Incivility

Has anyone ever pushed in front of you in a queue? Stolen your parking space? Talked on their mobile phone during a film at the cinema? In our everyday lives we all encounter rude and inconsiderate people. This unique book provides the first ever systematic investigation of typical encounters with rudeness. Through a meticulous analysis of over 500 events, it maps out what people experience as rude, where and when this happens and what takes place in the exchange between the participants. The inquiry further charts the emotional and social consequences of rudeness and victimization, with the results challenging the widespread assumption that bad behaviour is toxic to community life. In conclusion the study draws upon its findings and surveys a range of strategies for reducing the level of incivility in everyday life, identifying some simple and innovative solutions. Incivility will appeal to criminologists, sociologists and scholars of urban studies.

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Incivility

The Rude Stranger in Everyday Life

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This book is dedicated to the memory of Raymond Smith and Donald Phillips. Always happy to talk to strangers, both were believers in the virtue of civility.
Contents

List of figures and tables  page viii
Preface and acknowledgements  xi

1 Redirecting incivility research  1
2 The fundamentals of the incivil encounter  23
3 Everyday incivility and the everyday round  41
4 Emotions and sequences  66
5 Gender, age and class: divergent experiences?  83
6 After the event: coping, avoiding and changing  105
7 General attitudes towards the stranger: exploring fear and trust  129
8 How to confront incivility  160
9 Twenty questions and answers  193

References  202
Index  214
Figures and tables

Figures

3.1 Time of day event occurred
3.2 Setting of rude event
3.3 Regularity with which the respondent goes to the place where the event happened
3.4 Perception of the place where the event happened
3.5 Level of surprise at the rude stranger’s behaviour
3.6 Mobility status of victim and rude stranger
4.1 Type of response to rude stranger’s conduct
5.1 Histogram of time spent in landscapes of mass culture
5.2 Probability of encountering a rude stranger by time spent in landscapes of mass culture
6.1 Number of coping behaviours reported by respondents
6.2 Effects of emotions on types of coping
6.3 Behavioural and emotional changes following rude stranger encounter
6.4 Effects of emotions on behavioural and attitudinal changes
7.1 Fear of crime in public places during day and night
7.2 Trust in people in general
7.3 Expected probability of high distrust by type of media consumption

Tables

1.1 Criminological and interactionist approaches to incivility
2.1(a) What the stranger did to the respondent to qualify as ‘rude’: rank order
2.1(b) What the stranger did to the respondent to qualify as ‘rude’: aggregated categories
List of figures and tables

2.2(a) Locale where the encounter occurred: rank order 27
2.2(b) Locale where the encounter occurred: aggregated categories 28
2.3 Type of everyday incivility by locale where the encounter occurred 30
2.4 Visible social attributes assigned to the rude stranger 31
2.5 Whether the event was accidental or deliberate by visible social attributes of the rude stranger 33
2.6(a) Victims and non-victims of everyday incivility: a comparison of social attributes 35
2.6(b) Victims and non-victims of everyday incivility: a comparison of social attributes 36
2.7 Risk factors for experiencing everyday incivility: rank order 38
3.1 Event setting by time of day 46
3.2 Regularity of presence at place of event by event characteristics 51
3.3 Victim and rude stranger similarities: age and gender 53
3.4 Victim’s gender by offender’s gender and type of setting 54
3.5 Crowding and mass movement 57
3.6 Movement-related qualities of victims and rude strangers 59
3.7 Payload-related qualities: victim and rude stranger 62
4.1 Emotions at three time-points 69
4.2 Types of direct responses to rude stranger and reported motivation 72
4.3 Types of indirect responses to rude stranger 74
4.4 Initial behavioural response by three types of initial emotional reactions 76
4.5 Perception of rude stranger and place of incident by level of surprise 78
4.6 Frequency of sustained encounters 79
4.7 Drivers of incident duration 81
5.1 Rude stranger encounters and criminal victimization by respondent background characteristics 87
5.2 Time spent in landscapes of mass culture by respondent background characteristics 92
## List of figures and tables

5.3 Logistic regression coefficients: rude stranger encounter on background variables with and without controlling for time spent in landscapes of mass culture 94
5.4 Emotional reactions to incivility by demographic and incident characteristics 100
6.1 Coping behaviours 111
6.2 OLS regression coefficients: coping on predictor variables 113
6.3 Changes in emotions and behaviours since the event 119
6.4 Logistic regression coefficients: behavioural changes on predictor variables 123
7.1 Perceptions of danger at night by respondent characteristics 140
7.2 Bivariate correlations for social distrust and predictor variables 142
7.3 Regression coefficients: predictors of fear of crime and distrust in others 144
7.4 Logistic regression coefficients: fear of crime at night on media consumption 154
7.5 Ordered logit coefficients: distrust on media consumption 156
Preface and acknowledgements

This book is the product of several years of collaborative activity by the three authors in various combinations. Describing this division of labour is somewhat complex, but might be helpful to readers should they wish to direct questions to the team. The original grant proposals, focus group pilot work, survey instrument design and administration, conceptual thinking about the new area and the book proposal were the work of Timothy Phillips and Philip Smith. The former was particularly responsible for figuring out how to capture something commonplace yet elusive using survey methods. Smith is the chief author of Chapters 1, 8 and 9, although contributions from the other two team members were also made. Chapters 2, 3 and 4 were initially written by Smith and Phillips, then revised by Ryan King as the book developed. Chapters 5, 6 and 7 were equally authored by King and Smith. Some material from Phillips appears at the start of the last of these.

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