

EMPLOYEE WORK MEANINGLESSNESS AND DEVIANT BEHAVIOUR IN FOUR- STAR HOTELS IN THE SOUTH-SOUTH REGION OF NIGERIA

¹ESSIEN-ABASI, Iyalla, ²Dr. M.D Tamunomiebi, ³Dr. L.I Nwaeke

¹Department of Management, Faculty of Management Sciences, Rivers State University, Port Harcourt

²Department of Management, Faculty of Management Sciences, Rivers State University, Port Harcourt

³Department of Management, Faculty of Management Sciences, Rivers State University, Port Harcourt

Abstract: Workers' behaviour towards their given task or job as well as their organization is a very important tool to any organization to attaining set objectives and improving performance, thus, the aim of this paper is to examine the relationship between employee work meaninglessness and deviant behaviour (production deviance, property deviance, political deviance and personal aggression as its measures) of four star hotels in the south-south region of Nigeria. A cross sectional survey research design was adopted to examine the relationship between the study variables while the unit of analysis was at the micro level that is employees of the studied hotels. Furthermore, from the study population of 982 employees in the four star hotels in the region, 274 sample size was gotten using the Krejcie and Morgan sample size determination formula while questionnaire was used as the research instrument to collect data and out of the 274 questionnaire distributed, 223 were useful for data analysis. The data collected was analyzed using spearman's rank order correlation coefficient with the aid of Statistical Package for Social Sciences. Our findings revealed that meaninglessness significantly affects deviant behaviour of the studied hotels. We therefore recommends that Managers of the four-star hotels should concentrate on employee behaviour in the organization by creating policies that can enhance employee values, freedom, innovation, development, and self-improvement.

Keywords: Meaninglessness; Deviant Behaviour; Hotels.

1. INTRODUCTION

Workers are very essential in ensuring the success of the business firm however; the way to effectively and efficiently utilize and control this important asset of the organization has turn out to be one of the significant questions the organization's human resource unit is endlessly striving to find an answer to. Dealing with diverse behaviours employees manifest at work remains a hydra-headed challenge to managers, especially those in the hospitality sectors. Over time there has been a lot of focus and interest in research on the issue of deviant workplace behaviour because of its tendency to negatively impact employee performance with consequences such as low productivity, conflict, and poor quality of service delivery (Hamilton, Ogbuigwe, and Gabriel, 2017). Further, Gabriel (2016) observed that workplace deviancies are depressing and harmful behaviour that is presently prevailing in lots of today's organizations. The characteristics of the hotel industry and its contributions to the economy necessitate quick attention to manage the factor that may cause

deviant behaviour in the industry. Furthermore, employees sometimes display various behaviours that can be harmful to organizational success which are called deviant behaviour (Spector, Bauer, and Fox, 2010).

Also, this deviant attitude may be because the employee wants to revenge in regards to how badly he or she has been treated in the organization (Farasat and Ziaaddini, 2013). More so, workplace deviant behaviours can often occur when employee notice that the organization is weak in disciplining erring or erred employees through punishment. These type of behaviour has become a major source of organizational threat socially and economically (Orucu and Yıldız, 2014). The economic cost includes money that will be lost as a result of those behaviours as well as the cost sustained in forestalling future incidence of that kind of behaviour (Murphy, 1993). The consequences of workers' deviant behaviour are very damaging to the organization because it can result in reduced or decreased performance, increased cost of maintenance resulting from properties damaged as well as ruining the organization's image (Vigoda, 2002). The negative workplace behaviours certainly do not manifest without being triggered (Kelloway, Lori, Matthew and James, 2010). One possible factor capable of inducing such behaviour could be employee work alienation in the form of employee work meaningfulness.

Employee alienation occurs when the worker's job is not interesting (meaningful) to him or her which make them to be demotivated towards their job. It disconnects workers from their job as well from the organization which manifest in the form of reduction in worker job participation and commitment (Armstrong-Stassen, 2006). It also contains or come to bear as a result of not given chance to be involved in the organization as well as reduced usage of employee skills (Berger, Sedivy, Cisler and Dille, 2008). A worker that is alienated from his or her work lacks commitment in executing given task as well as disengaged from his or her work environments. Furthermore, employee that is suffering from alienation may not be able to perform their organizational requirements due to what he or she is experiencing in the organization (Mendoza and Lara, 2007).

Several scholars have studied some predictors of deviant behaviour which were mostly carried out outside the shore of Nigeria and as well didn't focused on employee work alienation (meaninglessness) and deviant behaviour (Bolton, Becker and Barber, 2010; Christian and Ellis, 2014; Abdul, Rahim, and Azzat, 2016). Therefore, the purpose of this study is to examine the relationship between employee work alienation focusing on employee work meaningfulness and deviant behaviour of four-star hotels in the South-South region of Nigeria.

