Deviant Behavior of Workers in Quang Minh Industrial Park, Me Linh, Ha Noi

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Abstract: The problem of workers violating the rules and regulations of enterprises and factories always exists in the working environment in enterprises and factories. The workers' violation of the rules and standards in the workplace can cause the enterprises and factories to be adversely affected and even suffer property and material damages. However, the reason why workers violate regulations has not been studied much. Whether the cause is derived from the fact that the daily activities of workers in industrial parks (IPs) have not been yet appreciated, or created by other factors.

Keywords: Deviant behavior, workers, industrial parks

PREAMBLE

Social deviance is "Acts that do not comply with general codes of conduct recognized by the organization or are specified in writing or implicitly. These acts can lead to both positive and negative effects". This is a group of deviant behaviors that affects the relationship between employee and employee or between employee and employer. Deviant behaviors such as vandalism, theft of property or harming the health/dignity of others in enterprises that are analyzed below also affect the atmosphere in the working environment because it is very much related to interpersonal behavior problems.

From the problems arising in industrial parks, especially in the workers' working environment, we focus on finding out in what circumstances and conditions workers tend to violate the rules and regulations set out by enterprises, thereby making some recommendations to prevent deviant behaviors in the workplace of young workers. The established standards also lead to the deviance of some individuals in the community and the collective, social deviance is the human behavior deviating from the general provisions of law, the social values, norms, rules and conventions. This article will analyze and explore the deviant behaviors of young people in the working environment to clearly see the consequences that these deviant behaviors cause in the enterprises.

CONTENT

The research of the topic focuses on Quang Minh Industrial Park, Me Linh, Hanoi through survey method of direct labor (75.1%) and indirect labor (24.9%). Research results show that the majority of employees in the working process think that their current job creates a balance in life, accounting for the highest proportion (63.0%). However, it is very difficult to balance between work and personal life in reality.

Some deviant behaviors occur in workers; working environment

Deviant behaviors in enterprises have direct or indirect influence on the production and business activities of the units. Depending on each type of deviant behavior that is serious or not, it affects more or less the development of the enterprise. For serious acts such as vandalism, improper production, harming the honor and dignity of others, although rarely happen, their impact on the enterprise in general and production and business activities in particular is very serious.

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**Figure 1. Manifestations of vandalism by workers in the industrial park**
(only select % of those who answered yes)
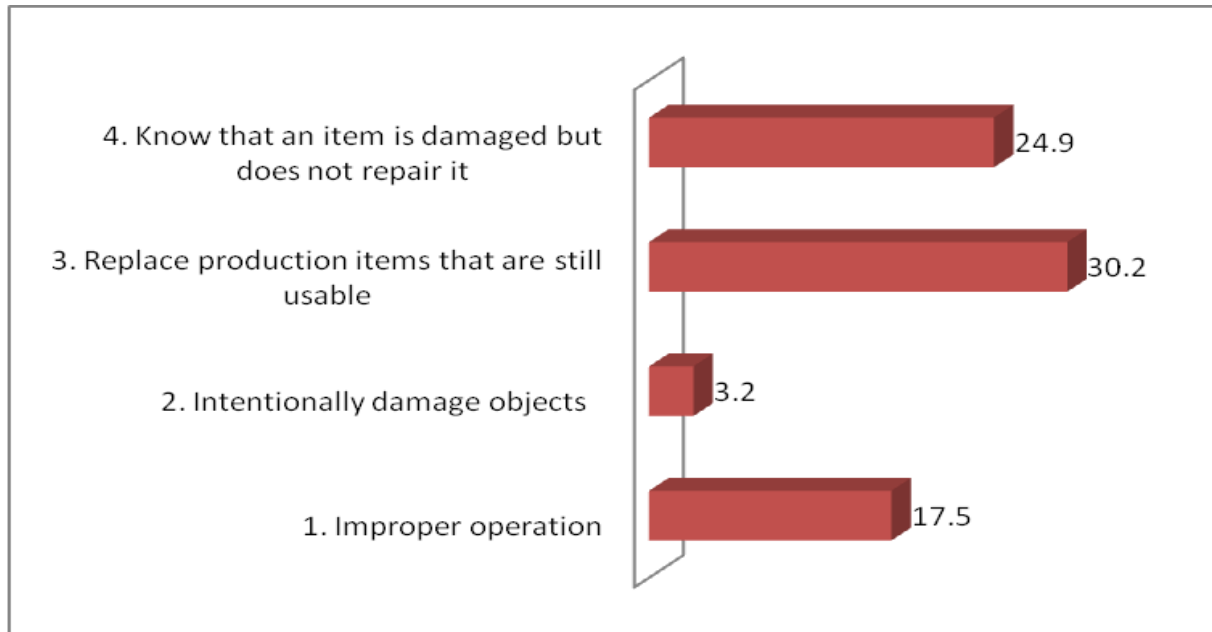
(Sour: Survey data in April 2019)

