

ADAPTATION OF CYBER INCIVILITY SCALE INDONESIA VERSION

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Abstract

This research, divided into two studies, aimed to modify, and adapt the cyber incivility scale compiled by Lim and Teo (2009) in the Indonesian language and culture. Study 1, namely the process of translating the items and testing their suitability, involving six translators, three expert reviewers, and 10 participants for cognitive debriefing purposes. Meanwhile, Study 2 involved 232 workers in Indonesia who occupied structural leadership positions. The subjects consisted of 126 women (54.5%) and 106 men (45.5%) with a *mean* age of 36.9 years (*SD* = 8.64; *min* = 20 years; *max* = 64 years). At this stage, a trial of the cyber incivility scale was carried out. The scale was adapted with confirmatory factor analysis using AMOS version 22. The entire adaptation process referred to the procedures of the 2016 International Test Commission (ITC) Guidelines for Test Adaptation. The CFA results of the goodness of fit test showed fit values (CFI = .972; TLI = .966; RMSEA = .063, GFI = .909, *p* = .000). Therefore, it could be concluded that the cyber incivility measurement model in this study was following the cyber incivility theory of Lim and Teo (2009) with two factors. Overall, this research showed that the Indonesian version of the cyber incivility scale is valid and reliable, thus applicable to measure the cyber incivility in the context of the perpetrator in Indonesia.

Keywords: cyber incivility; perpetrator; instrument adaptation

INTRODUCTION

In this decade, online communication platforms (such as WhatsApp, e-mail, Telegram, Line, social media, and various internal platforms) not only facilitate flexibility and work communication processes but also provide opportunities for individuals to freely express their views and emotions, even exchanges of abusive language filled with hatred, and debates (Parker, 2017). The existence of a disinhibition effect in online communication triggers individuals to feel loose social restrictions so that they are more courageous and freer to express opinions or emotions than when they are meeting face-to-face (Wu et al., 2017). This phenomenon is known as cyber incivility, namely a low intensity interpersonal deviant behavior that violates ethical norms to respect each other when communicating (Lim & Teo, 2009). The impact of the cyber incivility phenomenon is very detrimental for both organizations and individuals, such as, a decrease in organizational productivity and the creation of a “toxic” work environment (Ophoff et al.,

2015). Moreover, employees who are victims of cyber incivility tend to be irritable, feel inferior, demotivated, fearful, feel intimidated, losing self-esteem, feeling stressed (Ophoff et al., 2015), burnout, absent from work (Giumetti et al., 2012), experiencing psychological pressure (Ophoff et al. 2015; Park et al., 2015), experiencing decreased work performance, reluctance to engage in work (Giumetti et al., 2013, 2016), having decreased commitment and job satisfaction, and tending to do deviated behavior and stop working (Lim & Teo, 2009).

The variability of Asian and Western cultures tends to influence how incivility is perceived and interpreted. Western cultures with low power distance and individualism tend to value egalitarianism and independence, where superiors always involve subordinates in joint decision making, regardless of hierarchy or social status in the work structure. Individuals, therefore, tend to demand equal relations and fair treatment from others, including their superiors. On the other side, Asian cultures

that adhere to collectivism and high power distance tend to prioritize group needs over individual ones and accept unequal distribution of power, where decision making is determined by the leaders or authority figures (Hauff & Richter, 2015). Therefore, Asian societies tend to accept, value, and respect higher hierarchies and authorities. Related to these differences in cultural values, western society tends to dare to call for the treatment of incivility as a form of injustice, while Asian society tends to accept and tolerate incivility as a form of legitimate control and orders from superiors. In Asia, even though orders are received in the form of harsh or demeaning words, subordinates tend to accept and regard them as a matter of course and tolerable, so that the perpetrators of incivility further legalize this attitude (Loh et al., 2021). Furthermore, the patriarchal culture adopted by Asian society affects the need for men to get respect in the workplace because of their higher social status more than the women do. Therefore, men are more susceptible to incivility treatment, while women tend to tolerate this treatment more (Ghosh, 2017). Lim et al. (2013) explained that the perpetrator of cyber incivility has a superior position over the victim. Male perpetrators tend to direct their displeasure at the victim directly and openly, motivated by the stereotype of sex roles inherent in the patriarchal culture of Asian society that makes them more vulnerable to aggression. On the other hand, female perpetrators tend to show a less friendly attitude and prefer to avoid direct conflict with other people. This is because of the queen bee syndrome as an effort to maintain gender bias. Based on this phenomenon, cyber incivility should not only be studied from the perspective of the victim, but also from the realm of the perpetrator (Ophoff et al., 2015). Furthermore, this research is an interesting topic to study because of its relevance to the current post-pandemic condition where online media is the main means of working.

