Internasional_Translation and Adaptation Culture Experience Workplace Incivility Scale in Indonesia.pdf

WORD COUNT	7504	TIME SUBMITTED	06-AUG-2021 02:49AM
		PAPER ID	75262439

Asian Journal of Assessment in Teaching and Learning
Vol 9, Issue 1, 2019 (1-15) ISSN2232-1926/eISSN 2600-870X

Translation and adaptation culture: Experience workplace incivility scale in Indonesia

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DOI: https://doi.org/10.37134/ajatel.vol9.no1.1.2019

Published: 03 June 2019

Abstract

In disruptive need to create healthy workplace in organization, in other side, 98% employee experienced workplace incivility. Most of experienced workplace incivility instrument is developed and validated in English, and has not been much studied about experience workplace incivility instrument adapted from English to Indonesia. Hence, the research aims to cross-culturally adapt the Workplace Incivility Scale. The process of the translation and culture adaption is referred to the guidelines for the cross cultural adaptation process, as suggested by Beaton, consisting of 6 stages. The first stage is forward translation, second stage is synthesis, third stage is back translation, the fourth stage is expert committee review, the fifth stage is pilot-test, and sixth stage is submission and appraisal of all written reports by developer's/committee. Translation is conducted using two independent translators, two language native translators, expert committee review that consisted of four expert professional judgments at psychological field, one expert methodologist, and one expert language professional. Respondent questionnaire is used to analyse the results of pilot study on 46 employees. A validity item as a result of fifth stage is the correlation between item and total item range from 0.519 until 0.864. The item was analysed quantitatively using SPSS, and the result of the reliability with Cronbach's Alpha is 0.861 indicating higher reliability. Based on the results of quantitative analysis of the test data, the items met the criteria of item validity and reliability. Significantly, the measuring tool can be used in the assessment employees for increasing health workplace and their performance.

Keywords: *translation, cultural adaptation, assessment, experienced workplace incivility scale, Indonesia*

INTRODUCTION

Recently, all industry in Indonesia must fight new face rival that come in without following pattern that we know (Kasali, 2017). Kasali (2017) mentioned that some industries become bigger without invisible in disruptive era. In disruptive era, tensions are running high at office to make organization survive. Every organization focuses to maximize productivity of employees and cuts of cost, in other side, there is potentially devastating expense ab the high cost of bad behaviour, one of them is workplace incivility (Pearson & Porath, 2009). Porath and Pearson (2013) estimated that 98% of workers experience incivility, with 50% experiencing such conduct at least weekly. Workplace incivility can cause to project delays and cognitive distraction fro work for employees who experienced incivility, and it can make monetary cost that estimated at $14,000 per employee annually (Pearson & Porath, 2009).

Workplace incivility is different from other negative interpersonal workplace behaviour (Schilpzand, Pater, & Erez, 2014; Vagharseyyedin, 2015; Smidt, De, zelle, & Leiter Michael P, 2016). Smidt et al. (2016) in South African banking industry was found that workplace incivility and workplace bullying are not the same phenomenaa. Schilpzand et al. (2014) explained that there are three elements of workplace incivility that help to differentiate it from other negative interpersonal

workplace behavioral constructs which are its low intensity, and its ambiguous intent to harm and specific source of the negative conduct.

Attributes of workplace incivility are being interrupted, being targeted with angry robust, receiving hostile looks from co-worker and supervisor (Cortina, Kabat-Farr, Leskinen, Huerta, & Magley, 2013). Experienced of workplace incivility can cause direct negative outcomes like turnover intention (Cortina et al., 2013; Rahim & Cosby, 2016; Sguera, Bagozzi, Huy, Boss, & Boss, 2016), low psychological well-being (Zhou, 2014; Kent & Muurlink, 2014; P.Leiter, Peck, & Gumuchian, 2015; Paulin & Griffin, 2016), burn out (Rahim & Cosby, 2016; Zhou, 2014), and psychological distress (Cortina, Magley, Williams, & Langhout, 2001). Schilpzand et al. (2014) had conclusion that it is important to continue research efforts that attempt to further our understanding of workplace incivility.