One of the other serious false manifestations that affects the labor collective in enterprises is the act of stealing the enterprise's assets.

Figure 2. Manifestation of property theft by workers in the industrial park (unit:%)
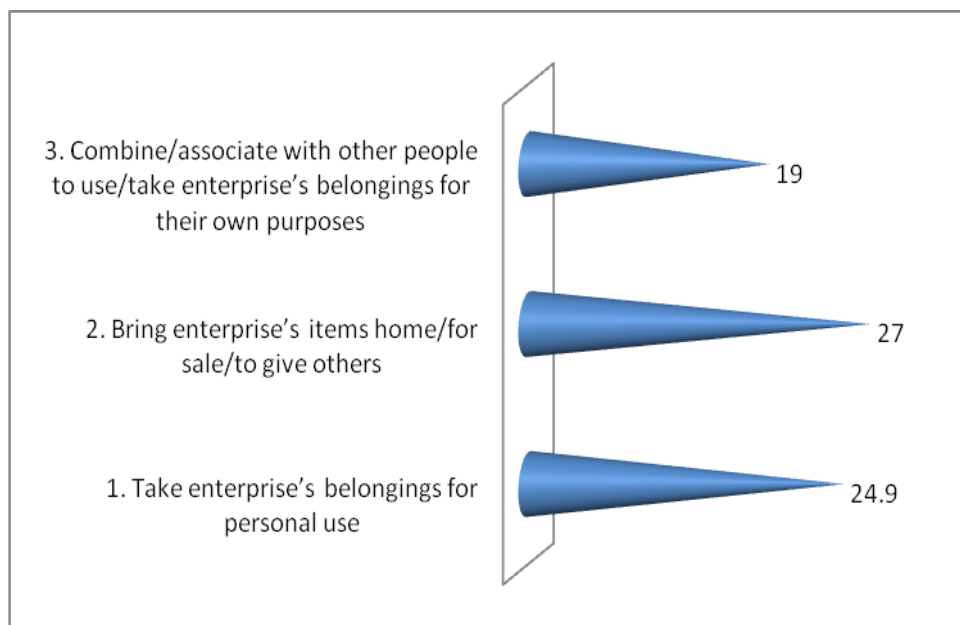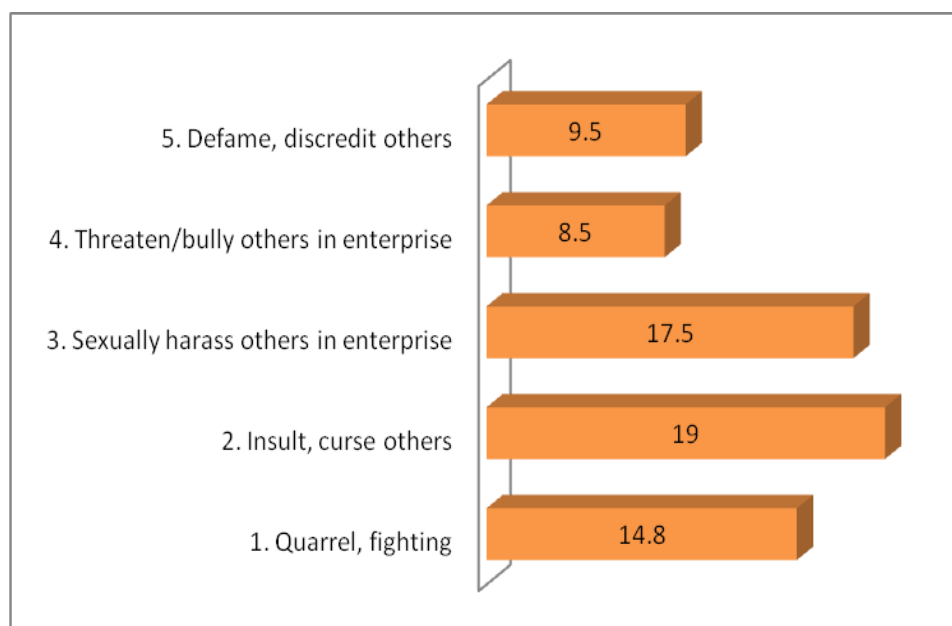