Several scientific articles have discussed cyber-initiative perpetrators, such as studies

on samples of workers in India (Krishnan, 2016), Canada (Francis et al., 2015; Williams & Loughlin, 2016), Afrika (Ophoff et al., 2015), and Indonesia (Febriana & Fajrianti, 2019; Ririh et al., 2018). However, no study has explained the scale of cyber incivility measurement in the context of the perpetrator properly. Krishnan (2016) once measured the cyber incivility in the context of the perpetrator by using the cyber incivility instruments compiled by Lim and Teo (2009) that were basically intended for the context of the victim. Krishnan only used 6 out of 14 available items, they argued that the chosen items are more relevant to the context of cyber incivility via e-mail without any explanation of the procedure for selecting the items. Therefore, the big question for the writer was whether the cyber incivility instruments compiled by Lim and Teo (2009) and modified and used by Krishnan (2016) to measure the cyber incivility in the context of perpetrator are suitable and valid for use in the sample of workers in Indonesia?

Related to this matter, Ali (2016) explained that inappropriate procedures of translation and adaptation of cross-cultural instruments could lead to an incorrect construct conclusion. The process of adapting measuring instruments is necessary to ensure the equivalence of the functions of both the new and the original questionnaire (Epstein et al., 2015). Furthermore, in the current study, the cyber incivility scale compiled by Lim and Teo (2009) was adapted and slightly modified. The modification was done by changing the sentence structure of the cyber incivility scale, which was originally intended for the victim, to be intended for the perpetrator. In addition, the researcher did not only focus on the context of e-mail but expanded the focus to online communication after obtaining permission from the authors of the instruments. This modification method has been carried out by Krishnan (2016) to measure cyber incivility in the context of the perpetrator. The same method has also been carried out in the study of Blau and Anderson (2005) to measure the incivility behavior of

the perpetrator by modifying the workplace incivility scale (WIS) instrument compiled by Cortina et al. (2001), which was basically to measure incivility in the context of the victim.

This research, conducted in two studies, aimed to adapt and validate Lim and Teo's (2009) cyber incivility instrument construct into the Indonesian version based on the 2017 International Test Commission (ITC) Guidelines for Test Adaptation. The first study would be the process of adapting the cyber incivility scale into the Indonesian language and culture, while the second one would be analyzing the confirmatory factors of the Indonesian version of the cyber incivility scale.

STUDY 1

METHOD

Research Design

This research was divided into two studies. Study 1 was a process of adapting the cyber incivility scale into the Indonesian language and culture using the standard guidelines of the International Test Committee (2017). Study 2 was the stage of confirming each of the cyber incivility scale items that have been adapted to determine the suitability with the Indonesian language and culture.

Participants

Study 1 was the process of adapting the cyber incivility scale, namely translating, and

modifying the scale from the original form to the translated form (in Indonesian). At this stage, the sentences, which were originally intended for the victim, were modified to be intended for the perpetrator. Furthermore, at the forward-backward translation stage, the researcher collaborated with six translators who were selected on the basis of English and Indonesian language skills, educational background in psychology, cultural understanding of the research subject, and knowledge of the construct of measuring instruments. In addition, the researcher collaborated with three reviewers who have expertise in the field of organizational industrial psychology and HR practitioners. At the cognitive debriefing stage, the researcher collaborated with ten workers who held positions as leaders or equivalent. The selection of the participants at this stage was based on the ITC standards, with adjustments to the context of the instrument to measure cyber incivility in the context of the perpetrator in the scope of work. This also referred to the study of Lim and Teo (2009), which explained that the majority of the perpetrators of cyber incivility occupy positions as leaders or equivalent.

Procedures

The steps taken to adapt Lim and Teo's (2009) cyber incivility scale instrument with a cross-cultural approach were guided by the 2016 International Test Commission (ITC) Guidelines for Test Adaptation.

