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Modeling the Causes of Abnormal Organizational Behaviors

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Extended Abstract

Abstract

Abnormal Organizational Behaviors (AOB) consider as negative voluntary behaviors, which reduce the productivity of the organization. The purpose of this research, which uses the mixed method, is to explain this kind of behavior and identify its dimensions, components and indicators and their relationship. This research is a descriptive survey, which its statistical sample size is 300. SPSS was used to measure the reliability of the questionnaire and descriptive statistics. Structural equation modeling method and two software (Amos-Lisrel) were used to test research hypotheses. The results obtained from the qualitative section (by using Atlas software) indicated that two dimensions can be identified for AOB: 1. Internal Factors, 2. External Factors. Five indicators were identified for Internal Factors and two components by the name of Environmental Factors and Organizational Factors were identified for External Factors, which each of these components decreased to two and seven indicators, respectively. In addition, there was a relationship between Environmental Factors - Internal Factors and Environmental Factors - Organizational Factors. The results of the quantitative section indicated that there is no relation between Environmental Factors and Internal Factors. In addition, the results did not confirm that Self-Perception and Organizational Culture can be counted as a component. In order to managing AOB, managers should use methods like

training and counseling; and they should institutionalize law obedience in both their behavior and their organization.

Introduction

Organizational abnormal behavior is a contemporary concept in the field of behavioral studies, which, due to many economic, social and psychological costs, reduces the organization's productivity and performance. These behaviors include a range of individual, group and organizational traumatic behaviors, such as avoidance, inappropriate performance, physical assault, verbal hostility, sabotage, theft and etc. Most of researches in this field, in the hope of reducing or eliminating abnormal behaviors in organizations, have identified the type of organizational abnormal behaviors and their categorization, but the main problem is finding those causes that lead individuals to abnormal behavior. Therefore, the purpose of this research is to explain (finding causes of) abnormal organizational behavior so that it can be considered how to manage these behaviors and provided a basis for future research.

Case study

Target organization of this research is the plan and budget organization and the reason for choosing it is the managers' knowledge of that organization with the management concepts.

Materials and Methods

Mixed method was chosen for exploring the research model and studying the appropriate research hypotheses. In the qualitative section, interviews were conducted with 14 top managers of the planning and budget organization in two rounds (roundabouts) in which population (managers) were selected purposefully using the Grounded Theroy method and open interviewing techniques; In the quantitative section, using a simulation method, 300 employees of mentioned organization were surveyed by a mixed questionnaire with closed questions, whose validity and reliability were confirmed. Data analysis was performed in the qualitative section with open, axial and selective coding method using Atlas software, and in the quantitative part, the hypotheses were analyzed by descriptive and inferential statistics, Structural Equation Modeling Method, and using AMOS, LISREL and SSPS software.

Discussion and Results

The results of the qualitative section represent two dimensions for organizational abnormal behavior, internal factors and external factors; internal factors decreased into indicators such as personality, Chile ego state, tendency to violence, Self-Perception, and job satisfaction, and external factors were reduced into two components of environmental factors and organizational factors that the environmental factors reduced into indicators such as economic issues and social issues and the organizational factors reduced into indicators

such as leadership, structure, EthicalClimate/WorkEthic, stress, conflict, organizational culture and organizational trust. In addition, there were found relationship between environmental factors - internal factors, and environmental factors - organizational factors.

Conclusion

The results of the quantitative part indicate that there is no relation between environmental factors and internal factors, also the results could not confirm Self-Perception and organizational culture as indicators.

Keywords: Abnormal Organizational Behavior, Internal Factors, External Factors, Management and Planning Organization, Mixed-Method Research