

Identifying Workers’ Deviant Behavior in Enterprises



Assoc.Prof Hoang Thi Nga¹, Master Do Minh Hoang²

¹Trade Union University

²Youth research institute

ABSTRACT: According to statistics, Vietnam has 289 industrial zones (IZs) and export processing zones (EPZs) in operation, 98 industrial parks in the stage of site clearance, which is expected to attract about 2.1 – 2.2 million workers. The majority of workers working in IZs come from rural areas. More than 70% of workers are renting houses around IZs; the number of workers living in dormitories built by enterprises accounts for a very low percentage (5%). Most of the rooms are very cramped (the average area is from 2 – 3 m²/person)¹.

From the problems of the IZs, especially in the working environment of workers, we focus on finding out the violations of the regulations and rules of the enterprises, so that we can make some recommendations to prevent deviant behavior in the work environment. Analysis of factors related to the characteristics of workers affecting deviant behavior is the main content of the article.

KEYWORDS: Behavior, deviant behavior, worker, enterprise

The problem of employees violating rules and regulations always exists in the working environment of an enterprise. The action of violating the rules and standards at the workplace of workers can make enterprises suffer bad effects and even damage to the property and material. However, the reason why workers violate these regulations has not been studied and investigated. Is the cause stemming from the daily activities of workers in IZs that have not been respected or from other factors? We surveyed 189 workers, including direct workers (75.1%) / indirect workers (24.9%) in Quang Minh Industrial Zone, Me Linh District, Hanoi to find the answer.

1. Overview of some characteristics of workers

Table 1. General information on gender, age, and education level of the research sample

Information	Criteria	Quantity	Rate (%)
Gender	1. Male	79	41.8
	2. Female	110	58.2
Age	1. 18 – 25 years old	147	77.8
	2. 26 – 30 years old	42	22.2
Education level	1. High school	141	74.6
	2. Higher education	48	25.4

(Source: Survey results in August-October 2019)

Workers in IZs participating in the survey include 79 men (41.8%), 110 women (58.2%). Workers in the age group of 18 – 25 years old accounts for 77.8%. Age group from 26 – 30 years old accounts for 22.2%. The education level of workers in IZs is mainly high school and higher education. In which, the rate of workers having high school degree is 74.6%; higher education degree is 25.4%. Thus, there are more female workers in IZs than males, they are mainly between the ages of 18-25 and have high school education. Direct workers are 75.1%, indirect are 24.9%. The direct worker is a manual worker, and the indirect worker is a worker working with automatic and mechanical equipment.

Deviant behavior means “Behavior that does not comply with the general rules of conduct recognized by the organization or is explicitly prescribed through documents or implicitly. This behavior can lead to both positive and negative effects.” This is a

¹ <http://lyluanchinhtri.vn/>, “Lifestyle of workers in industrial zones and export processing zones in the present day”, Nguyen Manh Thang, 24 March 2016

Identifying Workers' Deviant Behavior in Enterprises

group of deviant acts that affect the relationship between workers and workers or with the employer. Deviant behavior such as destroying property, stealing property, or harming the health/dignity of others in the enterprise are analyzed below, affecting the atmosphere in the working environment of the enterprise.

According to a survey by the Institute of Workers and Labor Unions on workers' lifestyles, many workers violate discipline such as: not using protective equipment, not complying with labor regulations, and theft. Our survey showed that workers do not use labor protection equipment (45.2%); go late, leave early (24.8%); steal the company's property (11.8%); take a day off without permission (25.6%); do not complete the work target (25.60%) and do not comply with the discipline (19.3%). Thus, many workers have deviant behavior in their lifestyle, affecting enterprises and the image of Vietnamese workers². A large number of workers have a pragmatic lifestyle, satisfying immediate needs. *The negative lifestyle affects the attitude and behavior of IZs' workers, making Vietnamese workers be underestimated compared to other countries in the region.*