Statement of the Problem

The hotel industry is where several types of misdemeanor occur such as thievery, bilking, robbery among others. Employees who displayed these deviant behaviour are not often arrested as well not convicted and not reported in most cases (Buzby II and Paine, 2006). Rogoan (2009) observed that workers in the organization inclusive of the hotel sector engage in a high percentage of organizational thefts than did customers in the organization. More so, he observed that in every 15 workers, 1 steals from the organization and that 33% to 75% of workers have display deviant behaviour in one way or the other in the organization as well 42% of women in the organization have in one way or the other have experienced harassment sexually. Also, most of the times the owners or managers of the hotel are aware but keep deaf ears so as to obtain a percentage or commission. The insider such as the bellman, doorman, as well receptionist sometimes encourages these deviant behaviours. More so, some of the deviant behaviour are sometimes displayed in a non aggressive form which makes it difficult sometimes to detect and often leads to reducing the productivity of the organization.

Conceptual Framework

The below framework involves the linkages between meaningfulness (as dimension of employee work alienation; Blauner, 1964) and the measures of deviant behaviour vis-à-vis production deviance, property deviance, political deviance and personal aggression (Robinson and Bennett, 1995).

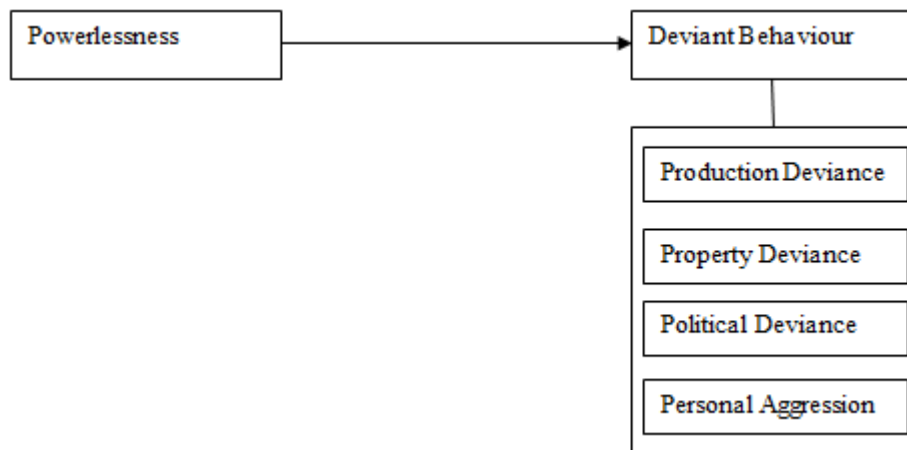


Figure 1: Conceptual frameworks of employees work meaningfulness and deviant behaviour

Source: Desk Research, 2019.

Purpose of the Research

Our study purpose is to examine if Employees Work Meaninglessness can cause Deviant Behaviour in Four-star Hotels in the South-South Region, Nigeria. The specific objectives are to:

- i. Examine the relationship between meaningfulness and production deviance in four-star hotels in the South-South, Nigeria.
- ii. Examine the relationship between meaningfulness and property deviance in four-star hotels in the South-South, Nigeria.
- iii. Examine the relationship between meaningfulness and political deviance in four-star hotels in the South-South, Nigeria.
- iv. Examine the relationship between meaningfulness and personal aggression in four-star hotels in the South-South, Nigeria.

Research Questions

- i. What is the relationship between meaningfulness and production deviance in four-star hotels in the South-South, Nigeria?
- ii. What is the relationship between meaningfulness and property deviance in four-star hotels in the South-South, Nigeria?
- iii. What is the relationship between meaningfulness and political deviance in four-star hotels in the South-South, Nigeria?
- iv. What is the relationship between meaningfulness and personal aggression in four-star hotels in the South-South, Nigeria?

Research Hypotheses

- H01: There is no significant relationship between meaningfulness and production deviance in four-star hotels in the South-South, Nigeria.
- H02: There is no significant relationship between meaningfulness and property deviance in four-star hotels in the South-South, Nigeria.
- H03: There is no significant relationship between meaningfulness and political deviance in four-star hotels in the South-South, Nigeria.
- H04: There is no significant relationship between meaningfulness and personal aggression in four-star hotels in the South-South, Nigeria.

2. LITERATURE REVIEW

Theoretical Background

Social cognitive theory was used as the theoretical background for this study. The theory places emphasis on the way people give interpretation to diverse situations in their environment as well as how they respond to it. More so, the environment has a major influence on the individual and vice versa; this is because each depends on one another (Davis and Powell, 1992). Social cognitive theory states that the conduct of an objective representation of the human being is formed by the exchanges amongst other behaviour, cognition, and the atmosphere of the environment (Bandura, 1986). An individual's behaviour will be influenced by the exposure to particular stimuli (Bandura, 1989). It states that workers are likely to put on behaviour based on what they observed from other workers which result in self corrective process.

Furthermore, Bandura (1986) expressed that a person behavioural activity can be influenced by some aspect in the environment which would alter the individual's cognition, or aptitude, to complete a specific task. What is being theorized about the contagion is that as the deviant behaviour of manager or other employees is being constantly displayed in presence of or towards other employees, they will internalize it when this event occurs repeatedly; thus, they will display some kinds of deviant behaviour in response towards the business and job outcomes. As a consequence, seeing other employees behaving in an unethical way could be used as a reason for engaging in deviant behaviour that after all such behaviour is tolerable in the organization. As long the copied behaviour is not disciplined or condemned, employees will take it as appropriate or allowed behaviour (Ashforth and Anand, 2003). As time goes by, employees will see it as a normal way to behave and participate in related behaviour as well. Thus, if an employee found his work to be meaningless (alienated from work) and he or she display deviant behaviour, may lead to others displaying the same behaviour. Thus to curtail it necessary measure must be taken to reduce employee work meaningfulness in the organization.