There is development of instrument to measure experienced of workplace incivility. The majority of instrument to measure workplace incivility has used the WIS (Cortina et al., 2001), a seven item scale that asks participants to indicate the frequency with which they encountered uncivil behavior from supervisors or coworkers during the past 5 years (Schilpzand et al., 2014). Cortina et al. (2013) developed and updated the workplace incivility scale to 12 items that inquire about experiences such as being interrupted, being targeted with angry outburst, or receiving hostile looks from coworkers or supervisors over the past year. Sousa and Rojjanasrirat (2010) in their article conclude that translation, adaptation and validation of instruments or scale to get accurate and valid measurement really need a lot of time and must have great specification and approach of correct methodology. Planing Tsuno et al. (2017) adapt workplace incivility scale at Japan with 3,242 Japanese employees in three factor models; supervisor incivility, coworker incivility and instigated incivility. Their results show that it has high internal consistency ($\alpha = 0.71$-0.81), Cronbach's alpha coefficients of J-MWIS were 0.76 for supervisor incivility, 0.81 for coworker incivility and 0.71 for instigated incivility. These are Cronbach's alpha; 0.89 for supervisor incivility, 0.86 for coworker incivility 251 and 0.74 for instigated incivility.

Rahman, Iqbal, Waheed, and Hussain (2003) stated that in their article, the cross-cultural adaptation is necessary but only has little attention of it. According to the literature review, most of incivility research has been conducted within Europe and North America, there is few study workplace incivility in Asia especially for adaptation and development of scale to measure the workplace incivility. Questionnaire from another culture can be problematic if it is used in different culture (Epstein, Santo, & Guillemin, 2015). Epstein et al. (2015) from their review 42 article of cross cultural adaptation stated that the first problem is translation of two languages which can have nonequivalent words or idiomatic expression, it makes linguistic problems. The other problem that would rise in cross cultural adaptation is all in a specific cultural background, one item can have a very different meaning or no meaning (Epstein et al., 2015). In conclusion, the process of translating and adapting questionnaire for a different culture group that have a challenge and need time, knowledge, experience and skill make researcher not doing the cross cultural adaptation (Epstein et al., 2015). Gjersing, Caplehorn and Clausen (2010) emphasize the importance of adapting instruments to current research setting to ensure that concepts within an instrument are equal between the original and target language, time and context. According to the literature review above this study has purpose to translate and adapt the experienced workplace incivility scale to Indonesian culture version and investigate its reliability and validity.

Concept of Experienced Workplace Incivility

Pershcovis (2011) identifies frequency, intensity and invisibility as three surface characteristics of mistreatment. Andersson & Pearson (1999) first introduced workplace incivility as low intensity deviant workplace behavior with an ambiguous intent to harm. Incivility is distinguished from other acts of organizational misconduct in three ways (Estes & Wang, 2008). First, incivility describes behaviours directed toward another individual, not organizations. Second, although incivility violates organizational norms, the deviance is limited to minor acts such as avoiding or insulating a co-worker. Third, uncivil behaviours are not intended to ha

Pearson and Porath (2009) defined that incivility is not objective phenomenon but it reflects people's subjective interpretation of actions and how these actions make them feel. They explained

that sometimes the offense of incivility is intended; it is sometimes not depending on the participants and the context. The example of behavior that describes as workplace incivility is interrupting a conversation, talking loudly in common areas, arriving late, not introducing a newcomer, failing to return a phone call, and showing little interest in another individual's opinion (Pearson & Porath, 2009). It has same argument from Leiter (2013) that said the context of workplace incivility is the demeaning quality conveyed in the vocal inflections or expression accompanying the words. Workplace incivility was shown with the subtle cues conveying incivility which does not explicitly threaten future harm or retribution (Leiter, 2013).

From reference list of 50 articles that appeared from 2012 to March 2014 Vahabarseyyedin, (2015) describe the meaning of the concept of the workplace incivility. Workplace incivility is a behaviour of low intensity and ambiguous intent, which lacks mutual respect and physical assault. Schilpzand et al. (2014) according to their qualitative review of literature on workplace incivility that have been published in the past 15 years, found three distinct of workplace incivility research, which are experienced incivility, witnessed incivility, and instigated incivility. They were found that research on experienced incivility instigates the feelings, thoughts, behaviors, and other correlates of employee who are target of uncivil workplace behavior.

Experienced workplace incivility is defined as how frequently target has experienced low intensity deviant workplace behaviour with an ambiguous intent to the target, in violation of workplace norms for mutual respect (Zhou, 2014). Cortina et al. (2013) defined attributes of workplace incivility are being interrupted, being targeted with angry robust, receiving hostile looks from co-worker and supervisor. Cortina, Kabat-Farr, Magley, & Nelson (2017), with literature review from the last 15 years from 2001-2016 of workplace incivility research, describe incivility as rude, condescending, and ostracizing acts that violate workplace norms of respect, but they, otherwise, appear mundane. They contend civility lies on a 2-dimensional spectrum of interpersonal organizational behaviour. One dimension captures impact on performance, from enhancing to degrading and the second dimension entails a range from low intensity/high ambiguity to high intensity/low ambiguity. Crossing these two dimensions, we find four quadrants of interpersonal organizational behaviour. Civil conduct falls into the performance enhancing, low-intensity and high-ambiguity quadrant.