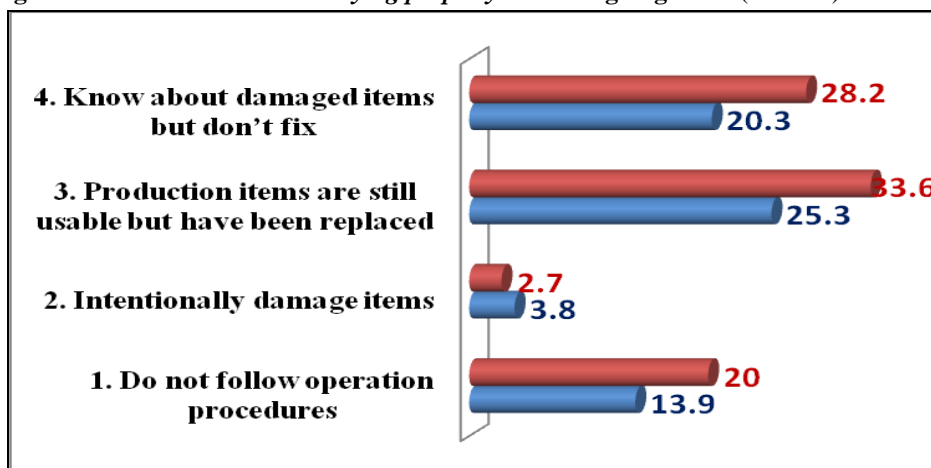
2. Deviant behavior of workers

IZs are places where many workers are concentrated, a lot of complicated labor relationships and deviant behaviors arise. In particular, the level of implementation of deviant behavior between men and women is different. There are gender differences in the assessment of deviant behaviors at enterprises at both *serious* and *non-serious* levels. The results of the investigation focused on a group of behaviors including: *destroying property, stealing property, causing harm to the health/dignity of others or work motivation, etc...*

Destroying property

The following table shows the differences between the behavior of *destroying property* of male and female workers.

Figure 1. The behavior of *destroying property* according to gender (Unit: %)



(Source: Survey results in August-October 2019)

The act of destroying property of workers in the enterprise is different in terms of gender. In which, the behavior of *do not follow operation procedures, know about damaged items but don't fix* or *production items are still usable but have been replaced* occurs more in men than in women. The act of destroying property occurs more in men than in women. In general, in enterprises, men are often in charge of positions and jobs related to machines and operations, so the rate of these behaviors will be higher. Along with that, the lack of responsibility, the low professional level of workers leads to poor handling, causing damage to the property of the enterprise.

Table 2. The behavior of *destroying property* according to age (Unit: %)

Behavior	18-25 years old	26-30 years old
1. Do not follow operation procedures	22.4	0.0
2. Intentionally damage items	4.1	0.0
3. Production items are still usable but have been replaced	26.5	42.9
4. Know about damaged items but don't fix	23.8	28.6

(Source: Survey results in August-October 2019)

The research results show that there is a difference in the age group when considering the acts of destroying property in enterprises of workers. Acts of *do not follow operation procedures* and *intentionally damaging items* occur in workers aged 18-25

² <http://lyluanchinhtri.vn/>, "Lifestyle of workers in industrial zones and export processing zones in the present day", Nguyen Manh Thang, 24 March 2016

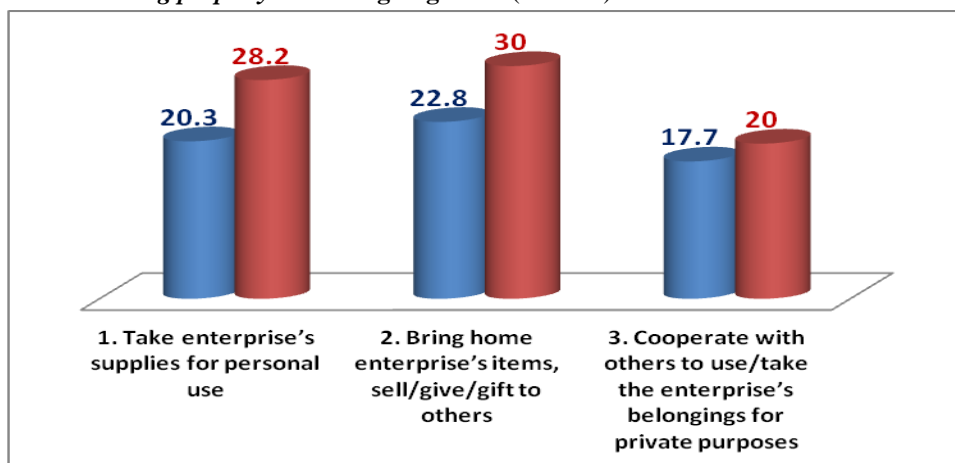
Identifying Workers' Deviant Behavior in Enterprises