(Sour: Survey data in April 2019)

Besides, the acts that harm the dignity and body of others also directly affect the individual employees and the production atmosphere in the enterprise. These acts not only make production atmosphere and labor relationship stressful, but also violate the labor regulations and State laws.

Figure 3. Manifestation of behavior that harms the health/dignity of others in enterprise (unit:%)

(Sour: Survey data in April 2019)

Regarding the false manifestations in behavior and communication at work, workers believe that these behaviors are slightly violating regulations and laws. These behaviors significantly affect the relationship between individuals and between individual and collective. But in fact, the acts of "defaming and discrediting others" can also be a violation of law. The survey results showed that the percentage of workers who said that they "had done" the acts of "defaming and discrediting others" was only (9.5%). This poses the problem that these behaviors are still present and even not uncommon in the work environment.

In addition to the group of behaviors with serious manifestations such as: vandalism, property theft, harming the health/dignity of others, the group of behaviors about the positivity of workers belongs to the group of behaviors that are not serious.

Table 1. Manifestations of worker positivity in the working process (unit:%)

Manifestation	I did	
	Frequency	%
1. Doing personal work during business hours	22	11.6
2. Going to work late/leaving early	50	26.5
3. Extending working time	49	25.9
4. Work quality is not guaranteed	105	55.6
5. Neglecting at work	95	50.3

(Sour: Survey data in April 2019)

The survey data showed that the group of non-serious behaviors about the positivity of workers is highly answered by workers in the industrial park. In particular, the group of behaviors about the positivity at work showed that the percentage of workers said that they "had done" is higher than that of other groups of behaviors, according from 11.6% to 55.6%. This is the group of deviant behaviors that violates the regulations, rules and standards of society and organization. These behaviors affect the working time and order of the enterprise where workers are working. These manifestations fall into the rules of work order and work hours, so they do not cause too serious consequences, therefore the young people's perception of these behaviors tends to accept even knowing that they are deviant behaviors.

The survey results showed that the percentage of workers who said that they "had done" in terms of the positively at work was expressed in the groups of manifestation: doing personal work during business hours, going to work late/leaving early, extending working time, work quality is not guaranteed, neglecting at work, accounting for (11.6%, 26.5%, 25.9%, 55.6% and 50.3%), respectively. The research results showed that mild acts of abuse of working time and time off or neglecting at work tended to be more practiced by workers and occurred in the work environment on a more frequent basis. These behaviors belong to the group of behaviors that lightly infringe the interests of organization. Therefore, workers tend to accept and even violate these behaviors more. The behaviors of this group often fall into the issue of awareness and responsibility of individuals in complying with the rules and standards of unit where they are working.