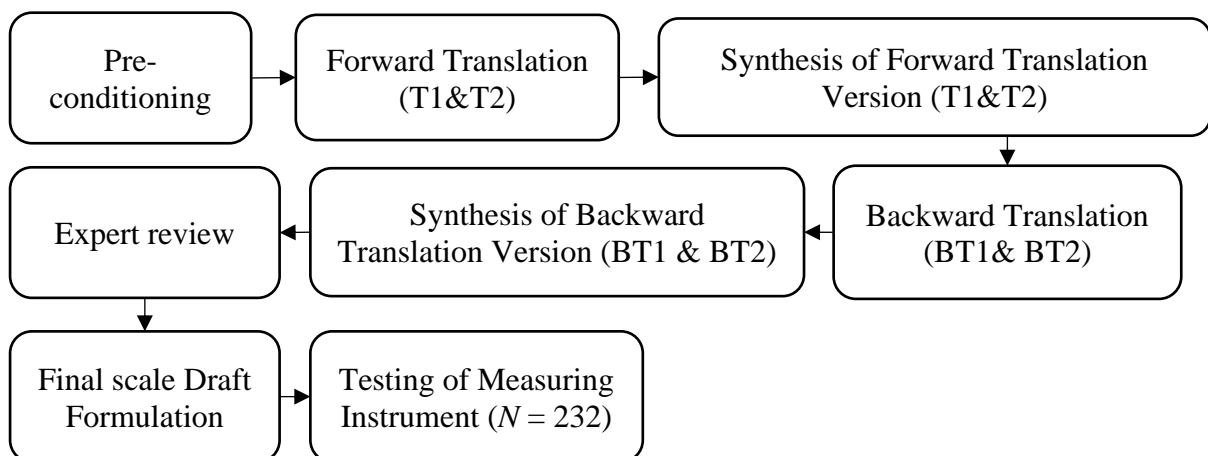


Figure 1. Schematic of the Cyber Incivility Scale Adaptation Process

Pre-conditioning step

At this stage, the researcher reviewed several frequently used instruments, namely, the cyber incivility scale compiled by Lim and Teo (2009), the workplace incivility scale developed by Cortina et al., (2001), and the e-mail incivility scale compiled by McCarthy et al. (2019). In this study, the cyber incivility scale developed by Lim and Teo (2009) was chosen as the most appropriate measuring instrument to be studied and adapted because, first, it is the most commonly used to measure cyber incivility (Aljawarneh et al., 2020; Daniels & Thornton, 2020; Febriana & Fajrianti, 2019; Krishnan, 2016; Lim & Teo, 2009; Park et al., 2015); second, the workplace incivility scale is an instrument to measure incivility behavior that is carried out face-to-face, while the e-mail incivility measurement instrument is developed only in the context of e-mail, and; third, in a number of studies, the cyber incivility scale was proven to be a reliable and valid measuring instrument. For example, in the study of Lim and Teo (2009), this measuring instrument has an alpha coefficient of active cyber incivility of .95, and that of passive cyber incivility of .94, meaning that this measuring instrument has good internal consistency because the Cronbach's alpha is acceptable when $\geq .7$. This measuring instrument also has the lowest factor loading of .73. Referring to most references, a factor loading of .50 or more is considered to have strong enough validation to explain the latent construct.

After determining the cyber incivility scale as the most appropriate scale to be used and adapted then asked permission from the measuring instrument developers, namely Lim and Teo, and Krishnan who had modified the cyber incivility scale in the context of the perpetrator by sending messages via e-mail. This process for permission to adapt and modify the cyber incivility scale in the context of the perpetrator. After obtaining permission, together with the linguists modified the sentence to the context of the perpetrator in items 2, 4, 6, 8, 10, 12, 13, and 14. For items

1, 3, 5, 7, 9, 11, used the items modified by Krishnan (2016). The researcher then looked for translators for forward and backward translations. The selection of the translators was based on their English and Indonesian language skills, educational background in psychology, cultural understanding of the research subject, and knowledge of the construct of measuring instruments.

Forward translation

Forward translation means translating the scale into Indonesian language. This process was carried out by two translators, neither of whom knew each other. The translators were chosen by professional experts in English and Indonesian properly so that no misinterpretation would occur. Translators were provided with information about the research objectives, operational definitions of each variable and research sample plans so that they could better understand the objective and purpose of the translation.

Forward translation synthesis

The results of the forward translation from the two translators were then discussed with a professional with Master of Psychology background who has a good English comprehension. The synthesis translators also understand how to construct measuring instruments to obtain the scale in Indonesian which is called forward translation synthesis.

Backward translation

Backward translation means translating the synthesis of forward translation into English. The backward translation was carried out to ensure that the translation in Indonesian did not deviate from the original scale. The backward translation process was carried out by two translators who are experts in Indonesian and English and do not know each other. These two translators did not see the original scale and were only given the forward translation synthesis. Furthermore, the backward translation and forward translation translators were different people.

Backward translation synthesis

The results of the backward translation were then discussed with a professional with Master of Psychology background who has a good English comprehension and understands the construction of the measuring instrument to get a backward translation synthesis. The backward synthesis translators were different from the forward synthesis translators.

Expert review

At this stage, the role of the expert committee was to consolidate all forward, backward, and synthetic versions of the measuring instrument and develop a pre-final version of the measuring instrument to be used for field testing (Epstein et al., 2015). The expert reviewers were three selected people who have a background in psychology and understand the concept of cyber incivility and understand the cultural context and Indonesian and English languages well. They were given a brief description of the research topic and an explanation of the reasons for choosing them as expert reviewers, including their duties. Furthermore, they were given informed consents to become an expert reviewer and given a brief description of the construct and operational definitions of each variable. They were given two assessment forms, namely, 1) a language comparability and similarity form to compare the original scale with the scale of backward translation results and 2) a content validity assessment form. The language comparability form shows the level of similarity of language, phrases, terms, words, and sentences between the two versions of the scale. Items that are very identical with no difference are given a score of 1, while those that are completely different in terms of language are given a score of 7. Similarity is the level of similarity in meaning between two versions of the scale, even though the terms used are different. Items that have identical meanings are given a score of 1, while those with very different meanings are given a score of 7. The assessment of comparability and similarity was done referring to the rating scales set by