years old. This is the youngest age of workers, awareness is still limited, low professional qualifications do not meet the requirements of work, sense of responsibility at work is weak, leading to damage to the equipment of the enterprise. With the act of *production items are still usable but have been replaced*, there is a difference in the two age groups from 18-25 years old (account for 26.5%) and from 26-30 years old (account for 42.9%). With the act of *know about damaged items but don't fix*, there is also a difference between the age group of 18-25 years old (23.8%) and from 26-30 years old (28.6%). In both above behaviors, the age group from 26-30 years old accounted for a higher proportion. This behavior is often caused by the lack of awareness, negligence, and irresponsibility in the work. Thus, it can be seen that the younger age group tends to commit more diverse and serious violations than the 26-30-year-old age group.

Stealing property

The act of *stealing property* of workers in the enterprise is also different in terms of gender, showing in the following table:

Figure 2. The behavior of stealing property according to gender (Unit: %)



(Source: Survey results in August-October 2019)

One of the serious deviant behaviors of workers in IZs is theft. The behavior of *taking enterprise supplies for personal use* in men accounts for 28.2% and in women accounts for 20.3%. The behavior of *bringing home enterprise's items, sell/give/gift to others* in men accounts for 30%, in women accounts for 22.8%. *Cooperate with others to use/take the enterprise's belongings for private purposes* in male workers accounts for 20%, in female workers accounts for 17.7%. Thus, the above behaviors occur more in men than in women. It can be seen that workers in IZs have low education levels, incorrect awareness, and limited knowledge of the law, which leads to committing acts of theft to satisfy personal needs, especially for some young male workers who are easily provoked and tempted to commit illegal acts.

Table 3: The behavior of stealing property according to age (Unit: %)

Behavior	18-25 years old	26-30 years old
1. Take enterprise's supplies for personal use	23.8	28.6
2. Bring home enterprise's items, sell/give/gift to others	23.8	38.1
3. Cooperate with others to use/take the enterprise's belongings for private purposes	21.1	11.9

(Source: Survey results in August-October 2019)

Research results show that there is a difference between age groups for the behavior of stealing property in enterprises. In this correlation, in the age group of 18-25 years old and the age group of 26-30 years old, there is not much difference in the assessment of "done". In this behavior, the age group from 18 to 25 years old and the age group from 26 to 30 years old have a high percentage of committing theft, both in the aspect of "saw" or "done". The similarity in these two age groups is the impulsiveness, lack of awareness, immoral lifestyle, etc. which has caused these groups of workers to have a higher theft rate. At the same time, due to the loose management of enterprises, the act of stealing property in the study area occurred in relatively large numbers.

Box 1

Some of the most serious deviant behaviors of workers in the IZs are theft, gambling, and fighting, causing disorder security by mainly young men workers of the age from 18-25. Statistics of Binh Xuyen District Police show that from the beginning of 2020 until now, Binh Xuyen District Police has received nearly 20 cases of

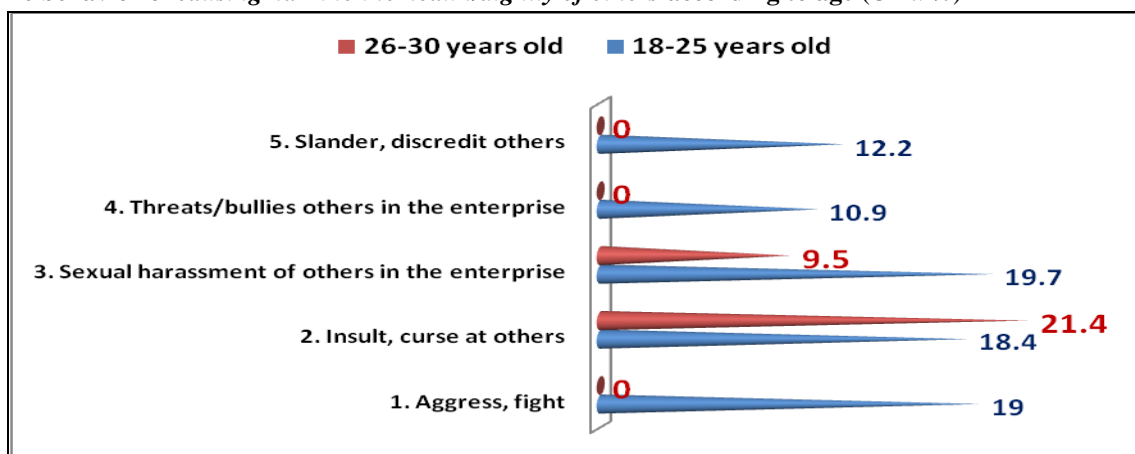
Identifying Workers' Deviant Behavior in Enterprises