Measurement of Experienced Workplace Incivility

There were some forms to measure experienced workplace incivility. Experienced workplace incivility is operationally defined as the score obtained from validate and reliable Workplace Incivility Scale (WIS) developed by Cortina et al. (2001). Higher score indicates higher levels of workplace incivility. Experienced workplace incivility will measure the seven-item of Workplace Incivility Scale (Cortina et al., 2001). Cronbach's Alpha Coefficient of the experienced workplace civility from colleagues was 0.87 and from supervisors was 0.90. The sample items included: "Paying little attention to a statement or showing little interest in an opinion" and "Ignoring or excluding you from professional camaraderie". Participants responded on a 5-point scale (1 = never, 2 = once or two times, 3 = sometimes, 4 = often to 5 =many times), describing how often they had experienced each behavior from a co-worker and supervisor during 3 months at work. In other words, this scale assesses actual experiences of specific behaviors rather than general perceptions or imagined reactions to hypothetical scenarios. Thus, higher score indicates higher levels of workplace incivility.

Translation and Adaptation of Culture Process

Using a questionnaire in another linguistic context by process of simply translation is inappropriate process (Gjersing et al., 2010). Epstein et al. (2015) reviewed from 42 articles found that there is 30 methodological strategies of translation and cross cultural adaptation questionnaires exist but there is no methods that considered the purpose standard. The process of translation and adaptation for using questionnaires in different language and cultural setting are broken down into three steps, the first is translation process, the second step is cross cultural verification and adaptation and the third steps is verifying the instrument into target population (Rahman et al., 2003). It is translating the source instrument into the new target language, pre-testing with members of the target population, and analysis psychometric of the new version (DuBay & Watson, 2019).

Beaton, Bombardier, Guillemin, & Ferraz (2000) state that process of cross cultural adaptation has 6 steps;

Step 1: Translation of the original instrument into target language

First step is translation stage, the original measuring items will be interpreted by two people to the target language (Beaton et al., 2000; Sousa & Rojjanasrirat, 2011). The first person is an informed translator (T1) or interpreter who understands the concept of this study. The second person who became the translator is the native translator (T2),a translator who does not understand the concept of this study. There are some characteristics of translator understanding technical aspect and daily language from original and translate language, having in depth knowledge about culture in question, and having competence technical and scientific concept of the questionnaire field (Rahman et al., 2003).

Step 2: Synthesis

Second step is translation synthesis stage. From the result of the translation, then, it is chosen what sentence approximates the original understanding and to what extend it is conveyed by referring to the theory that have been used. From step 1, any ambiguities and discrepancies must be discussed and resolved using a committee approach with two translators from step 1 and the other of the research team.

Step 3: Back Translation

The third step is back translation. After synthesizing the instruments, back translation in English language is conducted again by giving synthesis result to the native speaker (Beaton et al., 2000). This step needs 2 native speaker in minimum to do the back translation process to check the translation whether it has the same meaning or not with the original one. The first translator must be knowledgeable about psychology terminology and the content area of the construct of the instrument in the source language. Meanwhile, the second translator should not be knowledgeableable about cultural and linguistic nuances of the source language (Sousa & Rojjanasrirat, 2011).

Step 4: Expert committee review

Heale and Twycross (2015) described three types of validity; content validity, construct validity and criterion validity. Expert committee review is to check the content validity, to check the research instrument accurately measures all aspects of construct (Beaton et al., 2000). Content validity is used for measuring instruments in term of they are suitable for the construct, population under study, and sociocultural background in which the study is carried out, or there is a need for new or modified instruments that can do by judgment from experts at least 3 persons and it has a doctorate degree according to the field under study (Mohamad, Sulaiman, Sern, & Salleh, 2015; Sugiyono, 2017). Face validity is a subset of content validity where experts are asked their point of view of instrument measuring the concept (Heale & Twycross, 2015). The fourth process is expert committee review that consists of four experts for four perspectives. The first perspective is semantic equivalence to see the words means the same thing and check their multiple meanings to a given item. Beside that, it is to see the grammatical difficulties in the translations. The second perspective is conceptual equivalence to check every item that can measure and have appropriate meaning for the definition of variable. Experiential equivalence is the third perspective to check the items that have fact experienced in the target culture. The fourth perspective is idiomatic equivalence to formulate an equivalent expression in the target version (Beaton et al., 2000). Sousa and Rojjanasrirat (2010) argued to further examine the instrument for clarity of the instructions, items and response format use a sample of 6-10 experts.

