Proposing a Model for Expanding the Notion of Social Undermining in Bank Employees

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ABSTRACT

Behavioral science researchers have pointed to the dark side of organizational life, which results of a continuous and coercive interaction in organizations, and it has been proposed as a concept called social-organizational deterioration. This issue affects organizations and institutions such as banks due to the extensive applications and interaction, having negative consequences. Social deterioration is an obstacle caused by an individual on purpose with the intent of damaging the reputation of another person. Social organizational deterioration involves negative or deteriorating behaviors that during the working period affect the person and cause weakness. Deteriorating can lead to the social reactions and provocation of an anti-social working environment. Due to the volume of bank employees’ forced interactions with colleagues, managers, as interaction, and special customers, as external interaction, bank employees usually undergo increased organizational deterioration. This study is intended to provide a conceptual model for better understanding of social deterioration of bank employees and identifying the aspects of the concept of pay components and its indicators. The research is applied and developmental, using a descriptive-exploratory method, using the Delphi technique and opinions’ of 11 expert. In this study, for the concept of social deterioration of bank employees, 4 dimensions, 9 components and 28 indicators were identified.

INTRODUCTION

Today, it can be argued that the work as a key factor in the formation of identity, relationships and human interaction plays an important role but this job could be a source of stress, undermining, fatigue and atrophy of the people.

Mental stress takes place when a person’s ability is lesser than the amount of the potential environmental and organizational demands which caused to the negative experiences in working environment and so it will cause to the psychosocial contexts of occurrence in the organization.

Despite of being civil social man and there is no need to name the employees, but recently researchers in studies of organizational manpower productivity. The effects of organizational life of the negative aspects of close relationships between social interaction and personal details have been mentioned, including social undermining special attention

People are different in deal with stress and stress factors. Some of them are destroyed in most gentle impulses while others are invincible.

In the new analysis, organizational behavior science is noticed to the dark corners of everyday interactions and continuous exposures and one of the negative consequences employees face with colleagues, clients and social deterioration as the name suggests are made which the atrophy, depletion, emotional exhaustion, weak interactions and encounters and finally lead to loss of the personal performance that underlie organizational performance.

Corporate utopia is possible when organizations flourish by his staff, along with the reinforcement of self-actualization in all levels of the organization will be managed (Fatahi et al. 2012).

Organizational social undermining consists of the all negative behaviors or degenerative which from the parties entered into the person during the work time and caused to the compromised abilities, Jay-analysis of personality, weakened ability to establish and maintain positive relationships, such as interpersonal, vocational success, mental health, and reputation of the organization (Duffy et al., 2006).
According to Duffy (2002), social friction prevents a person on purpose with the intent of destroying the reputation of another person so when there is undermining which such person has been unjustly accused of something that will result in the loss of his credibility (Shojai Baghini, 2013).

Undermining can lead to anti-social reactions resulting from workplace abusing nature Temptation undermining behavior would lead to the ability and wisdom to hold and retain employees believe in the good of the others and he wiped out and behavior that will ultimately lead to a damage will be form at him (Skarlicki & Folger, 1997).

This study is limited to the behavior of social deterioration in labor relations. As mentioned in undermining definition which deal to the relationship, our structure of undermining include of the behavior which in or out of the business logic.

And trying to blockage in progressing of in a positive interpersonal relationships, career success or gain fame and honor to work.

Now the problem is that the erosion of social organization is defined as a new challenge and studying of its impact on employees and the variables involved in the interaction between social undermining collections has important implications employees. What is the problem, how to explain the conceptual and operational definition of a suitable extension of the concept of social deterioration of bank staff and gaps in the research study without any suitable pattern for this area.

1. Definitions and Principles:
   
   Duffy and colleagues (2002) have stated that if the conduct or actions designed as deliberately to prevent the realization of the goals of the other person it is considered as undermining behavior (Duffy et al, 2006).

   The definition of Vankover and his colleagues from social friction is result of the negative feelings and emotions like anger and apathy that is directed toward a particular individual instruments and similarly, included of a negative evaluation of attitudes, activities and efforts of the person and other intentional and voluntary behaviors, such as refusing to provide important information to the individual and organizational work of the supervisors, colleagues, or other people.

   So that individual abilities to achieve targets is impaired. Active behaviors such as insults, some members without a sound uncomfortable, but if you knock and repeat gossip, corporate social friction are considered (Vinokur, 1993).

   Studies related to the research in social psychology, based on the social undermining Karnerook (1984) because of the exchange rate and the complex social problems experienced persons is built.

   Mrs. Rook studied addition to the impact, the negative aspects of social communication, and social interaction effects on psychological well-being in the paper negative effects on the health of older women.