Sperber (2004, in Montoya et al., 2011) with an assessment range ranging from 1 to 7, as suggested in the ITC Guidelines for Adaptation (2017). At this stage, in addition to assessing comparability and similarity, they reviewers also assessed the content validity. In the content validity form, they were asked to rate each item related to the extent to which it was appropriate or relevant to the construct and the function of the measuring instrument (relevancy), how important it was when associated with the construct and context of the study (importance), and clarity means whether it was clear and sufficient (Delgado Rico et al., 2012). Referring to Lynn (1986, in Delgado Rico et al., 2012), a minimum of three experts is required to conduct an assessment. Each item is rated by experts in the range of 1 to 4: good items were scored 3 and 4, while the bad items were scored 1 and 2. Furthermore, the assessment was given a score of 1 (for assessments 3 and 4) and a score of 0 (for assessments 1 and 2). I-CVI scoring was done by adding up the rating values for each item and then dividing by the number of expert reviewers. The S-CVI score was determined by calculating the average I-CVI, which is the sum of the I-CVI scores divided by the total number of items (Delgado Rico et al., 2012).

Final scale draft formulation

The final draft questionnaires were distributed to ten lay people who had leadership positions or equivalent. The pilot study was initiated by asking the respondents to give an initial assessment of the final draft. In this process, they were asked to assess whether they encountered questions they considered difficult to understand, confusing, or inappropriate/unable to represent situations/conditions/customs that existed in the Indonesian work culture by circling the "T" (No/*Tidak*) in the appropriate column provided. On the other hand, if the questions were easy to understand, clear, and following the work culture of Indonesian culture, they were asked to circle the "Y" (Yes/*Ya*) mark and were given the opportunity to comment on the items they considered necessary. After

the questionnaires were filled out, the FGD (focus group discussion) process was then carried out to discuss the clarity of the instructions for each questionnaire, the clarity of the intent or understanding of the questions, the suitability of the questionnaire questions with local cultural conditions, and the format of the questionnaire display (size and type of letters and arrangement).

RESULT AND DISCUSSION

The results of a series of backward-forward modification and translation processes by the translators followed by the comparability-similarity and content validity assessment processes by the experts obtained a summary of the translation items as presented in Table 1.

Table 1.
Results of Modification and Translation of the Cyber Incivility Scale

No.	Cyber Incivility (Lim & Teo, 2009)	Cyber Incivility Perpetrator (Modification Version)	Cyber Incivility Scale (Indonesian version)
1	Said something hurtful to you through email.	Said something hurtful through email ^b .	<i>Saya pernah mengatakan sesuatu yang menyakitkan melalui komunikasi daring.</i>
2	Inserted sarcastic or mean comments between paragraphs in emails.	You have inserted sarcastic or mean comments between paragraphs in emails ^a .	<i>Saya pernah menyisipkan komentar sarkastis atau kejam di antara paragraf dalam komunikasi daring.</i>
3	Made demeaning or derogatory remarks about you through email.	Made demeaning or derogatory remarks through email ^b .	<i>Saya pernah membuat kata-kata yang merendahkan atau menghina melalui komunikasi daring.</i>
4	Used emails to say negative things about you that he/she wouldn't say to you face-to-face.	You have utilized emails to say negative things about someone that you wouldn't say face-to-face ^a .	<i>Saya pernah menggunakan komunikasi daring untuk mengatakan hal-hal negatif tentang seseorang yang tidak akan saya katakan secara langsung.</i>
5	Sent you emails using a rude and discourteous tone.	Sent emails using a rude and discourteous tone ^b .	<i>Saya pernah mengirim pesan dengan menggunakan nada (intonasi) yang kasar dan tidak sopan melalui komunikasi daring.</i>
6	Put you down or was condescending to you in some way through email.	You have let someone down or be condescended in such a way through email ^a .	<i>Saya pernah mengecewakan atau merendahkan seseorang sedemikian rupa melalui komunikasi daring.</i>
7	Used CAPS to shout at you through email.	Used CAPS (i.e., capital letters) to shout through email ^b .	<i>Saya pernah menggunakan huruf besar atau huruf kapital untuk berteriak (menekankan rasa marah</i>

			<i>atau urgensi) melalui komunikasi daring.</i>
8	Not replying to your email at all.	You have never replied someone's email ^a .	<i>Saya pernah tidak membalas sama sekali pesan daring dari seseorang.</i>
9	Replied to your emails but didn't answer your queries.	Replied to someone's email without answering queries from the email ^b .	<i>Saya pernah membalas pesan seseorang, tetapi tidak menjawab pertanyaan dari pesan tersebut melalui komunikasi daring.</i>
10	Paid little attention to a statement made by you through email or showed little interest in your opinion.	You have paid little attention to someone's statement through email or showed your interest to someone's opinion ^a .	<i>Saya pernah acuh tak acuh terhadap pernyataan seseorang atau menunjukkan kurang minat terhadap pendapat seseorang melalui komunikasi daring.</i>
11	Ignored a request (e.g., schedule a meeting) that you made through email.	Ignored a request (e.g., schedule a meeting) that someone made through email ^b .	<i>Saya pernah mengabaikan sebuah permintaan (misalnya jadwal pertemuan) yang diajukan seseorang melalui komunikasi daring.</i>
12	Used emails for time sensitive messages (e.g., canceling or scheduling a meeting on short notice.	You have used email for time sensitive messages (e.g., cancelling or scheduling a meeting on a short notice) ^a .	<i>Saya pernah menggunakan komunikasi daring untuk menyampaikan pesan-pesan yang mendesak (misal, membatalkan atau menjadwalkan rapat secara mendadak).</i>
13	Did not personally acknowledge receipt of your email even when an acknowledgement of receipt was specifically requested for.	You have ignored someone's email receipt even when an acknowledgement of receipt was specifically requested ^a .	<i>Saya pernah mengabaikan pesan komunikasi daring seseorang yang telah saya terima, bahkan ketika disertai permintaan tanda terima yang spesifik.</i>
14	Used email for discussions that would require face-to-face dialogue.	You have used email for discussions that would require face-to-face conversation ^a .	<i>Saya pernah menggunakan komunikasi daring untuk diskusi yang seharusnya membutuhkan percakapan secara langsung.</i>