Concept of Meaninglessness

Meaninglessness is a dimension of employee work alienation and alienation occurs in an individual when he or she loses touch with others, the world as well its morals and oneself (Nair and Vohra, 2010). More so, Marshall (1999) sees it as an extreme disconnection from the world's objects, other peoples' ideas about the world as well as other individual. Employee alienation takes place when the employee is unable to meet social requirements. Furthermore, Hoy, Blazovsky, and Newland (2003) defined employee work alienation as a worker's feelings of dissatisfaction in relation to his or work environment. Employee work alienation is an emotional circumstance of an employee whereby the employee is estranged from his given task.

The feeling of meaninglessness which causes work alienation occurs when the worker's value and the society's or firm's values do not fit (Ofluoglu and Buyukyilmaz, 2008) and the employee cannot build common goals/objectives with his/her work and organization. It means the lack of ability of an employee to comprehend the work environment. The feeling of meaninglessness is the result of the discrepancy between the employees and the organization's beliefs and values. It has to do with the feelings that one job is not significant and valuable (Suarez-Mendoza, 2008). More so Blauner (1964) observed that it is an employee's lack of understanding on what they contribute to the success of the organization. A meaningless work environment result in emotional threats for the worker, this is because a work environment that is not meaningful to the workers can make him or her insane (Bugental, 2005).

More so, when employees consider their environment to be meaningless, employees generate the feeling that they are neglected in the organization's operations which makes them to isolate themselves from the organization. Thus, workers suffering from meaninglessness misunderstand their environment and situations around them which is mostly connected with lethargy as well as disconnection from the organization (Başaran, 2008).

Concept of Deviant Behaviour

Vardi and Wiener (1996) defined deviant behaviour as any employees' behaviour committed intentionally which violates the organizational norms and values which is also known as dysfunctional behaviour. It is a self-conscious behaviour that is officially related like sabotage of organization's property, time-wasting, and absenteeism (Richards, 2008). This behaviour can be described as any action that can result to impairment for the firm and its members. Without taking the gravity of the dysfunctional behaviour into account, dysfunctional behaviour includes minor inappropriateness such as

smoking, talking loud and tardiness to major behaviour like damaging organization's properties or violence directed toward organization or others' individual (Fleet and Griffin, 2006).

Organizational deviant behaviour can be display in different forms. Organizational workers can display trivial, intense, diplomatic or aggressive behaviour, which at the end result in reduced productivity of the organization. It is broken into two broad categories vis-à-vis organizational and interpersonal deviant behaviour. More so, deviant behaviour was also categorized to include property, production, political and personal aggression (Bennett and Robinson, 2000). They further explain that property deviant behaviour are behaviour that are targeted towards damaging tangibles properties of the firm, it include sabotage, thievery, fraud, among others. Production deviant behaviour are actions of the worker that is not in conformity with organizational values which comes in the forms of alteration of organization's work required (quantity or quality) like lateness, slackness, taking too much time to executing a given task, as well as taking alcohol or smoking when at duty. The property and production forms of deviant behaviour are targeted towards the norms of the organization. Whereas, interpersonal deviant behaviour are displayed behaviours against other individuals in the organization which affect their wellbeing such as gossiping, verbal assault and so on.

Concept of Production Deviance

Bennett and Naumann (2005) expressed that production deviant behaviour involves workers holding back their effort. It can take place in the form of job avoidance, abandoning of given job, social hang about where the performance of the organization as well as that of the worker can decreased. When compare to the other kind of deviant behaviour, production deviant behaviour may perhaps be the least noticeable but most displayed because it is mostly targeted at the organization (Galperin, 2012). More so, production deviant behaviour is not engaged in because of antagonistic intentions (Folger, Ganegoda, Rice, Taylor and Wo, 2013). For instance, interpersonal deviant behaviour such as abusing a co-worker is an active display of bitterness toward a co-worker, but production deviance is a passive pulling out of required job related behaviours. Some examples of production deviant behaviour include intentionally working slowly on a given task, sleeping on duty, wasting organization's resources, absenteeism, cyber loafing, unproductive behaviour and silence.

Concept of Property Deviance

Property deviant behaviours are behaviours workers displayed that harm the tangible assets as well resources of the organization (Bennett and Robinson, 2000). Damaging organizational properties, mistreating organizational classified information, are some of the materialization of property deviant behaviour. More so, workers who misuse the organization's properties are engaging in deviant behaviour. The severity of property deviant behaviour is very high and it entails workers sabotaging organization's properties, thievery, and the disclosure of organization's classified information to unauthorized person or persons (Robinson and Bennett, 1995). Giacalone et al. (2007) define sabotage as employees intentionally damaging company property, reputation, product or service while Greenberg (2009) conceptualizes employee theft as stealing from an organization not co-workers and ranging from petty theft to taking items of considerable value.