Step 5: Pretesting

Pretesting step is to see the construct validity and reliability of the design of the adaptation scale. Three types of evidence that describe research instrument has a construct validity are homogeneity, convergence, and theory evidence. Sugiyono (2017) stated that 30 people is enough to test validity construct of instrument. Sousa and Rojjanasrirat, (2010) state for pilot testing at translation an cultural adaptation process needing a sample size of 10-40 participants. The pilot instrument spread with questionnaire that is given with paper survey to the respondent that have the same characteristic. Reliability is the consistency of instrument measuring the same thing (McNeish, 2017). Before measuring the internal consistency of instrument, it is needed to measure the measurement error or loading factor. Cronbach's Alpha is used to determine whether aggregate measures have acceptable reliability or internal consistency (Peters, 2014).

Step 6: Sixth stage is submission and appraisal of all written reports by developer's/committee

Last step to cross cultural adaptation scale is submission and appraisal of all written reports by developers. For this step, the developers of scale must make documentation of all process; make judgment and conclusion of each item that will be used to measure the variable.

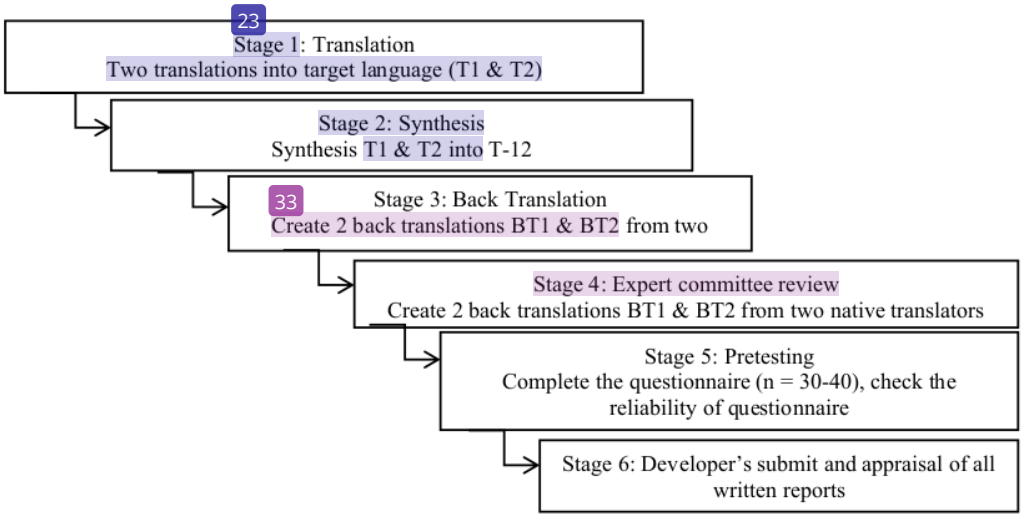

Figure 1. Graphic representation of translation and adaptation culture

METHODS

The subject of this research consisted of 46 employees who were also still studying in S1 (bachelor program) in Yogyakarta, Indonesia. Respondent of this study was taken by using purposive sampling technique, which is a technique to have most valuable data with specific case that already knew. In this study, respondent is millennial generation that indicates having problem in experienced workplace incivility (Rowley, 2014). Tools measurement that is used in this study is workplace incivility scale from Cortina et al. (2013) that consists of seven items of Workplace Incivility Scale (WIS; Cortina, Kabat-Farr, Leskinen, Huerta, & Magley, 2013). In WIS, respondents described how often they experience every behavior of their colleagues and supervisors at work. They answered on a 5-point scale (1 = never, 2 = one or two times, 3 = sometimes, 4 = often to 5 = many times).

Concept of Cronbach's alpha coefficient is used to test the reliability of experience workplace incivility scale. Test of validity item in experience workplace scale of Indonesian version used technique item of total correlation with SPSS program (Rachmayani, Dita & Ramdhani, 2017).