Note.

^aOn cyber incivility scale items, modifications were in 1, 3, 5, 7, 9, 11 (Krishnan, 2016), and 2, 4, 6, 8, 10, 12, 13, (Translator).

^bIn the forward synthesis process, a translator who holds a Master's in Psychology suggested changing the sentences in no. 1, 3, 5, 7, 9, and 11 from question sentences into statement sentences to make it easier for readers to understand.

Table 2.
Results of Assessment by Expert Viewers

Comparability		Similarity		I-CVI	S-CVI
Mean Score		Mean Score			
Total	Range	Total	Range		
2.06	1.00-2.33	1.93	1.00-2.66	1	1

Note. I-CVI = Item Content Validity Index; S-CVI = Scale Content Validity Index.

Table 2 shows the results of the expert review on the comparability and similarity of items; no item has a mean score of more than 3. According to Sperber (2004, in Montoya et al., 2011), a mean score > 3 requires a formal review of the item translation; 7 is the worst deal; a value of 1 is the best deal. Theoretically, the retranslated items may differ from the original questionnaire in terms of the linguistics assumed and the meaning conveyed. Ideally, the corresponding items have similar meanings and linguistic forms. However, the similarity of meaning is preferred, while the form of language can be varied to ensure the equality of meaning (Sperber, 2004, in Montoya et al., 2011). In addition to the calculation of the mean scores of comparability and similarity, the results of discussions with the three expert reviewers recommended that the items should be modified to be more easily understood by the research sample. As seen on table 1, item 8 of the forward translation with the statement “*Saya pernah tidak membalas pesan komunikasi daring seseorang sama sekali*”, according to the three experts, is not clear whether the item means that the respondent never replied at all, or he sometimes did not reply. After rechecking the original scale, the sentence was revised to “*Saya pernah tidak membalas sama sekali pesan daring dari seseorang*”. In addition, the expert gave suggestions to replace the word e-mail in each sentence with online communication on the grounds that cyber incivility behavior does not only occur in the context of e-mail communication because, in Indonesia, work interactions are also mostly using WhatsApp, Slack, Line, and Telegram so it is more appropriate to use the word online communication. This suggestion also received

approval from developers of the measurement instrument that expanding it to the context of online communication does not change the validity of the content. Furthermore, as seen on table 1 at item 5, the researcher responded to the question as well as gave suggestions to clarify the item by adding the word intonation in the sentence to be “*Saya pernah mengirim pesan dengan menggunakan nada (intonasi) yang kasar dan tidak sopan*”. Item 7 needed an explanation of the word *berteriak* [screaming] since, according to the subject, the word *berteriak* was considered unclear so the researcher accommodated the suggestion and revised the sentence to be “*Saya pernah menggunakan huruf besar atau huruf kapital untuk berteriak (menekankan rasa marah atau urgensi)*”. One of the subjects considered that the words *tanpa menjawab* in Item 9 “*Saya pernah membalas pesan seseorang tanpa menjawab pertanyaan-pertanyaan dari pesan tersebut*” were less clear so the researcher modified it to be “*Saya pernah membalas pesan seseorang, tetapi tidak menjawab pertanyaan dari pesan tersebut*”.

The results of the I-CVI item selection assessment as shown in Table 2 show a score of 1. According to Polit et al., (2007, in Delgado Rico, 2012; Yusoff, 2019) an item is considered good if it has an I-CVI of .78 or more. It is considered a candidate for revision or to be deleted if it has an I-CVI below .78. The results of the S-CVI assessment on the cyber incivility scale obtained a score of 1. In relation to the S-CVI, Polit et al., (2007, in Delgado Rico, 2012; Yusoff, 2019) recommended a value of .90 or more. Therefore, it could be concluded that the cyber incivility scale in this study had good content validity because it had I-CVI and S-CVI

scores of 1. After the final draft of the Indonesian version of the cyber incivility scale had been obtained, the next step was to conduct cognitive debriefing on 10 lay people who had leadership positions to be asked for reading the final draft items and determine whether the items could be understood by ordinary people according to the purpose of the scale assessment. The ten respondents stated that the items on the final draft scale were easy to understand, no revisions were needed, thus applicable to test the measuring instrument.