Concept of Political Deviance

Political deviance has to do with worker's involvement in social relationship that situates personal and political disadvantages to other individuals. It has to do with worker acts that are likely to hurt other workers in the organization. Furthermore, an employee that is displaying political deviant acts is displaying selfish behaviour that is most of the time against the norms of the organization (Valle and Perrewe, 2000). Practicing favouritism, unhealthy competition between co-workers, compromising organizations' secrets non-constructively, gossiping are examples of political deviance. More so, victims of political deviance suffer from depression which can lead to other workplace deviance such as absenteeism and intentionally doing work wrongly (Everton et al., 2007). In the same vein, Sarwar, Awan, Alam, and Anwar (2010) expressed that political favouritism in the organization increase in the employee negative behaviour. Such favouritism can cost the organization a lot.

Concept of Personal Aggression

Personal aggression has to do with unfriendly and unreceptive behaviour towards others in the organization. Personal aggression as a type of deviant behaviour can be very harmful to the status of the organization as well the targeted

workers. It includes sexual aggravation, stealing from co-workers, embarrassing others, maltreatment of other workers, verbal abuse of co-workers, and threats of physical harm, rape, or sabotaging and endangering other co-workers, co-workers backstabbing.

3. METHODOLOGY

The research design that was adopted is the survey design vis-à-vis correlational design which seeks to determine the connections between employee work meaningfulness and deviant work behaviour. The time horizon that was adopted is cross-sectional while the analysis unit was on the employee of the Four Star Hotels in the South-South Nigeria. The population of this study included four-star hotels in the South-South Nigeria. The six states that make up this region are: Edo State, Delta State, Bayelsa State, Rivers State, Akwa-Ibom State and Cross-Rivers State, however, three (3) Four-star Hotels were found in the region, which include: Hotel Presidential (Rivers State), Ibom Hotel and Golf (Akwa Ibom State), Obudu Cattle Ranch (Cross River State) which made the total population to be 982 employees obtained from the various hotels' human resource managers. These employees include junior staff, middle-cadre staff, senior staff, and management cadre.

Out of the 982 employees in the four-star hotels in the region, 274 employees were used as the sample size gotten through the use of Krejcie and Morgan (1970). Furthermore, we also used cluster sampling to get the number of respondents a hotel been a cluster. More so, selection from the clusters to arrive at sample size was by proportionate sampling complemented with simple random sampling techniques. The proportionate sampling was done using Bowley's (1964) technique in the determination of unit sampling, shown in Table 1 below:

Table 1: Individual Sample Size of the study

Hotels	No. of Employees	Strata Computation	Individual Sample Size
Hotel Presidential, Rivers State.	417	$\frac{274 \times 417}{982}$	116
Ibom Hotel and Golf, Akwa Ibom State.	306	$\frac{274 \times 306}{982}$	86
Obudu Cattle Ranch, Cross River State.	259	$\frac{274 \times 259}{982}$	72
Total	982		274

Source Desk Research, 2019.

More so, employee work meaningfulness is operationalised using Merkhé (2015) work alienation questionnaire and the responses to the questions was rated on a 5-point Likert-type scale ranging from 1 to 5 indicating Strongly Disagree (SD), Disagree (D), Indifference (I), Agree (A), and Strongly Agree (SA) respectively; while deviant behaviour was operationalised using Bennett and Robinson (2000) deviant behaviour questionnaire and the responses to the questions was rated on a 5-point Likert-type scale ranging from 1 to 5 as in the case of meaningfulness. More so, we did some modification on all the instruments applied to fit our study environment.

The validity of the research instrument was further tested using face and content validity, and Cronbach's Alpha was used in testing for the research instrument reliability which show a Cronbach's Alpha greater than 0.7. Specifically the result is as follows: meaningfulness = 0.946; production deviance = 0.969; property deviance = 0.961; political deviance = 0.967 and personal aggression = 0.955. The retrieved questionnaire was 236(86.13%) whereas 38(13.87%) were not retrieved. 13(5.51%) of retrieved ones were useless as were not appropriately filled. Thus, 223 of the retrieved ones indicating 94.49% was useful. Therefore, 223 copies of the retrieved ones were used for analysis. The analysis of collected data was done using the Spearman's Rank Order Correlation Coefficient Statistical with the aid of Statistical Package for Social Sciences (SPSS) within a significance level of 0.05.

4. DATA ANALYSIS AND RESULT

The Strength of the Relationship between Meaninglessness and Production Deviance

The purpose of this section is to determine the level of relationship between meaninglessness and Production Deviance.

Table 2: Correlations Analysis on Meaninglessness and Production Deviance

			Meaninglessness	Production Deviance
Spearman's rho	Meaninglessness	Correlation Coefficient	1.000	.965**
		Sig. (2-tailed)	.	.000
		N	223	223
	Production Deviance	Correlation Coefficient	.965**	1.000
		Sig. (2-tailed)	.000	.
		N	223	223

** . Correlation is significant at the 0.05 level (2-tailed).

Source: SPSS

Table 2 indicates that rho = 0.965 and a PV= 0.000 less than 0.05; it means that the relationship between meaninglessness and production deviance in the studied Four-star Hotels is very strong, positive and significant. Furthermore, to test the corresponding hypothesis that is the hypothesis one, the below table was used.

