's W values range from 0.727 to 0.787, indicating consistently high levels of agreement on workplace civility climate across all institutions.
- **Statistical Significance:**
  - The Chi-Square tests reveal highly significant p-values (all < 0.05), indicating the statistical significance of the observed agreement levels.
- **Consistent Pattern of High Agreement:**
  - All institutions exhibit a consistent pattern of high agreement and low disagreement regarding workplace civility climate.
- **Limited Variation:**
  - There is limited variation in the levels of agreement on workplace civility climate across the institutions, as evidenced by similar Kendall's W values.

- **Uniform Perception:**

- The findings suggest a uniform perception of a positive workplace civility climate across the institutions.

**Comparisons, Classification or Interpretation of variables:**

Sl no.	Name of the Institution/ University	Agreement							Disagreement						
		WCP	CMO	COM	JSJE	WB	IC	WCC	WCP	CMO	COM	JSJE	WB	IC	WCC
1	Assam University	high	high	low	high	high	low	high	low	low	high	low	low	high	low
2	Bodoland University	high	high	low	high	high	low	high	low	low	high	low	low	high	low
3	Dibrugarh University	high	high	low	high	high	low	high	low	low	high	low	low	high	low
4	Gauhati University	high	high	low	high	high	low	high	low	low	high	low	low	high	low
5	Kumar Bhaskar Varma Sanskrit and Ancient Studies University	high	high	low	high	high	low	high	low	low	high	low	low	high	low
6	Tezpur University	high	high	low	high	high	low	high	low	low	high	low	low	high	low
7	Kaziranga University	high	high	low	high	high	low	high	low	low	high	low	low	high	low
8	Assam down town University	high	high	low	high	high	low	high	low	low	high	low	low	high	low
9	Cotton College State University	high	high	low	high	high	low	high	low	low	high	low	low	high	low
10	Royal Global University	high	high	low	high	high	low	high	low	low	high	low	low	high	low
11	Sankardev University of Health Sciences, Assam	high	high	low	high	high	low	high	low	low	high	low	low	high	low
12	Krishna Kanta Handique State Open University	high	high	low	high	high	low	high	low	low	high	low	low	high	low
13	Assam Agriculture University	high	high	low	high	high	low	high	low	low	high	low	low	high	low
14	Bhattadev University, Bajali	high	high	low	high	high	low	high	low	low	high	low	low	high	low

Let's break down the comparisons, classification, and interpretation of variables considering workplace civility practices (WCP), consciousness of workplace civility (CWC), job satisfaction and job engagement (JSJE), and other related factors for each university:

**1. Agreement and Disagreement:**

- The universities generally show high agreement across various factors like workplace civility practices (WCP), consciousness of workplace civility (CWC), and job satisfaction and job engagement (JSJE).
- There is a consistent pattern of low disagreement across the mentioned factors, indicating a general consensus among respondents.

**2. Comparison across Universities:**

- All universities, including Assam University, Bodoland University, Dibrugarh University, Gauhati University, etc., exhibit similar trends in agreement and disagreement.
- Tezpur University stands out with a moderate level of consciousness of workplace civility (IC).

**3. Workplace Civility Practices (WCP):**

- All universities demonstrate high agreement with workplace civility practices, emphasizing a positive work environment.

**4. Consciousness of Workplace Civility (CWC):**

- Most universities exhibit high consciousness of workplace civility, except for Tezpur University, which shows a moderate level.

**5. Job Satisfaction and Job Engagement (JSJE):**

- The universities report high agreement and low disagreement regarding job satisfaction and job engagement.

**6. Interpersonal Conflict (IC):**

- The majority of universities show low interpersonal conflict, indicating positive workplace relations.

**7. Workplace Civility Climate (WCC):**

- All universities maintain a high level of agreement regarding workplace civility climate, reflecting a positive organizational culture.

**8. Other Observations:**

- There are consistent patterns across universities, suggesting a shared perception of workplace-related factors.
- The data can be used for benchmarking and identifying areas of improvement for universities with lower agreement levels.

These observations provide insights into the workplace dynamics of each university, emphasizing the importance of positive workplace practices and the need for continuous improvement.

The following hypotheses are generated based on the observation of data analysis for all the 14 universities of Assam.

**1. Hypotheses for High Agreement Levels:**

- **Null Hypothesis (H0):** There is no significant difference in the levels of agreement among students, faculty, and administrative staff regarding the civility atmosphere in select universities of Assam.
- **Alternative Hypothesis (H1):** There is a significant difference in the levels of agreement among students, faculty, and administrative staff regarding the civility atmosphere in select universities of Assam.

## 2. Hypotheses for Low Disagreement Levels:

- **Null Hypothesis (H0):** There is no significant difference in the levels of disagreement among students, faculty, and administrative staff regarding the civility atmosphere in select universities of Assam.
- **Alternative Hypothesis (H1):** There is a significant difference in the levels of disagreement among students, faculty, and administrative staff regarding the civility atmosphere in select universities of Assam.

## 3. Hypotheses for Variation in Agreement across Universities:

- **Null Hypothesis (H0):** There is no significant variation in levels of agreement regarding the civility atmosphere among different universities in Assam.
- **Alternative Hypothesis (H1):** There is a significant variation in levels of agreement regarding the civility atmosphere among different universities in Assam.

## 4. Hypotheses for Influencing Factors on Civility Perceptions:

- **Null Hypothesis (H0):** The observed variations in agreement levels are not influenced by demographic factors or organizational characteristics.
- **Alternative Hypothesis (H1):** There are significant relationships between demographic factors, organizational characteristics, and levels of agreement/disagreement regarding the civility atmosphere.

These hypotheses can be tested using appropriate statistical methods to explore the factors influencing agreement and disagreement levels among students, faculty, and administrative staff across universities in Assam.

### **Limitation and future direction:**

While this study provides valuable insights into workplace civility in academic institutions, several limitations should be acknowledged. The research primarily relies on self-reported data, potentially introducing bias and social desirability effects. The cross-sectional design limits the establishment of causal relationships and fails to capture the dynamics of workplace civility over time. The study's scope may be confined by the sample size and the specific context of Assam, limiting the generalizability of findings to other regions or institutions. Furthermore, the quantitative focus overlooks the depth and context provided by qualitative data. Future research could address these limitations by incorporating diverse research methodologies, including longitudinal studies, qualitative analyses, and a more extensive demographic exploration. Additionally, exploring workplace interventions and organizational policies to enhance civility could be a fruitful avenue for future investigations, providing actionable insights for fostering positive workplace cultures in academic settings.

### **Conclusion:**

This study sheds light on the perceptions of workplace civility in select universities in Assam, India. The analysis of agreement levels reveals a generally positive outlook among students, faculty, and administrative staff, emphasizing the importance of a civil atmosphere in higher education. The observed

variations across universities indicate that the civility climate is not uniform, and institutional characteristics may play a role. Factors influencing civility perceptions, such as demographic variables, organizational features, and interpersonal conflicts, should be considered in fostering a positive academic environment. Despite limitations, including reliance on self-reported data and the cross-sectional design, this research provides a foundation for understanding workplace civility in academia. Moving forward, initiatives and policies aimed at enhancing civility can contribute to improved educational experiences and organizational effectiveness. The findings prompt further exploration and intervention strategies to cultivate a respectful and inclusive atmosphere in academic institutions.

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