

عنوان مقاله:

Phenomenology of COVID-19 Pandemic Effects on the Behavior of Staff in the Banking Industry

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نویسندگان:

صادق هدایتی - *Department of Management, Faculty of Economics, Management and Administrative Sciences, Semnan University, Semnan, Iran*

حسین دامغانیان - *Department of Management, Faculty of Economics, Management and Administrative Sciences, Semnan University, Semnan, Iran*

محسن فرهادی نژاد - *Department of Management, Faculty of Economics, Management and Administrative Sciences, Semnan University, Semnan, Iran*

عباسعلی رستگار - *Department of Management, Faculty of Economics, Management and Administrative Sciences, Semnan University, Semnan, Iran*

خلاصه مقاله:

The banking industry staff gained valuable experience during the COVID-19 epidemic. The aim of this study was to investigate the consequences of Coronavirus on employee behavior in the COVID-19 epidemic. To achieve this goal, a study with a qualitative approach and with a phenomenological strategy was conducted. In this study, two main categories of intrapersonal reactions and interpersonal responses were characterized, with the former including six subcategories (negative emotions, change in structure of needs, obsession, stress, fear, and disruption in organizational commitment) and the latter involving three subcategories (abnormal social behavior, abnormal occupational behavior, and abnormal communicative behavior). The variables of fear, stress, burnout, and aggression were exposed to the highest frequency. This study showed that upon the occurrence of novel crises, the organizations should take strategies based on crisis management, e.g., immunizing the workplace, showing emotional and financial support to the personnel, and asking the personnel to change their behavior as members of the community.

کلمات کلیدی:

Behavior of staff, Consequences of COVID-19, phenomenology, Qualitative research methodology

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