RESULT AND DISCUSSION

The first stage is forward translation. Forward translation was held by two independent translations from Indonesia. The process of translation is translating the scale from English language to Indonesian language. One of the translators has title of bachelor and master at English literature and still takes PhD programme at University in English literature. The other translator has title bachelor in English literature and master at work of psychology. The psychological well-being scale was translated by them, and they give comment for the process of translation

Second stage is synthesis. Synthesis of the result of the first stage was held by researcher. The synthesis processes was held by combining and integrating from result of translation. There were translations that have the same result but there were some translations that have different result. Researcher write out the scale that is already translated and integrated the two result of translation with different result by choosing the words that have the same mean with the English language and appropriate with work context. The result of first and second step can be seen in Table 1.

Table 1. Forward translation and synthesis experience workplace incivility scale

No Item	Source Language	Translate Language A	Translate Language B	Synthesis
1	Put you down or was condescending to you in some way?	*Menempatkan anda sehingga kecewa dan merendahkan anda di beberapa situasi?*	*Mengejek atau merendahkan anda?*	*Mengejek anda atau bersifat merendahkan?*
2	Paid little attention to a statement or showed little interest in your opinion?	*Hanya memberikan sedikit perhatian pada pendapat anda?*	*Tidak menghiraukan pernyataan atau pendapat anda?*	*Tidak menghiraukan/memperhatikan pernyataan atau pendapat anda?*
3	Made demeaning, rude or derogatory remarks about you?	*Membuat pernyataan yang merendahkan, atau menghina tentang anda?*	*Membuat pernyataan yang tidak sopan, atau menghina tentang anda?*	*Membuat pernyataan yang bersifat merendahkan, tidak sopan, atau menghina tentang anda?*
4	Addressed you in unprofessional terms, either publicly or privately?	*Memperlakukan anda secara tidak professional, baik di ruang umum maupun di ruang privat?*	*Memperlakukan anda dengan tidak professional, baik di ruang umum maupun di ruang privat?*	*Memperlakukan anda secara tidak professional, baik di ruang umum maupun di ruang privat?*
5	Ignored or excluded you from professional camaraderie?	*Mengabaikan atau memojokkan anda dalam ikatan professional?*	*Mengabaikan anda dari persahabatan professional?*	*Mengabaikan atau memojokkan anda dalam persahabatan dari persahabatan professional?*
6	Doubted your judgment in a matter over which you have responsibility?	*Meragukan keputusan anda dalam hal yang menjadi tanggung jawab anda?*	*Meragukan keputusan atau pendapat anda tentang sesuatu yang menjadi tugas anda?*	*Meragukan keputusan atau pendapat anda tentang sesuatu yang menjadi tugas anda?*
7	Made unwanted attempts to draw you into a discussion of personal matters?.	*Mengajak membahas masalah-masalah yang bersifat pribadi, meskipun anda tidak tertarik?*	*Mengajak anda berdiskusi masalah-masalah yang bersifat personal meskipun anda tidak tertarik?*	*Mengajak anda membahas masalah-masalah yang bersifat personal/pribadi, meskipun anda tidak tertarik?*

Third stage is back translation. The next stage for adaptation is back translation that was done by two independent translators whose native language is English. The first translator has nationality of Canada and right now still studies at Indonesia PhD programme in Indonesia Literature. The other translator is independent translator that has nationality from United States of America and already works in Indonesia for 5 years. Two translators translated scale of psychological well-being from Indonesian language to English language. The result from back translation that already translated in English language was analysed to see that the sentences and words have same meaning with the first scale of experience workplace incivility (Table 2).

Table 2. Back translation experience workplace incivility scale

No Item	Translate Language	Back Translate Language A	Back Translate Language B
1	*Mengejek anda atau bersifat merendahkan?*	Put you down or was condescending to you in some way?	Misread or underestimate you?
2	*Tidak menghiraukan/memperhatikan pernyataan atau pendapat anda?*	Paid little attention to a statement or showed little interest in your opinion?	Has ignored your suggestions or opinions
3	*Membuat pernyataan yang bersifat merendahkan, tidak sopan, atau menghina tentang anda?*	Made demeaning, rude, or derogatory remarks about you?	Made an insulating or abusive statement to you?
4	*Memperlakukan anda secara tidak professional, baik di ruang umum maupun di ruang privat?*	Addressed you in unprofessional terms, either publicly or privately?	Treated you unprofessionally, in public or in private?
5	*Mengabaikan atau memojokkan anda dalam persahabatan dari persahabatan professional?*	Ignored or excluded you from professional camaraderie?	Ignored or cornered you in a professional relationship?
6	*Meragukan keputusan atau pendapat anda tentang sesuatu yang menjadi tugas anda?*	Doubted your judgment in a matter over which you had responsibility?	Doubted your opinion about something that you were personality responsible for?
7	*Mengajak anda membahas masalah-masalah yang bersifat personal/pribadi, meskipun anda tidak tertarik?*	Made unwanted attempts to draw you into discussion of personal matters?	Invited you to discuss personal problem even though you were not interested?