   It was concluded that negative effects on women's health is stronger than positive activities on the health of interested women.

   It should be noted that the initial studies have focused on the more positive aspects of social interaction and the notion of social friction negative effects on physical and mental health is provided.

   As study of the research is concluded that the issue of corporate social friction in the general field of social psychology has been formed and then enters to the organizational studies and literature, Vinkour & Venerin (1993) , were examined the social support and mental health in socio undermining close to the interpersonal relationships.

   And statistical analysis of the negative effects on mental health, social undermining fully confirmed, however later scholars, lesser focus on quantity and more attention to the quality of social relationships, such as intentional interference affairs, ridicule, mockery, and insensitivity to interpersonal communications have shown.

   Duffy and other communications groups with respect to their individual level of social friction and neuroticism were studied (Rook, 1994).

   According to Lynmn and colleagues (1995), negative events, such as being the target of social undermining stimulate people to think about reality and controlling of one's thinking makes it so that sometimes reality is not reality (Khaef Elahi, 2009).

   According to Miller (2001), the importance of undermining individual mental status is proved by the fact that even if there is no deliberate intent to damage and undermining.

   However it may be thought that the undermining of the person causing abnormal wear and is motivated, therefore subject to undermining, to give their victims are faced with negative reactions (Crossley, 2008).

   But intentional or inadvertent recognition of an individual's behavior undermining is hard because the individual feels undermining is targeted to the undermining social behavior lonely targeted in a visual reality to make it unreal that in this case most likely to create the impression favorite.

   According to the theory, the more unrealistic the consequences of such a situation, a person's emotional state is destroyed

   For example, put a person in a more precarious position or illusion him is more involved (Duffy et al.)
According to Folger and Krpanzanu equity theory, when individuals are placed by a supervisor or colleague about social undermining.

A series of comparative thinking of ideas against reality, is known as the mind is formed

They compare the real happens with the thing should be happened or they like that it happened.

In fact, the events and processes information in a simple mechanical form is not understood (Khaef Elahi, 2009) but the relationship between people's perception of space and social context of negative behaviors to more complex formation reaction leads to the social undermining which reduces the institutional capacity for development and practices of organization managers to reduce the negative effects of social interaction indication of social intelligence and to facilitate the development of human resources is essential (Skarlicki & Folger, 1997).

Since the undermining behavior in a social environment, and culture of the organization happens to be one of the subsets of the environment, attention to cultural dimensions, is important (Hershcovis, 2011). During the recent years, research in the field of the workplace abuse is very widespread, especially in interpersonal relationships

Researchers who conduct research on the views of people who have a bad cause to review the various forms of abuse such as antisocial behavior, something harmful behaviors, and interpersonal deviant, revenge, violence in the workplace. Bowling and Biher in their conclusions was combined the various forms of abuse, bullying, emotional abuse, misuse public, impolitely, interpersonal conflict, attacks, social, sacrifice and violence at work.

Superiors Abuse "display verbal and nonverbal behaviors hostile to the continued and steady hand" implies that it does not involve physical confrontation. The agent of this is a specific person.

Especially in situations where bullying is known as a superior and supervisor where employees generally negative attitude and behavior repeated over time with the constant abuse, insulting comments, ridicule, social deprivation and being ridiculed by colleagues, superiors or subordinates encounters

Incubuses can be done by each member of the organization unlike the superior abuse.

In general incubus occurs when an imbalance of power between the executive and the victim and the victim's lack of social support persons have been forcibly.

However, this feature is not very conclusive definition but it is very broad powers and include of official and social status, age, or gender, job tenure.

The indecency is one of the variables in recent years as one of the variables in the workplace which studied as more as others. Anderson and Pearson stipulated that, it is a low-intensity deviant behavior or behaviors such as verbal and non-verbal vulgarity equivocal by another member of the organization, but refer to the weak forms of abuse can impact on employee attitudes towards the organization.

Conflict or potential conflict between individuals is an organizational stressor, such as a disagreement between the employees, this concept is different with other concepts studied in this research.

Because this variable is evaluating a stressful interaction. (ie, conflict with another person), not the experience. However, this concept is also one of the forms of abuse are classified in many studies (Crossley, 2008).

Webster's dictionary and Law dictionary defines the culture of hate or malice in law is a deliberate and conscious violation with the intent of damaging due to the hostility of the person undermining. It also implies a deep hatred ineffability desire to see pain, suffering, and injury or inconvenience others (Crossley, 2008).

On the other hand, greed implies on the selfish and gain wealth desire and benefit advantageously to other fees or ignoring the interests of others. A undermining person (criminal) may be causing a greedy, if possible, to weaken the position and status of the person undermining (the victim)

Felt a lack of sympathy for him because he will be reflected in the cold cognitive subjects with depersonalization and lack of respect towards the person causing abrasion undermining will result.

