

# A STUDY ON THE FACTORS INFLUENCING EMPLOYEE ABSENTEEISM

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## ABSTRACT:

Employee absenteeism is a major problem in most of the organizations. It can be due to stress, health issues, family problems, lack of supervision etc. This study is aimed at finding out the impact of various factors on employee absenteeism. A sample size of 70 was taken and data was collected through questionnaire. Through this study, an idea on how different factors affecting absenteeism was identified. Various organizations were taken for study to get a deep idea on how the factors affected absenteeism.

**Keywords:** Employee Absenteeism, Stress, Welfare, Workers.

## INTRODUCTION

**Absenteeism** is a habitual pattern of absence from duty or obligations without good reason. Generally, it can be said as it is an unplanned process. Poor performance is the result of absenteeism and it can also be said as the breach of contract. Organization faces a major problem regarding this. Absenteeism as an indicator of psychological, medical, or social adjustment to work. Workplace Hazards can happen due to absenteeism at high rate.

Emotional labor and personal reasoning are connected with absenteeism. It can be reduced by connecting employee family issues with employee work life. Work life balance is an important factor to be considered. 100% attendance is hard to achieve in an organization. External factors play an important role in controlling absenteeism. Flexibility helps in easy communication flow.

Absence in the company can be limited in different ways depending on the organization. Good communication helps in reducing absenteeism and bringing flexibility. Absenteeism not only affects the individual(s) work, but also the corporate from a bunch standpoint. Communication remains top priority when handling absenteeism. Communicating and willing to figure together to realize a typical goal may be a main reason that managing this pattern effectively are ways to avoid absenteeism within the workplace.

Stress has long been debated on every department of company as intangible, indefinable, and even as a choice. The issue of stress and its relationship to employee absenteeism has never been quantified within the company. The purpose of this research project is to determine relationship between the various factors and employee absenteeism. To identify factors that influence the employee absenteeism so that the superiors can take necessary steps to improve the morale of employees and they're by ensuring high productivity to the company.

## LITERATURE REVIEWS

**Habeebur Rahman. T (2016)** observed that absenteeism is a big barrier for retail sector and how it's give the inverse effect on organization growth and development. The management of the retail shops needs to approach the problem of absenteeism by focusing on all the major factors identified in the study. Periodical intervention and training programs including some welfare training programs, sponsorship for education, better amenities, enhanced facilities and healthy food could produce better results in curtailing absenteeism and eventual attrition of employees. But all these the efforts also require significant financial commitment from the management in addition to the willingness to bring about a change. The inconsistent policies and unimplementable promises often causes great distress among the employees. a standard procedure for salary increment, defined incentives for better work, fringe benefits and a friendly working environment is needed to reduce the absenteeism among the employees and also absenteeism has been proved to be fatal to the growth of an organization and if unchecked will lead to more attrition and loss of productivity.

**Mr. Soumik Chowdhury (2016)** conducted a study on "A Study of Absenteeism in a Manufacturing Company". Employee expectations from the job are an important aspect. On the other employee growth in the organization is another important factor. Factors causing dissatisfaction such as lack of internal empowerment can decrease the absenteeism level in the organization. The high level of absenteeism can be reduced though introduction of career development programme, appropriate rewards & recognitions, improvement in the quality of work life. In the world of high competition the issue like absenteeism is a great loss to the organization.

**Wilmar b. Schaufeli 1, arnold b. Bakker2 and willem van rhenen(2009).**A study on "How change in job and resources predict burnout, work engagement and sickness absenteeism "Shows the present longitudinal survey among 201 telecom managers supports the Job Demands-Resources (JD-R) model that postulates a health impairment process and motivational process. As hypothesized, results of structural equation modelling analyses revealed that: (1) increases in job demands (i.e., overload, emotional demands, and work-home interference) and decreases in job resources (i.e., social support, autonomy, opportunities to learn, and feedback) predict burnout, (2) increases in job resources predict work engagement, and (3) burnout (positively) and engagement (negatively) predict registered sickness duration ("involuntary" absence) and frequency

(“involuntary” absence), respectively. Finally, consistent with predictions results suggest a positive gain spiral: initial work engagement predicts an increase in job resources, which, in its turn, further increases work engagement.

**Roderick D.Iverson, MaraOlekalns, Peter J.Erwin(2016).** A study on “Affectivity, organizational stressors and absenteeism: a casual model and its consequences” Exclusion of dispositional factors and common method variance has been identified as shortcomings in existing causal models of stress These issues are addressed by testing a causal model of burnout that includes Affectivity and absenteeism. Data on these variables, role stress, workload, autonomy, social support, and job satisfaction were collected from 487 health-care workers. Positive (PA) and negative (NA) affectivity differentially affected these variables: NA predicted low social support and job satisfaction, and high emotional exhaustion and depersonalization; PA showed the reverse pattern. Also, whereas NA was associated with increased workload, PA resulted in higher personal accomplishment, greater autonomy and lower absenteeism. In terms of moderator effects, the results indicated that high NA experienced greater depersonalization from co-worker support than low NA. Conversely, high NA experienced lower depersonalization from peer support than low NA. A possible explanation may be that co-worker and peer support produces a misfit between available (i.e., informational) and preferred (i.e., emotional) coping strategies. These results have implications for broad strategies such as stress management programs, which may have differential outcomes depending on dispositional affect.