The fourth stage is expert committee review that we can see in Table 3. The fourth process is expert committee review that consists of four experts for four perspectives. The first perspective is semantic equivalence to see the words means the same thing and check their multiple meanings to a given item. Beside that, to see the grammatical difficulties in the translations. The experts for semantic equivalence have title master of Indonesian literature and teach as lecturer at University. The second perspective is conceptual equivalence to check every item that can measure and have appropriate meaning for the definition of experience workplace incivility. The conceptual equivalence was checked with two experts that have title of Professor and Doctor in organizational psychology context, all experts work as lecturer at university.

Experiential equivalence is the third perspective to check the items that have fact experienced in the target culture (Indonesian culture). The experiential equivalence was checked by two experts that have title Doctor in organization context. Both of them work as lecturer at university. The fourth perspective is idiomatic equivalence to formulate an equivalent expression in the target version. After that, the expert committee consolidate all the version of the questionnaire and developed what would be considered the pre-final version of the questionnaire for field testing (Table 4).

Table 3. Expert committee review experience workplace incivility

No Item	Translate Language	Expert committee 1	Expert committee 2	Expert committee 3	Expert committee 4	Expert committee 5	Expert committee 6
1	*Mengejek anda atau bersifat merendahkan?*	Ok	Ok	Spread in two item or choose of one item	Ok	Ok	Ok
2	*Tidak menghiraukan/memperhatikan pernyataan atau pendapat anda?*	Ok	Ok	Choose one between "statement or opinion"	Ok	Ok	Ok
3	*Membuat pernyataan yang bersifat merendahkan, tidak sopan, atau menghina tentang anda?*	Ok	Ok	Removed words of demeaning and rude focus to word of derogatory	Ok	Ok	Ok
4	*Memperlakukan anda secara tidak professional, baik di ruang umum maupun di ruang privat?*	Ok	Ok	Its better change in two items	Ok	Ok	Replace word of private with special or personal.
5	*Mengabaikan atau memojokkan anda dalam persahabatan dari persahabatan professional?*	Find similarity of ignored and excluded	Ok	Ok	Not clear	Ok	professional camaraderie replace with which should.

6	*Meragukan keputusan atau pendapat anda tentang sesuatu yang menjadi tugas anda?*	Ok	Ok	Remove word "or opinion"	Ok	Ok	Remove word of you
7	*Mengajak anda membahas masalah-masalah yang bersifat personal/pribadi, meskipun anda tidak tertarik?*	Ok	Ok	Ok	Ok	Ok	Remove word of you

Table 4. Pre-final items experience workplace incivility

No Items	Pre Final items	No Items	Pre Final items
1	*Meremehkan atau merendahkan saya dengan cara-cara tertentu.*	**5**	*Mengabaikan atau tidak melibatkan saya dalam pertemanan professional.*
2	*Memberi sedikit perhatian terhadap gagasan saya atau menunjukkan sedikit ketertarikan terhadap pendapat saya*	**6**	*Meragukan keputusan saya terhadap masalah yang memang berada dibawah tanggungjawab saya.*
3	*Membuat pernyataan merendahkan, kasar, atau menghina diri saya.*	**7**	*Mengajak atau menarik diri saya untuk membahas persoalan pribadi yang tidak perlu, meskipun saya tidak tertarik.*
4	*Menuduh saya sebagai individu yang tidak professional dalam banyak hal, baik di depan umum maupun secara pribadi.*		

The fifth stage is pilot-test. The first step of pilot test is focus group discussion. Each item of experience workplace incivility scale was checked by focus group discussion that consists from 5 respondents in company that has been chosen. Epstein et al. (2015) stated focus group discussion can be one of the methods at cross cultural adaptation process. All the respondent is millennial generations who were born between 1984-1995 (Luntungan, Hubeis, Sunarti, & Maulana, 2014). Suggestion that is given by respondents is pronoun of "you" at each item at experience workplace incivility with word of "I or me". They want to replace word of "you" at each item because they feel it is too formal sentences for them and not convenient with their culture. They prefer use word of "I or me" because that words give them convenience and conformity with their values and culture.