This emotional status is not caused to the rapid response as directly, but in turn is influenced by a feeling of regret and immorality leads to the mindset of revenge, bring avoidance (Dunn & Maurice, 2006).

Dunn et al (2006) in an article as title "jealousy and social deterioration in organizations" survived the relationship between these two variables and unethical decisions and the jealousy and narrow-mindedness is known as a undermining behavior (Hafeznia, 2006).

1. Methodology:

This research is based on the descriptive and exploratory type. Exploration of the dimensions that define the concept of social undermining in government agencies and a description of it due to the correlation between the dimensions of social friction with the teleporting policy through surveys of experts to identify dimensions of social undermining and its relationship with teleport has been paid.

Experts in the study of public administration and teachers with a doctorate in organizational behavior management, bank manager with 20 years of work experience and methods of sampling non-probability methods as a definite and judgment. So that's 11 experts selected and appointed. The way of gathering information through semi Delphi library of the elite.
To investigate the effect of relationship dimensions, components and indicators related to the concept of corporate social deterioration of the nonparametric test for comparing binomial (binominal) are used. This test is used when we want to have a certain proportion of the population we studied. Also, sometimes we used of the test such as the test of a population mean, for detecting whether or not the relationship or lack of relationship and influence the effect of a variable is used to define the phenomenon. Usually, in designing of assumptions of this test $H_0$ indicate no relationship and $H_1$ indicate the variable relationship:

$$Z = \frac{p - \theta}{\sqrt{\frac{\theta(1-\theta)}{n}}}$$

$$P = \frac{(\text{Linked } + \text{Perfectly related}) \text{ Desirable situation}}{\text{Overall conditions}} = 40\%$$

$$q = \frac{(\text{clearly related } + \text{no related } + \text{partly related}) \text{unfavorable situation}}{\text{overall conditions}} = 60\%$$

According to the 5-option Likert (average, very low and low) in one group ($q$) or failed are equivalent to 3 to 5, i.e. 60%. Views (high and very high) in the control group ($p$) the group will be successful or that the ratio 2 to 5 is here that the test is 40%. The result of the proposed dimension test is given in the following table:

<table>
<thead>
<tr>
<th>Irrelevant</th>
<th>Partly related</th>
<th>Relationship</th>
<th>Clearly related</th>
<th>Dimensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
<td>Percentage</td>
</tr>
<tr>
<td>-</td>
<td>-</td>
<td>18%</td>
<td>2</td>
<td>28%</td>
</tr>
<tr>
<td>-</td>
<td>-</td>
<td>18%</td>
<td>2</td>
<td>18%</td>
</tr>
<tr>
<td>-</td>
<td>-</td>
<td>28%</td>
<td>3</td>
<td>18%</td>
</tr>
<tr>
<td>-</td>
<td>-</td>
<td>9%</td>
<td>1</td>
<td>18%</td>
</tr>
</tbody>
</table>

As the above table shows, the majority of respondents (82%) the first dimension means undermining through effective interaction with the chief as an aspect of social deterioration and has been linked to the amount of the relevant situation.

The results of the by nominal test should in a 99% confidence level is also confirmed this point.

Then, the undermining due to interaction with the boss or supervisor of one branch of the components influencing the concept of social undermining in banks is considered.

Also, 82% of respondents, 2 of the undermining due to interaction with colleagues as one of the effective components and aspects of social undermining, and associated levels of the situation related.

The results of the binominal test in a 99% confidence level is also confirmed this point by the partners of the undermining components influencing the concept of social undermining in bank branches to be counted.

Also, 73% of 3 dimensions respondents interacting with customers through the next three undermine the distinctive and special as one of the most important aspects of social undermining and has been linked to the amount of the relevant situation.

The results of the Binominal test in a 99% confidence level is also confirmed this point after excellent customer attrition due to undermining of components influencing the concept of community bank branches.

Also, 91% of 4th dimension respondents means undermining by regular customer interaction as an aspect of the concept of social undermining and has been linked to the amount of the relevant situation. The results of the Binominal statistical test in a 99% confidence level is also confirmed this point so undermining due to normal customer
interaction aspects and components of effective social deterioration of bank branches is considered. Within the research literature to identify and extract the component hierarchy to fit the dimensions of the relevance of each question and asking of the experts.

Similar to the above method and the extraction of the proposed components of the heart and heart-approved research literature for each of the dimensions, the following results were obtained from tests conducted Binuminal and a total of 11 components was confirmed. The ratios of p, q, was considered as earlier amount.

