

Factors Affecting Workplace Deviant Behaviour and its Influence on the performance of employees (With Reference to Select It Companies in Hyderabad)

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Abstract

Deviance in workplace Activity is described as "voluntary behaviour that breaches important organisational standards and so jeopardizes an organization's, its members', or both" well-being. Deviant conduct might be directed towards either organisational or co-worker deviation. Individual, social and interpersonal, and organisational factors can all contribute to aberrant conduct. Individual variables might comprise both personality traits and demographic characteristics. This research attempts to investigate the numerous elements that determine employee deviant behaviour and, whether work satisfaction influences employee deviant behaviour. The questionnaire was presented to a sample of 1030 employees from the lower and intermediate levels in order to perform the study. The responses were recorded using a 5-point Likert scale.

Keywords: Workplace, Deviant Behaviour, Job Satisfaction, Organizational Culture

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I. Introduction

An organization's most crucial and significant assets are its human resources. An employee plays a crucial role in whether an organization succeeds or fails. The workplace behavior of employees determines whether the business succeeds or fails. In most cases, individuals enter the workplace with diverse attitudes and behaviors. Negative workplace behavior is destructive and harmful to employees, whereas constructive workplace behavior is advantageous to the organization. Because they have the potential to influence the organization on a variety of levels, such as financial costs, productivity, and decision-making, the consequences of such behavior are essential. Deviant behavior is linked to social and mental costs in addition to financial losses. Today, negative behavior in the workplace is a serious problem for maorganizations. According to previous research, employees are more likely than customers to commit business burglaries.

Organizations suffer significant financial losses as a result of individual deviance in both manufacturing and service businesses. Workplace deviance is the voluntary action of an employee to harm the organization, whether intentionally or unintentionally. Employees and negative behavior as a whole are associated with significant financial costs, and in addition to financial costs, deviant behavior is associated with psychological and socialistic costs; Consequently, in order to lessen losses, such conduct ought to be controlled by the authorities. According to some researchers, the IT industry faces a serious issue with deviant workplace behavior. Experts revealed that reducing such deviant behavior, which is connected to the organization's money policy, can be extremely challenging. In the first year, 14% of IT professionals reported experiencing workplace harassment. In the IT industry, the authoritative fees associated with such deviant behavior are unbelievable. In social rebuilding, IT companies lose \$15.1 billion annually, and this loss is growing annually. Forinstance, of extortion in 2015, an organization suffers misrepresentation at a cost of \$2.3 million on average.

II. Statement of the Problem

Workplace deviant behavior has become a fascinating subject for researchers in recent years. However, individual behaviors like withdrawal and theft in the 1970s and 1980s shaped the history of WDB research. At the beginning of the 21st century, it has spread to a wide range of deviant behaviors. Since deviant behavior by employees is a common problem that costs a lot of money, companies have given it a lot of priority. Research is conducted in a variety of industries, including manufacturing, banking, educational institutions, hospitals, retail, and other sectors, and many potential antecedents, such as work alienation, have been identified by numerous researchers. In this study, deviant behavior in various forms is identified as a problem in the IT industry. Employee conduct in the workplace is posing a serious threat to IT firms. Employees' performance is impacted by their malicious behavior, and poor

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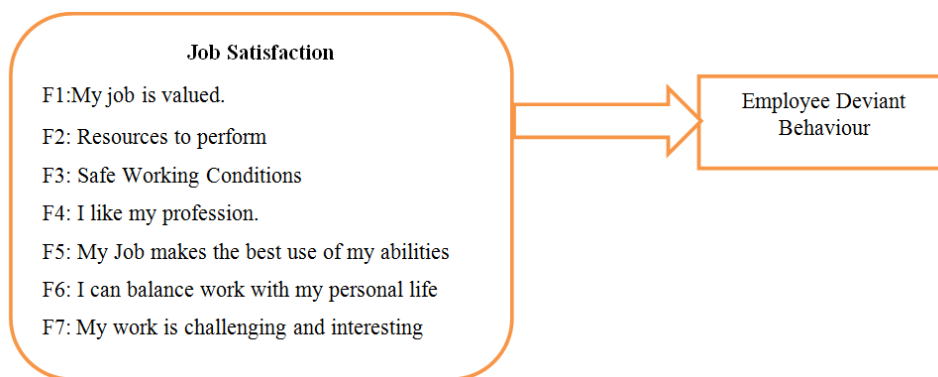
employee performance leads to poor organizational performance. An organization will ultimately fail as a result of this behavior. By revealing how the factors causing deviant workplace behavior are affecting employee performance, this study assists management in reducing deviant behavior.