property theft from companies in the district. Most of the stolen property are products of manufacturing enterprises, while the perpetrators in many cases are workers of the companies³. Due to their young age and low level of education, workers do not have the right awareness and knowledge of the law.

Causing harm to the health/dignity of others

The act of *causing harm to the health/dignity of others* is different in terms of age, showing in the following table:

Figure 3. The behavior of causing harm to the health/dignity of others according to age (Unit: %)



(Source: Survey results in August-October 2019)

The table shows the rate of workers having “done” acts that damage the health/dignity of others in different age groups. In terms of assessing the “done” behavior of workers in the IZs, the group of workers in age 26 to 30 years old did not admit that they had committed acts of aggressing, fighting, threatening/bullying others in the workplace, slander, discredit others. It can be seen that the group of workers aged from 26 to 30 years old *controls their emotions better than* the group of workers aged from 18 to 25 years old. At a very young age, people often have a big “ego”, like to express themselves, are aggressive, easily are provoked by bad words, and have no experience in handling inconsistency.

The act of *causing harm to the health/dignity of others* is also different in terms of gender, showing in the following table:

Table 4. The behavior of causing harm to the health/dignity of others according to gender (Unit: %)

Behavior	Female	Male
1. Aggress, fight	12.7	16.4
2. Insult, curse at others	19.0	19.1
3. Sexual harassment of others in the enterprise	12.7	20.9
4. Threats/bullies others in the enterprise	8.9	8.2
5. Slander, discredit others	10.1	9.1

(Source: Survey results in August-October 2019)

Through the survey, it is clear that there is a gender difference between male and female employees in terms of behaviors that causing harm to the health/dignity of others, the percentage of men who admit the implementation is higher than that of women. Survey data show that these negative phenomena exist in enterprises with the rate from 8.2% to 20.9%. Due to gender specificity, for male workers, their hot temper and strength, plus stressful working conditions, fatigue during the working process can easily lead to conflict and collisions with each other. However, through the survey, it can be confirmed that these phenomena only exist in some special cases with a low average rate.

Causing harm to work motivation

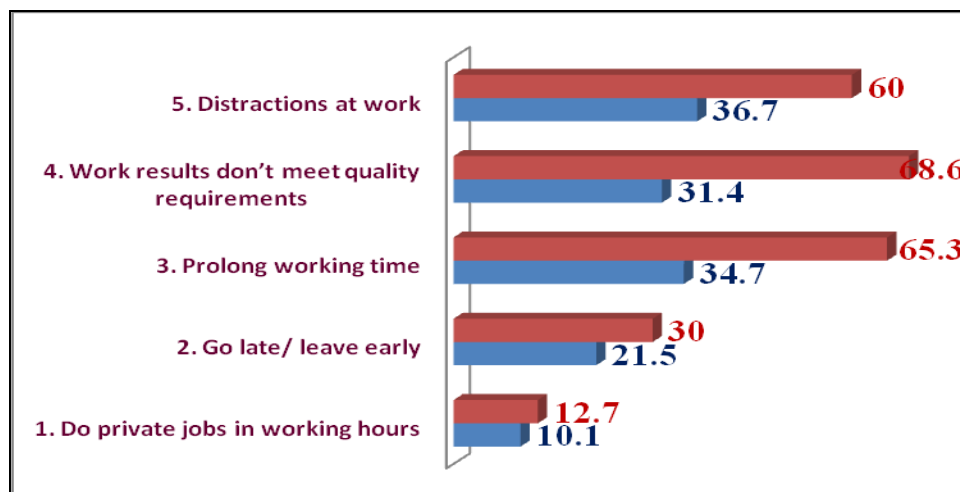
In this group of non-serious violations, there are also differences between male and female workers, specifically:

³ <http://tiengchuong.vn/>, “Social evils surround industrial zones”, 19 July 2018

Identifying Workers' Deviant Behavior in Enterprises

Figure 4. The behavior of causing harm to work motivation according to gender

(Unit: %)



(Source: Survey results in August-October 2019)

Results show that there is a difference between male and female workers in performing the behaviors of causing harm to work motivation at work. Unlike other groups of serious behaviors, in this group, female workers tend to perform behaviors *go late/ leave early* or *distractions at work* at a higher rate than male workers. Because in fact, female workers are still greatly responsible for their families, many of them have to take care of small children, so they have permission for being late/early leaving, which can be unintentionally misunderstood by other workers in the company. From the research results, it can be seen that workers in the IZs are well aware that these behaviors are deviant acts that violate the rules and regulations of the organization. However, workers tend to *compromise and accept* these behaviors more easily than the group of behaviors that seriously affect the organization. One reason is that these acts *have a low level of damage* and belong to the group of violations against regulations, rules, and standards of society and organizations.

The difference in the rate of assessment between female and male workers shows that the impact of gender factors on the deviant behavior of workers in the enterprise, which is: each gender have their response about a specific deviant behavior in different enterprises, acts such as destroying property, stealing property, or causing harm to the health/dignity of others are caused by more male workers than female workers, while the behavior of causing harm to work motivation such as: *go late/ leave early*, *do private jobs in working hours*, etc., women cause it more than men.

Table 5. The behavior of causing harm to work motivation according to age

Behavior	18-25 years old	26-30 years old
1. Do private jobs in working hours	15.0	0.0
2. Go late/ leave early	25.9	28.6
3. Prolong working time	22.4	38.1
4. Work results don't meet quality requirements	57.8	47.6
5. Distractions at work	52.4	42.9

(Source: Survey results in August-October 2019)

The research results show that there is a difference between age groups in “doing” the act of causing harm to work motivation at the enterprise. There is a big difference between workers in the age group of 18-25 years old in terms of the act belonging to the behavior of causing harm to work motivation, but the difference in the rate of “saw” and “done” of the workers in this age group is not much.

The survey data shows that the majority of workers believe that *awareness* plays a very important role in deviant behaviors in the working environment. The proportion of men with serious deviant acts such as: *destroying property*, *stealing property* is higher than women. On the contrary, in less serious behaviors, female workers tend to clearly show the behavior of *go late/ leave early* or *distractions at work* tends to be higher than that of men. The percentage of workers in the age group from 26 to 30 years old who *destroy the property* of the company is higher than the age group from 18 to 25 years old in *all manifestations*. In enterprises, if the rules and regulations are set up strictly, the compliance of employees is also guaranteed in general.

In Quang Minh Industrial Zone, the behavior of *destroying property*, *stealing property*, *causing harm to the health/dignity of others*, or *causing harm to work motivation* are relatively common (in the sample). *Non-serious behaviors such as doing private jobs in working hours, going late/ leaving early, prolonging working hours account for a low rate, but behaviors such as work*

Identifying Workers' Deviant Behavior in Enterprises

results don't meet quality requirements or distractions at work accounts for a relatively high rate. Serious acts such as destroying property, or stealing property in the IZ still occur without being detected or being detected but there is no fine. The deviant behavior of workers in the IZ occurs quite a lot, but the attitude of workers in the IZ is not the same. Workers in the IZ often have a harsh attitude to the deviant behavior caused by others, but they show faint expressions or don't care when that deviant behavior is caused by people who have a close relationship with them or by themselves. Despite having a harsh attitude, workers still "avoid" the shortcomings of others and do not frankly prevent negative manifestations. Through analyzing, assessing the deviant behaviors of workers in the IZ, we found that: *workers have shown signs of violating regulations and rules of the organization with the high frequency and high level of violations.*

In short, the attitude of workers in the IZs toward deviant behavior, besides the influence of ethics, is also greatly affected by the policies, rules, and regulations of the enterprise. Through analyzing and evaluating the deviant behavior of workers in the IZs, we found that: workers have shown signs of violating regulations and rules of the organization with the high frequency and high level of violations. Deviant behaviors (*especially the most unacceptable behaviors*) affect the relationship in the working environment and have serious consequences on the honor, dignity, and health of other workers.