Table 2: Surveying the status of the proposed component associated with the social undermining approval.

<table>
<thead>
<tr>
<th>Party related</th>
<th>Relationship</th>
<th>Clearly related</th>
<th>Component</th>
<th>Dimensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
<td>Percentage</td>
</tr>
<tr>
<td>18%</td>
<td>2</td>
<td>18%</td>
<td>2</td>
<td>64%</td>
</tr>
<tr>
<td>18%</td>
<td>2</td>
<td>36%</td>
<td>4</td>
<td>45%</td>
</tr>
<tr>
<td>-</td>
<td>-</td>
<td>46%</td>
<td>3</td>
<td>54%</td>
</tr>
<tr>
<td>9%</td>
<td>1</td>
<td>28%</td>
<td>2</td>
<td>64%</td>
</tr>
<tr>
<td>18%</td>
<td>2</td>
<td>18%</td>
<td>2</td>
<td>64%</td>
</tr>
<tr>
<td>18%</td>
<td>2</td>
<td>18%</td>
<td>2</td>
<td>28%</td>
</tr>
<tr>
<td>9%</td>
<td>1</td>
<td>36%</td>
<td>4</td>
<td>54%</td>
</tr>
<tr>
<td>46%</td>
<td>5</td>
<td>28%</td>
<td>3</td>
<td>14%</td>
</tr>
<tr>
<td>9%</td>
<td>1</td>
<td>18%</td>
<td>2</td>
<td>63%</td>
</tr>
</tbody>
</table>

According to the results, 82% of respondents believed that the bullying and aggressive behavior of the head as the first component which been linked to the amount of the relevant situation. 100% of respondents believed that the jealously and insularly of colleagues, 91% of respondents believed that not feel sympathy and solidarity from partners and 100% of respondents hated And malice cooperation as the two components have been linked to the amount of the relevant situation.

The results of the Binuminal statistical test in a 99% confidence level is also confirmed this point.

Chart 1: The concept of social friction components model for bank employees.
91% of respondents preferred customer requests selfish and arrogant staff and 82% of respondents preferred to employee negligence, ignoring customers as a component of the three levels of situation-related and has been associated.

The results of the Binominal statistical test in a 99% confidence level is also confirmed this point. 90% of respondents believed that rude customer indecency employees, 82% of respondents as a component of employee engagement and customer velitation as 4th dimension has been linked to the amount of the relevant situation. The result of the Binominal statistical test in a 99% confidence level is also confirmed this point.

The proposed total of 13 components and 11 components are extracted from the literature study was approved according to 32 proposed Index components subject to experts’ opinions which similar to the aforementioned method and the relative success and failure of the following indexes were determined for each of the components and 28 indicators were finalized and approved. The developed model of social undermining was prepared as follows

<table>
<thead>
<tr>
<th>Defamatory statements to the presiding officer</th>
<th>Compulsion</th>
<th>Undermining through the interaction with the boss</th>
<th>Social undermining</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mocked and ridiculed by the staff of the President</td>
<td>The hostile behavior of boss</td>
<td>Undermining through the interaction with the boss</td>
<td></td>
</tr>
<tr>
<td>A drum head when the employee is asked to work procedures.</td>
<td>Jealous and narrow-mindedness</td>
<td>Undermining through the interaction with the colleague</td>
<td></td>
</tr>
<tr>
<td>Uncomfortable with the movement of the head relative to the employee's body language</td>
<td>Lack of empathy</td>
<td>Undermining through the interaction with the preferred customer</td>
<td></td>
</tr>
<tr>
<td>Showing worthless of employee efforts by the colleague</td>
<td>Hatred and malice</td>
<td>Undermining through the interaction with the preferred employee</td>
<td></td>
</tr>
<tr>
<td>Delaying of the job by the colleagues which show the employee as a low labor</td>
<td>Selfish desire</td>
<td>Little attention</td>
<td></td>
</tr>
<tr>
<td>Inadvertent errors are repeated and remembered by fellow employees</td>
<td>Indecency</td>
<td>Undermining through the interaction with the regular customer</td>
<td></td>
</tr>
<tr>
<td>Negligence of a fellow employee conditions</td>
<td>To argue with a person</td>
<td>Interpersonal conflict</td>
<td></td>
</tr>
<tr>
<td>Non-productive and unfair criticism of fellow employee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor showing by the employee associates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gossip colleague about the employee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rumor or slander against a fellow employee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contempt and obligation to share customer and bank employee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Client denied to the employee talking</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leaving unanswered questions and topics requested by the customer's employees</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer rude and insulting to the employee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer derogatory remarks about an employee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>To argue with a person</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Screaming over employee</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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