The primary focus of this study is on defining the ways in which deviant behavior is resulting in poor task execution by employees in the workplace and identifying the factors that are causing deviance in IT companies. The findings of this investigation enable IT companies to reduce deviant behavior, enhance employee effectiveness, and deliver adequate and efficient results from employees.

III. Research Gap

After looking at a lot of studies on workplace deviant behavior, of them focused on the causes and effects of workplace deviant behavior in many different industries. Deviant behavior in the workplace is also the subject of some research. There are fewer studies on the connection between employee performance and workplace deviant behavior. In the past, studies have been conducted in hospitals, the banking sector, schools, and universities, among other places. However, very few studies were carried out in the IT sector. A small amount of research has been done in India on the causes of WDB and how it affects employee performance. This study, on the other hand, focuses on the ways in which individual and organizational factors influence employee behavior, as well as the various ways in which deviant behavior affected employee performance in various Hyderabad IT companies.

IV. Conceptual Frame Work



Objectives

1. To investigate the various factors that lead to employee deviance.
2. To determine whether or not employee deviance is influenced by employee satisfaction.

Research Design.

The research design is both an exploratory and a descriptive approach. The study's goal is to look at the variables that contribute to employee deviant behavior within an organization. This study aims to determine whether employee deviant behavior is influenced by dissatisfaction. A demographic variable analysis is the foundation of descriptive research.

Data collection

A structured questionnaire was distributed to the sample respondents, who were employees of IT companies in the study area, for primary data collection. Because the study's area is large, To choose responders from diverse Hyderabad IT Organizations, a convenient sampling procedure was adopted. This study also made extensive use of secondary data. In order to establish a solid conceptual foundation for the study, secondary data were gathered from all bulletins, annual reports, and websites, as well as existing research, the IT industry and employee behavior literature, and websites.

Analysis

Table -1 Demographic characteristics of the Respondents

Variable	Respondents	Percentage
Age	18-25	732
	26-30	186
	31-35	62
	36-40	21
	41-45	15
	Above 45	10
Male	660	64

	Female	370	36
Educational Qualification	Graduation	916	89
	Post-Graduation	114	11
Experience in this organisation	0-2	186	18
	2.1-4	280	27
	4.1-6	360	35
	6.1-8	113	11
	8.1-10	41	4
	10.1-12	30	3
	Above 12	20	2

Source: Primary Data

Table-2 Company-wise distribution of respondents

Company Name	Frequency	Percentage
Accenture	211	20.5
Cognizant	164	15.9
IBM	156	15.1
Infosys	252	24.5
TCS	247	24
Total	1030	100

Source: Primary Data

Table 3 Designation-wise distribution of respondents

Designation	Frequency	Percentages
Senior System Engineer	134	13
System Engineer	464	45
Technology Analyst	432	42
Total	1030	100

Source: Primary Data

V. Results:

A factor analysis was carried out to identify the characteristics that influence employee deviant behaviour and employee satisfaction. The Eigenvalue criteria, which advice extracting components with Eigenvalues larger than 1.0, were used to identify factors. Principal Component Analysis and Varimax Rotation were used to create a component matrix. Kaiser-Meyer-Olkin (KMO) and Bartlett's Test values were obtained to validate the data set's adequacy and sphericity.