STUDY 2

METHOD

Participants

The Indonesian version of the cyber incivility scale factor was carried out in the form of questionnaires distributed online to 232 subjects characterized as workers holding positions as leaders in the education, industrial/manufacturing, marketing, IT, financial services, government agencies, and creative industries sectors in Indonesia. The subjects consisted of 126 women (54.5 %) and 106 men (45.5 %) with a mean age of 36.9 years (*SD* = 8.64; *min* = 20 years, *max* = 64 years), 58.2% of whom had postgraduate education, while 34% had undergraduate education background. The selection of research subjects was done using a non-list-based random sampling survey method, as one of the techniques used in online-based surveys that allow probability-based sampling with no need to mention the sample frame. In this method, a surveyor must screen potential respondents according to the criteria and ensure that they have internet access (Fricker, 2017).

The number of subjects was determined based on the calculation of Cohen’s Statistical Power Analysis, which, according to Chuan (2006, in Kyriazos, 2018), is one of the most popular approaches in behavioral science to calculate the required sample size. The purpose of this analysis is to calculate an

adequate sample size so that sampling efforts can be carried out optimally to avoid situations where the lack of subjects is considered to cause inconclusive inferences. The determination of the number of research subjects was carried out using G power as a high-precision power analysis tool for the sample size statistical test that is most commonly used in behavioral research (Harris et al., 2011; Kang, 2021). A priori sampling test using goodness of fit tests contingency tables. Furthermore, subject size was determined with a significance level of alpha (α) .05, an effect size value of .20, and a Power value (1- β) of .80. The alpha significance value of .05 means that the probability of error in rejecting the null hypothesis is .05. Effect size is the extent to which the phenomenon is present in the population or the extent to which the null hypothesis is false. The smaller the effect size, the more difficult it is to detect the deviation from the null hypothesis. For the sample size calculation of a statistical test, G*Power provides the effect size conventions value of .20 as “small” (Kang, 2021; Kyriazos, 2018). Power value is the probability of rejecting the null hypothesis and confirming the alternative hypothesis. If the Power value is too high, then a small difference in effect is detected so that the result is significant but the effect size is impractical, or the value is small, so a Power value of .80 (β = .20) is the proposed convention (Harris et.al., 2011). Based on the calculation of the G power statistical tool, the number of subject sizes needed was 232 people.

Procedure

Table 3.
Cyber Incivility Scale Blueprint

Dimension	Item No.	Total
Active cyber incivility	1, 2, 3, 4, 5, 6, 7	7
Passive cyber incivility	8, 9, 10, 11, 12, 13, 14	7
Total	14	14

The cyber incivility measuring instrument that would be used in Study 2 used the modified

cyber incivility scale from the Indonesian version of Lim and Teo's (2009) with the blueprint arrangement as seen on Table 3.

Conceptually, Lim and Teo (2009) defined cyber incivility as online communication behavior that violates ethical norms of mutual respect in interacting in the work environment. The purpose of arranging this scale is to measure both passive and active cyber incivility behaviors. Cyber incivility is a multidimensional construct consisting of active and passive ones, the former of which is carried out and directed directly and openly at the target either by using harsh and sarcastic words, saying something hurtful, or using words that demean others. Meanwhile, the passive one is manifested indirectly by showing a lack of respect for the target. Forms of behavior include not replying to online messages from other people at all or canceling meetings at the last minute. Furthermore, each dimension of both active and passive cyber incivility behaviors has seven items, bringing a total of 14 items.

Based on these definitions, the researcher operationalized cyber incivility as the level of online media communication behavior that violates ethical norms of respecting each other in interacting in the work environment. Furthermore, responses were set using a 5 Likert scale ranging from 1 (never), 2 (rarely), 3 (sometimes), 4 (often), 5 (everytime). Scoring on the cyber incivility instrument was done by adding up the items separately in each dimension to get a total score. The higher the total score on the dimensions of both active and passive cyber incivility behaviors, the higher the level of active and passive cyber incivility behaviors shown by the perpetrator. On the other hand, the lower the score given by the individuals, the lower the level of active and passive cyber incivility behaviors shown by the perpetrator.

RESULT AND DISCUSSION

In this study, construct validity and reliability tests were carried out using confirmatory factor analysis (CFA), aiming to determine how precisely the manifest variables

(indicators) can explain latent variables using the AMOS version 22 program. The results of the goodness of fit assessment of the cyber incivility scale of Lim and Teo (2009) for the Indonesian version in the current study are showed in Table 4.

Table 4.
Goodness of Fit of the Cyber Incivility Scale

Criteria	Acceptable Level of Conformity	Estimated Results	Note
χ^2	$p > .05$.000	NF
GFI	$\geq .90$.909	fit
NFI	$\geq .90^a$.938	fit
CFI	$\geq .92$.972	fit
TLI	$\geq .92$.966	fit
RMSEA	$\leq .08$.063	fit

Note. NF = Not fit.