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Workers' attitude and response to the deviant behaviors of colleagues in the working environment

The analysis showed that workers were somewhat aware of deviant behaviors in their working environment and that of others in enterprise. However, their attitude and response to those deviant behaviors are inconsistent. Workers in the industrial park have relatively harsh attitudes and reactions to manifestations caused by others but show disinterest attitude when such deviant acts of those who have a relationship with them or their self-induced actions.

Survey data showed the attitude of workers in the industrial park about deviant behaviors mainly in the degree of disagreement with the statements "I see that the assets of the enterprise are not related to me" with the average score of 1.34/3, "I find it is normal to use the assets of the enterprise for my own business" with the average score of 1.60/3, "The quality of the product made by me is not too important" with the average score of 1.34/3, and "Swearing, cursing/defaming, insulting others is very common in the enterprise" with the average score of 1.0/3, only the statement "I find it's normal to do personal work during business hours' accounted for the highest score of 1.96/3 with confused assessment. The survey data showed that workers in the industrial park were somewhat aware of the above-mentioned behaviors as deviant behaviors that not only show the violation of the rules and regulations of enterprise but also show the violations of the ethics of employees in the enterprise. Although workers' attitude towards deviant behaviors is mainly disagree, but they still have different perception about these deviant behaviors.

Figure 5. Workers' perceptions of deviant behaviors in enterprises
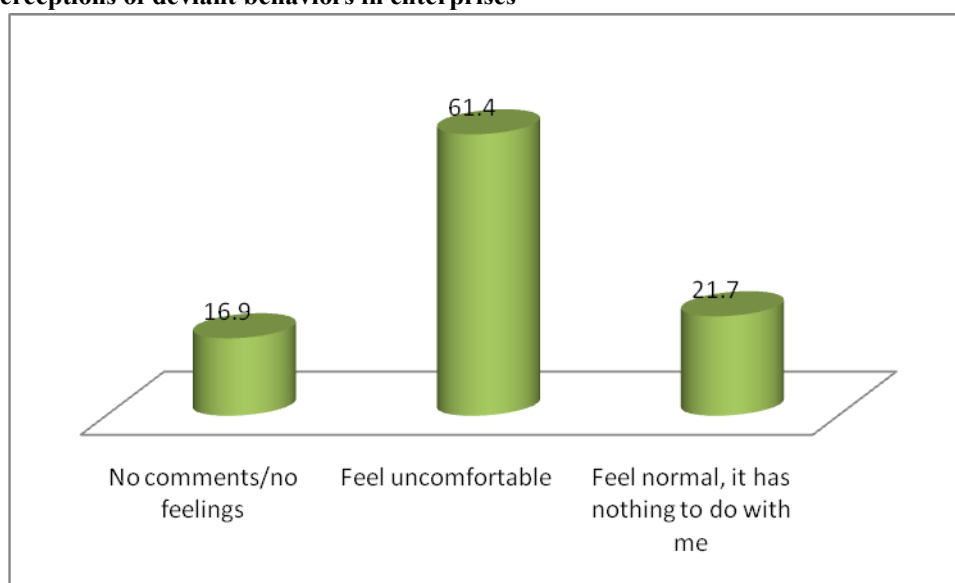
(Sour: Survey data in April 2019)

The proportion of workers who felt uncomfortable was the highest (61.4%), but there were also workers who felt normal and unrelated (21.7%) and a significant proportion of workers said that they did not have any comments/feelings (16.9%). Thus, it can be seen that the workers at the company have found that the above behaviors violate the internal rules and regulations, even some serious acts violate the law and the ethics of each individual that makes a high proportion of workers in the industrial park "feel uncomfortable". However, many workers in enterprise still believed that such deviant behaviors had nothing to do with themselves and they still felt normal and have no comments. This partly explains the indifference of employees before the deviant behaviors of others in enterprise.

