

ORIGINAL ARTICLE**Identifying and Ranking the Factors Affecting the Invisibility of Employees in Organizations****Mohadeseh Nadershahi^{1*}**, **Mohammad Javad Shakeri²**, **Ali Asghar Mobasheri³**

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EXTENDED A B S T R A C T**Introduction**

The emergence of the knowledge-based economy in recent years has transformed global competition into an arena in which talents and human capitals are considered a core competency in creating competitive advantage and sustainable organizational performance. In this new competitive environment, attracting talent has become a very important issue. However, studies have shown that the measures taken in relation to human capital management in current organizations have not always been effective and that many organizations, despite having a large amount of talent and human capital, have not only failed to positively affect the quality and work life experiences of these talents; they have also faced them with many challenges. One of the consequences of employee mismanagement in Iranian organizations is the invisibility of employees, which has faced many challenges for businesses of all shapes and sizes in the country. Therefore, this issue has been examined and studied from different dimensions and with different approaches. However, each of the previous studies has only considered limited aspects or dimensions of this issue, and the lack of a comprehensive and coherent framework in this regard is one of the research gaps in the literature in this field. Therefore, the present study was designed to identify and rank the factors affecting employee invisibility in Iranian organizations using the Type 2 Fuzzy Hierarchy Method.

Methodology

The present study falls into the category of applied research in terms of its purpose and is mixed exploratory in terms of its nature and data collection method. In the qualitative part, the meta-synthesis method was used to identify the factors affecting the invisibility of employees, and in the quantitative part, the identified factors were ranked using the Type 2 Fuzzy Hierarchical Method. The statistical population of the research consists of two main parts. The statistical population in the qualitative part consists of previous studies. While the participants in the quantitative part are academic experts from Fars province. In order to select experts to participate in the study (sample members), a purposive non-probability sampling method was used. The required data in the qualitative section was collected through a literature review and in the quantitative section using a questionnaire.

Findings

In the first part of the research, research questions were formulated. In the second stage, the factors affecting the invisibility of employees in organizations were identified through a literature review. In this regard, first, appropriate keywords were searched in relevant databases in Persian databases to identify the necessary sources. In this stage, 34 articles were identified. Then, the identified articles were evaluated according to their scientific validity, researchers' access to their full text, title, abstract, and content, and finally 28 sources were selected for use in the research. In the next stage, the abstracts and findings of the selected sources were carefully reviewed, and appropriate codes were extracted from each source. After that, the identified codes were reviewed and revised, and by eliminating duplicate codes and combining and integrating similar codes, 15 final codes were identified in the form of three categories of factors, namely organizational factors, job factors, and individual factors, as factors affecting the invisibility of employees in Iranian organizations. The ranking of the identified components indicates that among these three factors, organizational factors have the greatest impact on employee invisibility, and individual and job factors rank second and third in this respect.

Discussion and Conclusion

Although the factors identified in this study have also been emphasized in previous studies, in each of the previous studies, some factors have been identified and some have not been considered. For example, some researchers have only identified organizational factors that are influential in this relationship and have not included other factors in their analyses. Therefore, providing a comprehensive and coherent framework regarding the factors affecting employee invisibility is one of the distinguishing aspects of the present study among the research background. Although some researchers have tried to introduce the factors affecting the invisibility of employees in organizations in a more extensive and complete manner in studies, prioritizing (ranking) these factors according to their degree of impact on the invisibility of employees is an issue that has not been considered in previous studies. Therefore, ranking the factors affecting the invisibility of employees in organizations can be considered as another aspect of distinction and innovation of this study compared to the existing background. Given the applicability of the research, organizational managers can use the results to plan and take necessary measures to prevent or reduce employee invisibility.

KEYWORDS

Invisible Employees, Employee's Mental Absence, Meta-Synthesis, Fuzzy Analytic Hierarchy Process Type 2.



«مقاله پژوهشی»

شناسایی و رتبه‌بندی عوامل مؤثر بر نامرئی شدن کارکنان در سازمان‌ها

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چکیده

با توجه به پیامدهای منفی نامرئی شدن کارکنان در سازمان‌ها و نیاز به شناسایی عوامل مؤثر بر آن در راستای مدیریت این پدیده مخرب، پژوهش حاضر با هدف شناسایی و اولویت‌بندی عوامل مؤثر بر نامرئی شدن کارکنان در سازمان‌های ایرانی اجرا شد. پژوهش حاضر، از نظر هدف در دسته پژوهش‌های کاربردی قرار می‌گیرد و به لحاظ ماهیت و روش گردآوری داده‌ها آمیخته اکتشافی است. به این شکل که در بخش کیفی، با استفاده از روش فراترکیب، عوامل مؤثر بر نامرئی شدن کارکنان شناسایی شد و در بخش کمی، عوامل شناسایی شده با استفاده از روش فازی سلسله‌مراتبی نوع ۲ رتبه‌بندی شدند. جامعه آماری پژوهش در بخش کیفی متشکل از مطالعات پیشین است که در این بین از طریق ارزیابی عنوان، چکیده و محتوای منابع در دسترس، ۲۸ منبع جهت استفاده در پژوهش انتخاب شد. مشارکت‌کنندگان بخش کمی نیز متشکل از خبرگان دانشگاهی استان فارس است که با استفاده از روش نمونه‌گیری هدفمند، ۸ نفر به‌عنوان اعضای نمونه انتخاب شدند. داده‌های موردنیاز در بخش کیفی از طریق مرور و بررسی ادبیات و در بخش کمی از طریق پرسشنامه گردآوری شد. یافته‌ها نشان داد که سه دسته عوامل سازمانی، عوامل فردی و عوامل شغلی می‌توانند نامرئی شدن کارکنان در سازمان‌های ایران را تحت تأثیر قرار دهند.

واژه‌های کلیدی

کارکنان نامرئی، غیبت ذهنی کارکنان، فراترکیب، تحلیل سلسله‌مراتبی فازی نوع ۲.

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