^aClose to 1

The results of the goodness of fit test showed fit values (CFI = .972; TLI = .966; RMSEA = .063, GFI = .909, $p = .000$). Therefore, it could be concluded that the cyber incivility measurement model in this study was following the cyber incivility theory of Lim and Teo (2009). The final result of the goodness of fit of cyber incivility with first-order confirmatory factor analysis (CFA) can be seen in the part diagram of Figure 2.

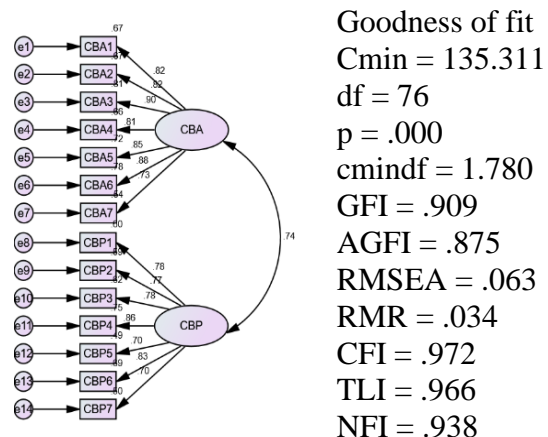


Figure 2. Path Diagram of the Cyber Incivility Scale

After testing for the goodness of fit, the next step was to test the construct validity. The results of the construct validity test showed that all cyber incivility scale items have an

estimated factor loading value of .70 – .90. Hair et al. (2014) explained that the standardized factor loading value should ideally be .70 or higher. Thus, all items of the

cyber incivility scale could be declared to have high validity. The results of the construct validity test of the cyber incivility scale can be seen in Table 5.

Table 5.
Factor Loading of the Cyber Incivility Scale

No.	Dimension/Item	Factor Loading
Active Cyber Incivility		
1.	<i>Saya pernah mengatakan sesuatu yang menyakitkan melalui komunikasi daring.</i>	.819
2.	<i>Saya pernah menyisipkan komentar sarkastis atau kejam di antara paragraf dalam komunikasi daring.</i>	.819
3.	<i>Saya pernah membuat kata-kata yang merendahkan atau menghina melalui komunikasi daring.</i>	.900
4.	<i>Saya pernah menggunakan komunikasi daring untuk mengatakan hal-hal negatif tentang seseorang yang tidak akan saya katakan secara langsung.</i>	.810
5.	<i>Saya pernah mengirim pesan dengan menggunakan nada (intonasi) yang kasar dan tidak sopan melalui komunikasi daring.</i>	.851
6.	<i>Saya pernah mengecewakan atau merendahkan seseorang sedemikian rupa melalui komunikasi daring.</i>	.880
7.	<i>Saya pernah menggunakan huruf besar atau huruf kapital untuk berteriak (menekankan rasa marah atau urgensi) melalui komunikasi daring.</i>	.733
Passive Cyber Incivility		
8.	<i>Saya pernah tidak membalas sama sekali pesan daring dari seseorang.</i>	.776
9.	<i>Saya pernah membalas pesan seseorang, tetapi tidak menjawab pertanyaan dari pesan tersebut melalui komunikasi daring.</i>	.768
10.	<i>Saya pernah acuh tak acuh terhadap pernyataan seseorang atau menunjukkan kurang minat terhadap pendapat seseorang melalui komunikasi daring.</i>	.785
11.	<i>Saya pernah mengabaikan sebuah permintaan (misalnya jadwal pertemuan) yang diajukan seseorang melalui komunikasi daring.</i>	.864
12.	<i>Saya pernah menggunakan komunikasi daring untuk menyampaikan pesan-pesan yang mendesak (misal, membatalkan atau menjadwalkan rapat secara mendadak).</i>	.700
13.	<i>Saya pernah mengabaikan pesan komunikasi daring seseorang yang telah saya terima, bahkan ketika disertai permintaan tanda terima yang spesifik.</i>	.831
14.	<i>Saya pernah menggunakan komunikasi daring untuk diskusi yang seharusnya membutuhkan percakapan secara langsung.</i>	.705

Lim and Teo's (2009) cyber-incivility scale reliability test for the Indonesian version showed values of .939 and .914 for the active and the passive cyber-incivility dimensions, respectively. Hair et al. (2014) explained that the rule of thumb for reliability estimation is .70 or higher to have good reliability. The values showed that all internal measurements of the Indonesian version of the cyber

incivility scale consistently represented the same latent construction. Meanwhile, the value of variance extracted in the Indonesian version of the cyber incivility scale showed above .604. Hair et al. (2014) recommended that the limit value of the variance extracted test is more than .50. The value proved that the Indonesian version of the cyber incivility scale showed good convergence and was valid

for measuring cyber incivility perpetrators in a sample of workers occupying structural positions as leaders or equivalent. The Table

6 contains the results of the construct reliability (CR) and average variance extracted (AVE) tests.