KMO and The Bartlett's Test		
Kaiser-Meyer-Olkin Sampling Adequacy Measure.		.760
Sphericity Test by Bartlett	Approx. Chi-Square	7458.592
	df	21
	Sig.	.000

The obtained Kaiser-Meyer-Olkin (KMO) and Bartlett's Test value is.760. Any value greater than.5 is acceptable. The result is 0.760, which is more than 0.5. As a consequence, factor analysis could be conducted.Seven items were converted into two main components, with a total variance explained of 78.822%. This is an extremely high proportion. This suggests that the seven elements under investigation might explain 78.822% of employee deviant behaviour, but there are still additional factors at work. The remaining 21.178% comprises the additional components, which may need further investigation.

Component	Total Variance Explained					
	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	Percent of Variance	Cumulative %	Total	Percent of Variance	Cumulative %
1	3.561	50.876	50.876	3.561	50.876	50.876
2	1.956	27.946	78.822	1.956	27.946	78.822
3	.986	14.083	92.905			
4	.261	3.727	96.632			
5	.115	1.636	98.268			
6	.078	1.107	99.375			
7	.044	.625	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix ^a		
	Component	
	1	2
1	.893	
2	.958	
3	.964	
4	.947	
5		
6		.988
7		.988
Extraction Method: Principal Component Analysis.		
a. 2 components extracted.		

Based on the findings of the entire study, it is possible to infer that two components have been retrieved. There are five components with highly significant loadings for the first factor (F1, F2, F3, F4, and F5). Employee satisfaction was designated as the major component, and the second d factor, consisting of two substantial loadings, was designated as the secondary factor.

Table 4: Correlation and Reliability Analyses

No	Variables	Mean	S.D	1	2	3	4	5	6	7
1	F1	3.1816	.89976	1						
2	F2	3.2388	.87800	.806**	1					
3	F3	3.2039	.85327	.802**	.914**	1				
4	F4	3.1845	.86558	.771**	.883**	.912**	1			
5	F5	3.1825	1.05333	-.087**	-.099**	-.096**	-.092**	1		
6	F6	3.0233	1.05782	-.021	.013	.024	.026	.016	1	
7	F7	3.0689	1.05353	-.030	.021	.015	.019	.014	.954**	1

Notes: ** Correlation is significant at the 0.01 (1-tailed) level; * Correlation is significant at the 0.05 (1-tailed) level; N=1030

The descriptive analysis was performed to evaluate the data distribution using the means and standard deviations of all dependent and independent variables. When compared to other variables, F2 has the highest mean value of 3.2388 in Table 4. F3 is placed second with a value of 3.2039, followed by F4, F5, F1, and F7, which have values of 3.1845, 3.1825, 3.1816, and 3.0689, respectively. F6 has a mean value of 3.0233 as well.

Reliability is a measure of the consistency and stability with which items evaluate a concept, and it is used to assess a measure's value. The instrument's dependability was assessed using Cronbach's Alpha, which runs from 0 to 1. The dependability coefficient for F7 is 1, as indicated in Table 4, which is deemed excellent. The F3 (0.914) and F4 (0.914) scores are regarded excellent. F2 reported values of 0.806, indicating high dependability coefficients

VI. Conclusion

Workplace deviant behaviour is a severe issue that senior management must address immediately. Because of the severity of workplace deviant behaviour, this study was done to evaluate the elements that lead to it in Hyderabad IT businesses. Employee deviant behaviour was discovered to have a favourable and substantial association with the resources of a business. Despite the fact that the corporation consistently treats its employees unjustly, they have not reacted by participating in deviant conduct for fear of additional persecution or intimidation. Furthermore, workplace deviant conduct is considerably inversely connected to ability utilisation. A negative connection shows that workplace deviant conduct is more widespread when ability is underutilised. Businesses may assist employees in the private sector make better use of their abilities by creating and sustaining standards throughout the firm.

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