Table 3: Multiple Regression Analysis Showing Meaninglessness and Production Deviance

Coefficients ^a						
Model		UnStandardised Coefficients		Standardised Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	1.687	.357		4.726	.000
	Meaninglessness	.308	.086	.295	3.173	.002

a. Dependent Variable: Production Deviance

The table 3 above shows a (t_{cal.} =3.173 and t_{crit.} =1.96) at significant level of (P=0.002 < 0.05%) indicates there is significant relationship between meaninglessness and production deviance. Thus, we reject the null hypothesis; we therefore state that meaninglessness had a positive and significant relationship with production deviance in the Four-star Hotels.

The Strength of the Relationship between Meaninglessness and Property Deviance

The purpose of this section is to determine the level of relationship between Meaninglessness and Property Deviance.

Table 4: Correlations Analysis on Meaninglessness and Property Deviance

			Meaninglessness	Property Deviance
Spearman's rho	Meaninglessness	Correlation Coefficient	1.000	.983**
		Sig. (2-tailed)	.	.000
		N	223	223
	Property Deviance	Correlation Coefficient	.983**	1.000
		Sig. (2-tailed)	.000	.
		N	223	223

** . Correlation is significant at the 0.05 level (2-tailed).

Source: SPSS

Table 4 indicates that rho = 0.983 and a PV= 0.000 less than 0.05; it means that the relationship between meaningfulness and property deviance in the studied Four-star Hotels is very strong, positive and significant. Furthermore, to test the corresponding hypothesis that is the hypothesis two, the below table was used.

Table 5: Multiple Regression Analysis Showing Meaninglessness and Property Deviance

		Coefficients ^a				
		UnStandardised Coefficients		Standardised Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	6.584	.390		16.890	.000
	Meaninglessness	.336	.060	.226	3.356	.003

a. Dependent Variable: Property Deviance

Source: SPSS

The table 5 above shows a ($t_{cal.} = 3.356$ and $t_{crit.} = 1.96$) at significant level of ($P=0.003 < 0.05\%$). The ($t_{cal.} = 3.356$ with $P=0.003$), indicates a significant relationship between meaningfulness and property deviance. Thus, we reject the null hypothesis; we therefore state that meaningfulness had a positive and significant relationship with property deviance in the Four-star Hotels.

The Strength of the Relationship between Meaninglessness and Political Deviance

The purpose of this section is to determine the level of relationship between Meaninglessness and Political Deviance.

Table 6: Correlations Analysis on Meaninglessness and Political Deviance

		Meaninglessness		Political Deviance	
Spearman's rho	Meaninglessness	Correlation Coefficient	1.000		.787**
		Sig. (2-tailed)	.		.000
		N	223		223
	Political Deviance	Correlation Coefficient	.787**		1.000
		Sig. (2-tailed)	.000		.
		N	223		223

** . Correlation is significant at the 0.05 level (2-tailed).

Source: SPSS

Table 6 indicates that rho = 0.787 and a PV= 0.000 less than 0.05; it means that the relationship between meaningfulness and political deviance in the studied Four-star Hotels is strong, positive and significant. Furthermore, to test the corresponding hypothesis that is the hypothesis three, the below table was used.

Table 7: Multiple Regression Analysis Showing Powerlessness and Political Deviance

		Coefficients ^a				
		UnStandardised Coefficients		Standardised Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	.277	.203		1.367	.173
	Meaninglessness	.183	.048	.174	2.595	.012

a. Dependent Variable: Political Deviance

Source: SPSS

The table 7 above shows a ($t_{cal.} = 2.595$ and $t_{crit.} = 1.96$) at significant level of ($P=0.012 < 0.05\%$). The ($t_{cal.} = 2.595$ with $P=0.012$), indicates a significant relationship between meaningfulness and political deviance. Thus, we reject the null hypothesis; we therefore state that meaningfulness had a positive and significant relationship with political deviance in the Four-star Hotels.

The Strength of the Relationship between Meaninglessness and Personal Aggression

The purpose of this section is to determine the level of relationship between Meaninglessness and Personal Aggression.

Table 8: Correlations Analysis on Meaninglessness and Personal Aggression

		Meaninglessness	Personal Aggression
Spearman's rho	Meaninglessness	Correlation Coefficient	1.000
		Sig. (2-tailed)	.000
		N	223
Personal Aggression	Personal Aggression	Correlation Coefficient	.985**
		Sig. (2-tailed)	.000
		N	223

** . Correlation is significant at the 0.05 level (2-tailed).

Source: SPSS

Table 8 indicates that rho = 0.985 and a PV= 0.000 less than 0.05; it means that the relationship between meaninglessness and personal aggression in the studied Four-star Hotels is very strong, positive and significant. Furthermore, to test the corresponding hypothesis that is the hypothesis four, the below table was used.

Table 9: Multiple Regression Analysis Showing Meaninglessness and Personal Aggression

		Coefficients ^a				
Model		UnStandardised Coefficients		Standardised Coefficients		
		B	Std. Error	Beta	T	Sig.
1	(Constant)	4.305	.282		15.273	.000
	Meaninglessness	.342	.073	.236	3.579	.003

a. Dependent Variable: Personal Aggression

Source: SPSS

The table 9 above shows a ($t_{cal} = 3.579$ and $t_{crit} = 1.96$) at significant level of ($P=0.005 < 0.05\%$). The ($t_{cal}= 3.579$ with $P=0.003$), indicates a significant relationship between meaninglessness and personal aggression. Thus, we reject the null hypothesis; we therefore state that meaninglessness had a positive and significant relationship with personal aggression in the Four-star Hotels.