Through the assessment of workers in the industrial park about enterprise regulations in preventing and controlling violations of workers in enterprise, it can be seen that there is not much difference in the workers' assessment. The percentage of workers who rated the enterprise regulations on the prevention and control of violations as incomplete was quite high (40.7%), relatively complete (38.6%) and very complete 20.6%. The insignificant difference between the workers' assessments in the industrial partly shows that the workers do not really pay attention to the internal rules and regulations of enterprise or the enterprises' measures to prevent and control violations are not really paid attention.

Workers' reaction in the industrial park to deviant behaviors

One of the bases for demonstrating the reaction of workers in the industrial park to deviant behaviors in enterprises is the actions of workers when detecting/seeing deviant behaviors in enterprises.

The research results showed workers' reactions when detecting/seeing above-mentioned deviant behaviors. Of which, 100.0% workers said that they would "object when the issue is related to themselves". However, not all workers stand up to fight for their own interests. The survey data showed that workers objected in all cases (41.8%). Besides, there were (79.9%) workers who "fell discontent, but think that personal opinion does not change the situation", or "ignore it, because fighting could endanger themselves". The survey data shows that the proportion of respondents who will object strongly is much lower than that they will

object only when the issue is related to themselves or only when they feel discontent. This shows that workers will be hesitant or not take action to prevent the deviant behaviors because they think nothing can be done, or only take action if it is linked to their personal interests. This raises the question that if with full awareness of deviant behaviors, whether workers are affected by other factors to ignore deviant behaviors in the working environment?

The statement "I always give comments/frankly mention other people's shortcomings" was also evaluated the hesitation degree with an average score of 3.41/5. This is completely consistent with the reality because in fact, workers often avoid mentioning the shortcomings of others. Due to being afraid to point out each other's shortcomings, employees in a company are often less likely to prevent negative manifestations. The research results showed that, with the statement "I will prevent negative manifestation event though it has nothing to do with me", workers evaluated the hesitation degree with an average score of 2.65. Of which, the proportion of workers strongly disagree (16.9%), partly disagree (42.3%) and partly agree (40.7%). In fact, most of workers in companies are often "afraid" to point out the shortcomings of others, even more they do not want to "have trouble" when preventing negative manifestation, especially when it is not related to them.

In general, workers tend to "avoid" the shortcomings of others, not frankly prevent negative manifestations.

CONCLUSION

The research results showed the perceptions, attitudes and responses of workers about deviant behaviors in the working process. Workers understand that these deviant behaviors affect the working environment and depending on each behavior, young workers have different attitudes and responses. Workers have manifestations of violating the rules and regulations of the organization with frequency and severity. Behaviors that affect workplace communication in the working environment and cause serious consequences to honor, dignity and health of others are most unacceptable. The attitude of workers in the industrial park towards the deviant behaviors, besides the violation of ethics, is also influenced greatly by policies, rules and regulations of enterprise. The table below shows the assessment of the industrial park's workers of enterprise's regulations in the prevention and control of worker violations in the enterprise.

Recommendations

For workers: Strengthen learning and practicing to improve the sense of working spirit in enterprise. Constantly be creative and frankly struggle with the deviant behaviors of colleagues. Raise self-discipline spirit in the working process.

Fore enterprises: Develop rules and regulations to prevent deviant behaviors of workers. During the working process, listen to the workers' opinions to create a good working environment to help them feel comfortable when working. Develop harmonious social relationships and labor relationship for employees to stick with enterprise, work for enterprise as well as work for themselves, thereby minimizing negative behaviors in enterprise. Organize many polls, movements and contests for workers to see that enterprise is interested in their lives, from which they will devote instead of having deviant behaviors.

For trade unions and other organizations: Perform the role as a bridge between enterprise and employees. Develop a harmonious labor relationship, organize activities to link worker with worker and workers with enterprise.

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