

Study of the Impact of Staff Behavior and Internal Communication on Labor Productivity Case of the Public Company of the Telecom Sector in Algeria

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ABSTRACT

Public telecommunications companies are at the heart of technological change and an evolving economic fluctuation has a considerable impact on the culture of companies. In addition, the Telecoms sector remains a taboo today with the Covid-19 pandemic which has affected all sectors around the world. Indeed, despite this pandemic which persists from day to day, the Telecom sector is still in the path of resistance and continues in its evolution throughout the world. In this perspective, we have boosted our curiosity, especially on the side of employee labor productivity and we carried out field surveys, targeting the personnel of commercial telecommunications agencies in Algeria, precisely in the department of Algiers.

This paper emphasizes on the relationship between performance in the sense of employee behavior towards customers, internal communication between employees to improve the productivity of the company's work.

Keywords: Performance, Behavior, Internal Communication, Company Labor Productivity