5. DISCUSSION OF FINDINGS

Meaninglessness and Production Deviance

The data analysis revealed that there is significant relationship between employee work meaninglessness and production deviant behaviour in the studied hotel. The finding is in line with Nicola (2018) who observed that boredom affects social deviancies behaviour. Also, Valadbigi and Ghobadi (2011) observed that employee work meaninglessness as a form of alienation has been considered as a social phenomenon, a diversity of serious consequences such as workers' removal in the formulation of the job, not paying attention regarding to the employee's competences, seeing employees as a factor of production, converting workers to device, as well ultimately secluding workers from work processes which has led individual employee to lost fit between his value and the organization's values. This has further led the employees to put on deviant behaviour such as the manufacturing of stumpy quality products, engaging in frequent and irrelevant breaks, increased absenteeism and fleeing from ones job as well as disputing with mangers.

Furthermore, individual employee normally have a picture or mindset of the way to perform their jobs in line with the set standards but when the task they perform is not in fit with that sense, a feeling of meaninglessness arose. Thus, when employees are doing a job that is meaningless to them, they may lose commitment and decrease their effort towards the job they are doing and subsequently the work becomes bored to them which may result to some behaviours that are not in consistent with set standards in the firm such as leaving the job early, arriving late and increase in absenteeism and indulging in social and cyber loafing that is deviant workplace behaviour which includes any activities that has to do with

the use of organization's internet for personal activities while working such as buying things on line for personal use, watching movies online or social networking. These above behaviours might affect the productivity of the firm.

Meaninglessness and Property Deviance

The data analysis revealed that there is significant relationship between employee work meaninglessness and property deviant behaviour in the studied hotel which is in accordance with Muhammad, Tahira, Sobia, Raja and Aneela (2013) findings. When a job or work of an employee is meaningless, the employee experience a lack of fulfillment and low organizational sense of worth that may result in low commitment in the organization. The individual employee begins to feel a kind of emptiness due to lack of meaningful work experience. His or her work environment and given job becomes a big hard work for him or her due to work meaninglessness (Chalofsky and Griffin, 2005) which may lead to deviant behaviour such as misusing institutional confidential information, and fraudulent acts in the organization.

According to Marx (1844/1969), meaninglessness as a form of employee alienation result in employee behaving negatively psychologically due to lack of interest in his or her work as a result the employee feels miserable emotionally distorted in the organization. Thus, when an employee perceive or feel that his or her work is insignificant as well not meaningful in the organization, they may have the tendency to create disorder within the workplace through behaviours such as destruction of organization's machinery and other organizational properties.

Meaninglessness and Political Deviance

The data analysis revealed that there is significant relationship between employee work meaninglessness and political deviant behaviour in the studied hotel. In this same direction with the above finding, Uzundu, Nwonyi, and Ugwumbor (2017) expressed that abusive supervision; work tension, work meaninglessness and work overload all significantly affect counterproductive work behaviour. When employees feel that they are not being carried along and their suggestion are not adhered to, they experience a feeling of meaninglessness which might result to gossiping, and blaming co-worker, backbiting and backstabbing in a bit to get favour from management. More so, when employees consider the situations in which they find themselves to be without meaning, the normally feel they are not included in the firm's operations. Workers who experiences meaninglessness often have wrong interpretation of events around him or her which lead them to embark on deviant behaviours (Başaran, 2008).

Employees struggle to find meaning when the employees' work does not have independence, multiplicity, is not daring and there is lack of participation in the organization (Erjem, 2005). When workers have the feeling of meaninglessness in their work, they might tend to indulge in deviant behaviour because giving employee work that is perceived as pointless or meaningless makes them lose commitment and interest. This can result in deviant behaviour politically; an employee who found his or her work meaningless can propagate false rumours about other employees in the organization. Also, employees suffering from meaningless work environment can gossip about other employees in the organization just to demean them in bit to obtain more meaningful job roles or to obtain proper placement in the organization's hierarchy that will be more meaningful to him or her.

Meaninglessness and Personal Aggression

The data analysis revealed that there is significant relationship between employee work meaninglessness and personal aggression in the studied hotel which is also in line with the study of Uzundu et al (2017). When workers feel that their work is meaningless, the employees experiences low satisfaction, commitment, stumpy negative self-worth, as well as reduced organizational outcome and the display of hostile or aggressive behaviour towards other employees in the organization. Meaninglessness might also have a negative influence on deviant behaviour. Therefore, when workers has the feeling of meaninglessness in their job and their work is not valuable, they feel bored which might lead to deviant behaviour like using aggressive words on other employees. Thus, Hirschfeld and Field (2000) expressed that if in the organization employees are powerless and their work meaningless, those factors will cause lots of negative effect on their behaviour. Thus, in the scenario when employees' work is not meaningful to them, they lose motivation in executing their given job.

