When Employees Engage In Workplace Incivility? The Effects of Role Ambiguity and Role Conflict

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***Abstract*-The current study aims to determine the relationships between role stressors and workplace incivility. Another aim of the study is to analyze the causal relationship between role stressors – role ambiguity and role conflict. Data were collected from 108 service sector employees. The analyses found that role conflict as a dimension of role stressors effect workplace incivility positively, and role ambiguity has no significant effect on workplace incivility. Results of the regression analyses it was found that role ambiguity has not any causal effect on role conflict.**

***Index terms* - Role Ambiguity, Role Conflict, Role Stressors, Workplace Incivility**

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