Table 6.
Reliability Test Results

Construct	Construct Reliability (CR)	Average Variance Extracted (AVE)	Note
Active cyber incivility	.939	.691	Reliable
Passive cyber incivility	.914	.604	Reliable

This study aimed to modify, adapt, and test the validity of Lim and Teo's (2009) cyber incivility scale construct into Indonesian language and culture. The translation validation process aims to obtain a standard scale applicable to measure cyber incivility perpetrators at the work leadership level in Indonesia. Sperber (2004, in Montoya et al, 2011) explained that translating an instrument or questionnaire literally from the original language to the target language is insufficient. It also requires a process of adaptation to and translation into a form culturally relevant and easy to understand while retaining the meaning and intent of the original instrument. Notably, the adaptation test of an instrument is different from the translation test. Adaptation testing includes the process of deciding whether or not the instrument adapted in a particular language and culture can measure the same construct in the original language, followed by selecting an interpreter, selecting and evaluating the background of the translator (e.g., forward and backward), checking the equivalence of the instrument in the language and second culture, and conducting the necessary validity studies. Meanwhile, the translation test has a more limited meaning with a very simple approach to changing an instrument from one language to another without regard to education or psychological equivalence (International Test Commission, 2017).

The results of the adaptation of the cyber incivility scale into the Indonesian version showed good content validity. This was evidenced by the mean value of comparability and similarity of each item which was not

more than 2.5 and the results of item assessment and the I-CVI and S-CVI index scales of 1 (see Table 2). In addition to calculating the mean score comparability and similarity, the three expert reviewers also provided suggestions to make the scale statement items more easily understood by the research sample as explained in the research results section of Study 1. Sperber (2004, in Montoya et al, 2011) stated that theoretically, the retranslated items may have linguistic and meaning differences from the original questionnaire and, ideally, an item will have similar meaning and linguistic forms. However, the similarity of meaning is preferred while the form of language can be varied to ensure the equality of meaning. Furthermore, the content validation process on the cyber incivility scale shows a score of 1 in the I-CVI and S-CVI item selection assessments. According to Polit et al. (2007, in Delgado Rico, 2012; Yusoff, 2019), an item is considered good if it has an I-CVI of .78 or more. Understanding the psychometric properties of a construct is very important as a basis for consideration in developing, testing, and using a measuring instrument (Furr & Bacharach, 2014). The results of the literature review on the cyber incivility scale as explained by the previous authors showed that the psychometric properties of the cyber incivility construct are multidimensional tests with uncorrelated dimensions. The assessment, evaluation, and use of multidimensional tests with uncorrelated dimensions are similar to multidimensional tests with correlated dimensions, but no total test scores are calculated. It means that scores are obtained for each dimension, but

dimension scores are not combined to calculate the total test score.

Furthermore, each dimension score was evaluated in terms of psychometric quality, and each had the potential to be used (Furr & Bacharach, 2014). Hair et al. (2014) explained that there are two ways to determine the validity of a measurement model, namely 1) building an acceptable level of goodness of fit for the measurement model and 2) finding specific evidence of construct validity. The results of the goodness of fit test show fit values (CFI = .972; TLI =.966; RMSEA =.063, GFI =.909, $p =.000$), which mean that the modified and adapted cyber incivility scale in research was appropriate or suitable to measure the theoretical construct offered by Lim and Teo (2009). The results of the construct validity test showed that all items on the cyber incivility scale had adequate validity and reliability, as evidenced by the estimated values of factor loading between .70 – .90, as well as a construct reliability score of .939 for the active cyber incivility dimension and .914 for the passive cyber incivility dimension. Hair et al. (2014) explained that the estimation of the rule of thumb for the standard value of factor loading should ideally be .70 or more and the construct reliability value should be .70 or more.

The cyber incivility scale that had been adapted into Indonesian also showed adequate variance extracted values of .691 for the active cyber incivility dimension and .604 for the passive cyber incivility dimension. The rule of thumb for estimating the variance extracted value is .50 or more (Hair et al., 2014). This value proved that all internal measurements of the Indonesian version of the cyber incivility scale consistently represented the same latent construction and the amount of variance of the indicators extracted by the latent construct of cyber incivility was more than the error variance. Therefore, it could be concluded that the Indonesian version of the cyber incivility scale showed good convergence.

One of the limitations of this research was that the survey was conducted online, in which the

author must be observant and in detail ensure whether the participants meet the research criteria and ensure that no double data is found due to participants filling out the questionnaire more than once. The author, in this case, suggested that further research use a paper-based test survey. The Indonesian version of the cyber incivility scale in this research was only limited to a sample of leadership/supervisor level workers. The author recommended that further research carry out the adaptation process by using samples occupying other than the leadership level (e.g., staff, members, secretaries, and implementers), as well as adapting and reviewing the context of the victim.

CONCLUSION

The Indonesian version of the cyber incivility scale adaptation instrument was in accordance with the cyber incivility theory of Lim and Teo (2009), as evidenced by the results of the confirmatory factor analysis test which showed fit values. The results of the adaptation test showed that the convergence value was valid and reliable. So, it could be concluded that the cyber incivility scale was applicable to measure the cyber incivility in the context of the perpetrator for respondents occupying the leader/supervisor level in Indonesia.

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