The second step of experienced workplace incivility scale was spread to 50 millennial respondents that had been chosen. The sample for pilot study choosen by incidental sampling of employee who has been born from 1985 until 1995. 50 questionnaires were spread and only 46 questionnaires from respondents that can be analysed because there were 4 questionnaires from respondents that were not co[48]letely filled. Validity items and reliability of the scale were ca[16]ated with SPSS. Pilot test is used to measure the criterion validity and reliability of the instruments. Pearson c[16]elation coefficient calculated between the subscales and the total experience workplace incivility scale score as well as between all items to further assess internal consistency (Warsini, Buettner, Mills, West, & Usher, 2014).

Validity items of experienced workplace incivility scale

Maki, Rajab, Watson, and Critchley (2017) used internal consistency to check validity items of their instrument at translation and culture adaptation. For checking the data quality, it can use internal consistency of scale to predict differenti heritability (McCrae, Kurtz, Yamagata, & Terracciano, 2011). To test conve ent validity, it can use correlation between each item and its own scale (corrected for overlap), the proportion of item own scale correlations ≥0.4 (Perneger, Leplège, & Etter, 2002). The experience workplace incivility scale was completed by 46 participants. The analysis result al shows that 7 items valid (p<0.000) with reliability item range from 0.519 until 0.864 (Table 5). The proportion of comparison in which the item own-scale correlation is significantly greater than the item-other scale correlation (Perneger et al., 2002).

Table 5. Validity items of experienced workplace incivility scale

		Correlations							
		WIC1	WIC2	WIC3	WIC4	WIC5	WIC6	WIC7	TOTAL
WIC1	Pearson Correlation	1	,543**	,719**	,657**	,627**	,706**	,337*	,864**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,022	,000
	N	46	46	46	46	46	46	46	46
WIC2	Pearson Correlation	,543**	1	,268	,447**	,438**	,459**	,212	,640**
	g. (2-tailed)	,000		,072	,002	,002	,001	,157	,000
	N	46	46	46	46	46	46	46	46
WIC3	Pearson rrelation	,719**	,268	1	,776**	,682**	,598**	,309*	,825**
	Sig. (2-tailed)	,000	,072		,000	,000	,000	,037	,000
	N	46	46	46	46	46	46	46	46
WIC4	Pearson orrelation	,657**	,447**	,776**	1	,671**	,628**	,228	,836**
	Sig. (2-tailed)	,000	,002	,000		,000	,000	,128	,000
	N	46	46	46	46	46	46	46	46
WIC5	Pearson rrelation	,627**	,438**	,682**	,671**	1	,500**	,187	,773**
	g. (2-tailed)	,000	,002	,000	,000		,000	,213	,000
	N	46	46	46	46	46	46	46	46
WIC6	Pearson rrelation	,706**	,459**	,598**	,628**	,500**	1	,291*	,790**
	Sig. (2-tailed)	,000	,001	,000	,000	,000		,050	,000
	N	46	46	46	46	46	46	46	46
WIC7	Pearson Correlation	,337*	,212	,309*	,228	,187	,291*	1	,519**
	g. (2-tailed)	,022	,157	,037	,128	,213	,050		,000
	N	46	46	46	46	46	46	46	46
TOTAL	Pearson Correlation	,864**	,640**	,825**	,836**	,773**	,790**	,519**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	
	N	46	46	46	46	46	46	46	46

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

All reliability item the score is higher than r table = 0.291 (sig 0.05).

Reliability Of Experienced Workplace Incivility Scale

According to Creswell (cited Mohamad et al., 2015), reliability has a meaning of stability and consistently re of an instrument. The value of reliability was based on Cronbach alpha with appropriate values range, a higher value indicates strong relationship between the items on the test, a weaker relationship indicate with a lower values between test items (Mohamad et al., 2015). This study uses a significance level of 0.05 ($\alpha = 0.05$) with the benchmark if coefficient inter correlation equal to above 0.3 (≥ 0.05), then the item is considered valid. This inter correlation is imposed on each subscale separately. Items of experienced workplace incivility that have 7 items analysed quantitatively using SPSS. The result of the reliability with Cronbach's Alpha is 0.861 indicating higher reliability or good reliability (Mohamad et al., 2015) (Table 6).

Table 6. Reliability scale of experienced workplace incivility

Reliability Statistics	
Cronbach's Alpha	N of Items
0.861	7

Sixth stage is submission and appraisal of all written reports by developer's/committee. After having validity and reliability for experienced workplace incivility scale, each item of the scale was checked again and clarified with suggestion from respondent suggestion.