6. CONCLUSION

From the outcome of data analyzed between employee work meaningfulness and deviant behaviour, it shows that employee work alienation in the form of work meaningfulness is a major factor that affects deviant behaviour in the organization. This confirms the general saying 'the idle mind is the devil's workshop'. In other words, when workers experience alienation in their given job or organization, they can be forced to exhibit various forms of deviant behaviour in the organization. Furthermore, workers' behaviour towards work and the organization is an very important tool to any organization to attaining set purpose and improving performance. Thus, managers must recognize that in every organization they are workers that behave well, while a number of others intentionally or unintentionally demonstrate unscrupulous and boisterous behaviours while carrying out their work in the organization due to work meaningfulness.

Managerial Implication

The outcome of the study shows that in managing an organization, managers should ensure employees are not alienated from their work in the form of work meaningfulness since it has an effect on deviant behaviour in the organization. Workers deviant behaviour in the organization brings about lots of problems to the organization and its members such as monetary cost, emotional trauma and physical problems. Consequently, to minimize these problems, managers especially that of the Four Star Hotels should understand that a major predictor of deviant behaviour is employee work alienation in the form of work meaningfulness. As such, Four Star Hotels' managers must provide a work environment that is void of meaningfulness in any form by encouraging employees' involvement.

7. RECOMMENDATIONS

The following are the recommendation of this study based on the outcome of the study

1. Managers of the four-star hotels should concentrate on employee behaviour in the organization by creating policies that can enhance employee values, freedom, innovation, development, and self-improvement.
2. Also, managers of the four-star hotels should increase the variety of skills of employees in the hotel so as to enable the movement of employees from one skill to another and from one place inside the organization to another which would reduce meaningfulness and isolation that can lead to deviant behaviour in their hotels
3. The social environment of the organization should be improved so that employee communication can be enhanced to avoid boredom that might lead to evil thoughts that can lead to employees' deviance in the organization.

REFERENCES

- [1] Abdul, R.A., Rahim, A.S. & Aizzat, M.N. (2016). Effects of job characteristics on counterproductive work behavior among production employees: Malaysian experience. *International Journal of Business and Development Studies*, 8(1), 117-139.
- [2] Armstrong-Stassen, M. (2006). Determinants of how managers cope with organizational downsizing. *Applied Psychology: An International Review*, 55(1), 1-26.
- [3] Ashforth, B.E., & Anand, V. (2003). The normalization of corruption in organizations. *Research in Organizational Behavior*, 25, 1-52.
- [4] Bandura, A. (1989). Human agency in social cognitive theory. *American Psychologist*, 44, 1175-1184.
- [5] Basaran, I. E. (2008). Organizational behavior of man's production power. Ankara: Ekinoks Yayincilik.
- [6] Bennett, N. & Naumann, S.E. (2005). *Withholding effort at work*. California: Sage.
- [7] Bennett, R.J., & Robinson, S.J. (2000). Development of a measure of workplace deviance. *Journal of Applied Psychology*, 85, 349-360.
- [8] Berger, L.K., Sedivy, S.K., Cisler, R.A., & Dilley, L.J. (2008). Does job satisfaction mediate the relationships between work environment stressors and employee problem drinking? *Journal of Workplace Behavioral Health*, 23(3), 229-244.

International Journal of Novel Research in Marketing Management and Economics

 Vol. 6, Issue 3, pp: (52-64), Month: September - December 2019, Available at: www.noveltyjournals.com

