

An Empirical Study on Employees' Theft Behavior in Insurance Industry

Authors : B. Khorsandi Talab, M. Kordi

Abstract : It is highly deplorable that every year, theft behavior among employees of the insurance industry is growing throughout the world. A very significant source of contraction (despite many costly technological and widespread security measures) needs to be addressed and prevented. Employee and agent theft cannot be ignored as it causes significant losses to employers. This study investigates the workplace factors that affect the insurance employee and agent theft behavior. Although identifying theft is difficult, this study will help employers to further understand employees' theft behavior. This study was conducted in two service small and medium organizations (two branches of insurance companies) in ALBORZ's capital city, KARAJ. Data has been collected via questionnaire from 30 employees and agents consisting employees and supervisors of branches and agencies. According to the results, it must be acknowledged that compensation, organizational justice, internal control systems, penalties and personal characteristics were associated with employees' theft behavior, it is despite the fact that, no effect could be assumed for organizational ethics and requirement in this case. Nevertheless, poor financial status cannot be considered as the driving factor in pushing employees to steal property as well as increasing their theft behavior. As mentioned earlier, the purpose of this study was to determine the factors contributing to employees' theft (insurance employees and agencies) behavior in insurance organizations in Karaj.

Keywords : service theft, employee theft behavior, work theft, insurance agency, SMEs

Conference Title : ICMBS 2015 : International Conference on Management and Behavioral Sciences

Conference Location : Los Angeles, United States

Conference Dates : September 28-29, 2015