Tabel 7. The final item of translation and adaptation culture experience workplace incivility Indonesian version

N	Original Item	Final items
1	Put you down or was condescending to you in some way?	*Meremehkan atau merendahkan saya dengan cara-cara tertentu.*
2	Paid little attention to a statement or showed little interest in your opinion?	*Memberi sedikit perhatian terhadap gagasan saya atau menunjukkan sedikit ketertarikan terhadap pendapat say.*
3	Made demeaning, rude or derogatory remarks about you?	*Membuat pernyataan merendahkan, kasar, atau menghina diri saya.*
4	Addressed you in unprofessional terms, either publicly or privately?	*Menuduh saya sebagai individu yang tidak professional dalam banyak hal, baik di depan umum maupun secara pribadi.*
5	Ignored or excluded you from professional camaraderie?	*Mengabaikan atau tidak melibatkan saya dalam pertemanan professional.*
6	Doubted your judgment in a matter over which you have responsibility?	*Meragukan keputusan saya terhadap masalah yang memang berada dibawah tanggungjawab saya.*
7	Made unwanted attempts to draw you into a discussion of personal matters?	*Mengajak atau menarik diri saya untuk membahas persoalan pribadi yang tidak perlu, meskipun saya tidak tertarik.*

DISCUSSION

The process of cross cultural adaptation consists of six stages that really need to adapt scale of experienced workplace incivility from English language to Indonesia language. The process of cross cultural adaptation for psychological well-being was done to 6 stages. Adaptation process of experienced workplace incivility scale has shown that there are some sentences changing to make Indonesian respondent know and

understand the meaning of each item. The example of the changing items is item 6, the original item from workplace incivility of Cortina et al. (2001) is "Doubted your judgment in a matter over which you have responsibility?" After adaptation process in Indonesia language, the sentence become "Doubt your decision about the problem that is under your responsibility?" The changing of the sentence at the item doesn't change the meaning of the sentences item. Some of the sentences of the item from experienced workplace scale don not change. The example is item number 3, the original item from workplace incivility of Cortina et al. (2001) is "Made demeaning, rude or derogatory remarks about you?" After adaptation process in Indonesia language the sentence become Made demeaning, rude or derogatory remarks about you?"

From the process of analysis data experience workplace incivility scale from 7 items, the value of reliability 0.861. According of Sugiyono (2010), 0.861 includes high reliability. High reliability has meaning that scale of experienced workplace incivility scale after process adaptation has high consistency to measuring the expereinced workplace incivility in the different subject.

Validity items of experienced workplace incivility scale have loading factor indicator range from 0.519 until 0.864. This result was found by calculating the correlation between the scores of each item and the total score of the questionnaire. The assumption is that a valid questionnaire will have inter correlation between the items to form a single entity (Azwar, 2017) . The validity of internal consistency is done by correlating item scores with total scores using the Pearson Product formula. According to Azwar (2017), the correlation coefficient > 0.30 is considered to have a satisfying differentiation mode; however, if the number of items is sufficient, then the minimum limit can be reduced to 0.25, with a significance level of 0.05. This study uses a significance level of 0.05 ($\alpha = 0.05$) with a benchmark if the correlation coefficient is equal to above 0.5 (≥ 0.05), then the item is considered valid. This inter correlation is imposed on each subscale separately. The highest validity score items is items 1 that have validity score of 0.864. Item 1 from experienced workplace incivility scale from Cortina is the highest score too and has score validity of 0.84 (Cortina et al., 2001). The original sentence of the item is "Put you down or was condescending to you in some way", after adaptation process the item has changed "Underestimate or demean you in certain ways". The score validity after process adaptation shows that respondent knows and understands the item. The lowest validity score after process adaptation is item 7 that have validity score 0.519. Item 7 from experienced workplace incivility scale from Cortina has the lowest score too and has score validity 0.58 (Cortina et al., 2001). The original sentence of the item is "Made unwanted attempts to draw you into a discussion of personal matters", after adaptation process the item has changed "Invite or withdraw yourself to discuss unnecessary personal issues, even if you are not interested". The score validity after process adaptation shows that respondents know enough and understand the item.

CONCLUSION

The result of translation and cultural adaptation scale of experienced workplace incivility from English language to Indonesian language can be used to measure experienced workplace incivility in Indonesia. Based on the results of quantitative analysis of the test data, the 7 items have medium and high correlation with their total score. Reliability value for 7 items using Alpha Cronbach is 0.861. The result of correlation between item and total item range show validity item is in range from 0.519 until 0.864. The conclusion is it can be stated that experience workplace incivility scale is reliable to use for research. The weakness of this research is the number of subject at pilot study need to be added from another city in Indonesia and more varied types of employee too.

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