- [9] Blauner, R. (1964). *Alienation and freedom: the factory worker and his industry*. Chicago: University of Chicago Press.
- [10] Bolton, L.R., Becker, L.K., & Barber, L.K. (2010). Big four trait predictors of differential counterproductive work behavior dimensions. *Personality and Individual Differences*, 49(5), 537-541.
- [11] Bowley, A. L. (1926). Measurements of precision attained in sampling. *Bull. Int. Stat. Inst.*, 22, 1-62.
- [12] Bugental, J. F. T. (2005). *The search for authenticity*. New York: Holt, Rinehart and Winston
- [13] Buzby II, W.J. & Paine, D. (2006). *Hotel and motel security management (1st ed.)*. Los Angeles: Security World.
- [14] Chalofsky, N.E. & Griffin, M.J. (2005). It takes a community. *Training and Development*, 59(1), 42-47.
- [15] Christian, J.S., & Ellis, A.P. (2014). The crucial role of turnover intentions in transforming moral disengagement into deviant behavior at work. *Journal of Business Ethics*, 119(2), 193-208.
- [16] Erjem, Y. (2005). A sociological research on high school teachers: the phenomenon of alienation in education and teacher: high school teachers. *Gazi University Journal of Turkish Educational Sciences*, 4 (3), 1-22.
- [17] Farasat, E. & Ziaaddini, M. (2013). Perceived organizational support and deviant behavior. *Journal of Basic Applied Science Resources*, 3, 517-528.
- [18] Fleet, D.V. & Griffin, R.W. (2006). Dysfunctional organizational culture: the role of leadership in motivating dysfunctional work behaviours. *Journal of Managerial Psychology*, 3(2), 21-24.
- [19] Folger, R., Ganegoda, D.B., Rice, D.B., Taylor, R. & Wo, D.X.H. (2013). Bounded autonomy and behavioral ethics: deonance and reactance as competing motives. *Human Relations*, 66(7), 905-924.
- [20] Gabriel, J.M.O. (2016). Supervisors' toxicity as predictor of subordinates' counter-productive work behavior in Nigerian public hospitals. *The Journal of Applied Business Research*, 32(5), 1365-1373.
- [21] Galperin, B. (2012). Exploring the nomological network of workplace deviance: developing and validating a measure of constructive deviance. *Journal of Applied Social Psychology*, 42, 2988-3025
- [22] Greenberg, P. (2009). The rise and prevention- of crime against hotel guests. *The Seattle Times*. Retrieved from <http://community.seattletimes.nwsources.com/archive/?date=19911006&slug=1309348>
- [23] Hamilton, D.I., Ogbuigwe, T. & Gabriel, J.M.O. (2017). Narcissistic bossing and deviant workplace behavior among subordinates in the Nigerian civil service. *International Journal of Arts and Humanities*, 1(9),735-762.
- [24] Hirschfeld, R. R., & Feild, H. S. (2000). Work centrality and work alienation: distinct aspects of a general commitment to work. *Journal of Organizational Behavior*, 21, 789-800.
- [25] Hoy, W.K., Blazovsky, R. & Newland, W. (2003). Bureaucracy and alienation: a comparative analysis. *The Journal of Educational Administration*, 21(2), 109-121.
- [26] Kelloway, E.K., Lori, F., Matthew, P. & James, E. (2010). Counterproductive work behavior as protest. *Human Resource Management Review*, 20, 18-25.
- [27] Marshall, G. (1999). *Dictionary of sociology*. Ankara: Bilim ve Sanat Yayınları.
- [28] Mendoza, M.J.S. & Lara, P.Z.M. (2007). The impact of work alienation on organizational citizenship behavior in the Canary Islands. *International Journal of Organizational Analysis*, 15(1), 56-76.
- [29] Muhammad, J., Tahira, M.T., Sobia, Raja. & Aneela, A. (2013). Study on work place behaviour: role of person-organization fit, person-job fit& empowerment, evidence from Pakistan. *Journal of Business and Management Sciences*, 1(4), 47-54
- [30] Murphy, K. R. (1993). *Honesty in the workplace*. Belmont, CA: Brooks and Cole.

International Journal of Novel Research in Marketing Management and Economics

 Vol. 6, Issue 3, pp: (52-64), Month: September - December 2019, Available at: www.noveltyjournals.com

- [31] Nair, N. & Vohra, N. (2010). An exploration of factors predicting work alienation of knowledge workers. *Management Decision*, 48(4), 600-615.
- [32] Nicola, M. (2018). Boredom and social deviant behavior: an empirical study. *Advances in Applied Sociology*, 8, 174-187.
- [33] Ofluoglu, G. & Buyukyilmaz, O. (2008). Turkey to investigate the causes that impact on coal institution and the size of business establishments alienation. *Public Business Journal*, 9(4), 1-43.
- [34] Orucu, E., & Yıldız, H. (2014). Personal Internet and technology use in the workplace: virtual loss. *Ege Academic Review*, 14(1), 99-114.
- [35] Richards, J. (2008). The many approaches to organizational misbehaviour: a review, map and research agenda. *Employee Relations*, 30(6), 653-78.
- [36] Robinson, S.L. & Bennett, R.J. (1995). A typology of deviant workplace behaviors: a multidimensional scaling study. *Academy of Management Journal*, 38, 555-572.
- [37] Rogoan, P. (2009). Deviant workplace behavior in organizations: antecedents, influences, and remedies. *International Journal of Organizational Analysis*, 2(4), 25-49.
- [38] Sarwar, M., Awan, R., Alam, M., & Anwar, M. N. (2010). Location and gender differences in deviant behaviour among primary school teachers. *International Journal of Business and Management*, 5(12), 97-101.
- [39] Spector, P.E., Bauer, J.A., & Fox, S. (2010). Measurement artifacts in the assessment of counterproductive work behavior and organizational citizenship behavior: Do we know what we think we know? *Journal of Applied Psychology*, 95(4), 781-790.
- [40] Suarez-Mendoza, M. J. (2008). The impact of work alienation on organizational citizenship behaviour in the canary islands, *International Journal of Organizational Analysis*, 15(1), 56-76.
- [41] Uzondu, C.N., Nwonyi, S.K. & Ugwumbor, E.T. (2017). Abusive supervision, work tension and overload as predictors of counterproductive work behavior. *International Journal of Health and Psychology Research*, 5(3), 37-48.
- [42] Valadbigi, A., & Ghobadi, S. (2011). The study of the elements of work alienation: a case study of the Urmia White Cement Factory, Western Azarbayjan province, Iran. *Asian Social Science*, 7(6), 206-221.
- [43] Valle, M. & Perrewe, P.L. (2000). Do politics perception relate to political behaviors? Tests of an implicit assumption and expanded model. *Human Relation*, 53, 359-386.
- [44] Vardi, Y. & Wiener, Y. (1996). Misbehavior in organizations: a motivational framework. *Organizational Science*, 7, 151-165.
- [45] Vigoda, E. (2002). Stress-related aftermaths to workplace politics: the relationships among politics, job distress and aggressive behavior in organizations. *Journal of Organizational Behavior*, 23(5), 571-589.