CONCLUSION

The research results have shown the attitude and reaction of the worker on deviant behavior during the work process. Workers understand that deviant behaviors affect the working environment. Depending on each behavior, workers have different attitudes and reactions. In general, most of the workers in IZs come from rural areas, the level of education and technical expertise is low, the agricultural thought is popular with them. Individual socialization environments in rural areas also affect the workers' behavior in enterprises. Therefore, workers are not adapted and have an industrial style. The environment works in enterprises and especially foreign-invested enterprises always demand a strong sense of discipline and industrial style.

Besides, the quality of life, living and working environment of workers are still inadequate and difficult. Infrastructure has not met the demand for living, daily life, and entertainment of workers, which led to many deviant behaviors. In summary, many factors affect the awareness, attitudes, and behaviors of workers in the working environment. Factors that greatly affect deviant behavior are subjective factors belonging to each worker. The awareness of each worker is considered the most important influence factor that can be leading to violations in working activities.

In general, to limit the violations, each worker needs efforts and train on morality. It is also necessary to have a further impact from the family, the Youth Union, labor union to help workers stay away from deviant behaviors which can affect themselves, other workers, enterprises, and society.

RECOMMENDATIONS

To workers: Learn and train to improve the sense of working in enterprises. Frankly counter with deviant behavior of colleagues. Improve the sense of discipline in the working process.

To labor union: Promoting the role of the labor union, well implement the role of an intermediary between enterprises and workers. Develop a harmonious relationship between workers and workers, workers and enterprises.

To Youth Union: Promote the role of the Youth Union of enterprises and residential neighborhoods in organizing the general activities, particularly promote the behaviors which are appropriate with social value, in accordance with regulations of enterprises and law.

To enterprises: Develop rules and regulations to prevent deviant behavior of workers. Employers need to pay attention to the opinions of workers to create a positive working environment, helping employees fulfill their tasks. Build a harmonious relationship to make workers stick with enterprises, loyal to enterprises, which will minimize negative behaviors in the enterprise. Organize polls, movements, and competitions for workers to make them understand that enterprises care for their lives, from which they will devote themselves without deviant behaviors.

This article is the research result within the limited scope of Quang Minh Industrial Zone (with 189 workers) in 2019. Therefore, the conclusions of the article only refer to Quang Minh Industrial Zone, Me Linh, Hanoi at the time of the survey.

REFERENCES

- 1) Do Thi Van Anh (2014), The level of social solidarity and social conflict among the members of the enterprise, Vietnam National University Press, Hanoi.
- 2) Tran Duc Cham (2012), Sociology of crime. National Political Publishing House, Hanoi.
- 3) Do Ngoc Ha "Deviant behaviors of young people: Current situation and solutions", national-level research topic KX03, the year of 2016.
- 4) Luu Song Ha, 2004, Deviant behaviors, Psychology Magazine, issue no. 7, page 44.
- 5) Labor union of industrial zones and export processing zones in Hanoi (2020), Report on the results of the worker movements and labor union activities in 2018, the direction of tasks in 2019.

Identifying Workers' Deviant Behavior in Enterprises

- 6) Special Administrative – Economic Law Drafting Committee, “The report summarizes the operation of industrial zone models, economic zone model, and other similar models”, 30/8/2017, Hanoi.
- 7) <http://lyluanchinhtri.vn/>, “Lifestyle of workers in industrial zones and export processing zones in the present day”, Nguyen Manh Thang, 24 March 2016.
- 8) <http://tiengchuong.vn/>, “Social evils surround industrial zones”, 19 July 2018
- 9) August-October 2019, Survey results in Quang Minh Industrial Zone, Me Linh District, Hanoi.



There is an Open Access article, distributed under the term of the Creative Commons Attribution–Non Commercial 4.0 International (CC BY-NC 4.0) (<https://creativecommons.org/licenses/by-nc/4.0/>), which permits remixing, adapting and building upon the work for non-commercial use, provided the original work is properly cited.