- **Nader Ahmad Abu Sheikha; Abdul Razeq** studied Administrative Factors Affecting Employees Absenteeism in Academic and Public Libraries in Jordan. Study findings revealed that poor organizational structure, improper work climate, poor leadership and communication processes, the absence of sensible employment policies, poor supervision, and managers’ passiveness are administrative factors negatively affecting employees’ absence from work. Statistical analysis of mean values revealed that there is a significant statistical difference, at the  $\alpha=0.05$  level, between all administrative factors attributed to respondents’ personal characteristics and occupational variables.

## RESEARCH METHODOLOGY

**Primary data-** The data is collected from various organizations in Idukki District.

**Secondary data-** Secondary data is data gathered from studies, surveys that have been run by other people or for other research

## OBJECTIVES OF THE STUDY

- To understand the various factors that influences the rate of absenteeism
- To study and analyze the impact of various factors on employee absenteeism in various organizations

## RESEARCH DESIGN

The research design used in this study is descriptive research. Two sources of data have been used for conducting the study. Survey method was used to collect the primary data. Secondary Data: Secondary data was collected through journals, internet, research papers etc. Five point Linker Scale was used to develop the questionnaire. It consists of 5 response choices i.e. strongly Agree- 1, Agree - 2, Neutral-3, Disagree - 4 and Strongly Disagree - 5.

## SAMPLING METHOD

The sampling method used in the survey was Convenience Sampling method.

## SAMPLE SIZE:

Sample size determination is the act of choosing the number of observations or replicates to include in a statistical sample. In this research sample size of 70 is selected form a population of 500 from various organizations in Idukki district

## DATA ANALYSIS AND INTERPRETATIONS

## FACTORS INFLUENCING ABSENTEEISM

Quality of work life of the employees in an organizations is influenced by many factors like stress, work environment, lack of supervision, health, personal problem, family problem, work satisfaction, long working hours.

**FRIEDMAN TEST****Ranks**

Factors	Mean Rank
Stress	2.17
Lack of supervision	3.97
Work environment	6.50
Health	3.74
Personal problem	4.26
Family problem	4.64
Work dissatisfaction	5.31
Long working hours	5.42

The above table depicts the mean rank obtained for the factors influencing absenteeism

The mean ranks obtained for the 8 factors behind the absenteeism are stated above. The lower the ranks, the higher will be the preference. As per Table given above, the highest preference is given to stress (mean rank 2.17), Lack of supervision (mean rank 3.97) and Health (mean rank 3.74).

To have a clear assessment of the factors influencing absenteeism, Friedman test is used to test the following hypotheses.

H0: Rank preferences are not significant in the factors influencing absenteeism

H1: Rank preferences are significant in the factors influencing absenteeism.

**Test Statistics**

N	100
Chi-Square	199.317
df	7
Asymp. Sig.	.000

**Friedman Test**

Test Statistics of factors influencing absenteeism

## Interpretation

The  $\chi^2$  statistic provides a value of 199.317, which is significant at 5 percent level of significance ( $p=0.000<0.05$ ). Therefore, the null hypothesis of “Rank Preferences are not significant in the factors influencing the absenteeism” is rejected. This indicates that the rank preferences are significant in the factors influencing the Absenteeism. From the analysis it is found that the most important factor that influences absenteeism is stress.

## FINDINGS

- Leaves provided in the organization are satisfying and employees are not expecting more number leaves in the organization
- Through this survey we have found that stress is the main reason for absenteeism
- Depending on the department which they are working some employees are stressed
- Majority of the employees are able to maintain their personal and professional life
- Employees lack both intrinsic and extrinsic motivation
- Employees are satisfied with the sick leave ,national holidays and maternity benefits provided within the organization
- Employees remain absent for two or more than two days in a month often
- Absenteeism can lead to delayed performance and may lead to overtime
- Employees find it difficult to work for long hours continuously.
- Stress and health issues are the two sub factors that cause absenteeism
- Organization lack proper performance appraisal system
- There is no proper supervision on employees which may lead to high absenteeism.

## 6.2 SUGGESTIONS

- Proper performance appraisal system should be implemented in the organization
- Hourly wage system can be adopted to reduce absenteeism and to prevent early going and late coming
- Extrinsic motivation like ,rewarding employees with monetary benefits can be adopted for their exemplarily performances
- Welfare facilities like day care facilities in the hospital can reduce absenteeism due to family problems
- Division of work among employees should be properly coordinated in the department which creates a feeling in employees that their absence would create an obstacle to the department

- Discrimination in providing different pay scales to employees having equal qualification and experience should be avoided.
- Employees should be appreciated and rewarded for not being absent in a month or likewise
- Particular person should be appointed to check whether the employees are being punctual
- Maintain proper records of absenteeism of a particular employee, so that he can be evaluated based on his performance
- Job enrichment can be adopted for jobs which are not defined properly
- Transportation facilities for employees at long distance can bring down the rate of early going and late coming

### 6.3 CONCLUSION AND SCOPE OF FUTURE RESEARCH

This study was conducted to acquire knowledge about various factors and its impact on absenteeism.

To recapitulate, absenteeism is a factor which can affect the productivity and efficiency of the company. Labour loss is an evident result of absenteeism. Hence by having an effective management of absenteeism and to regulate an authentic way to manage the rate of absenteeism productivity and efficiency can be retained and maintained properly.

Through this study, it can be concluded that stress is not the major reason for absenteeism in the organization. Other reasons like lack of supervision lack of proper performance appraisal system may result in absenteeism.

This study has indeed contributed for future research. A study on which analysis of the regularity causes and the causes of low productivity, labour loss due to absenteeism etc. can be researched. By having such an analysis, a proper study on rate of absenteeism and analysis on the labor attrition due to absenteeism can be done. Study on other aspects such as Sickness presenteeism and sickness absenteeism, affectivity, organizational stressors and absenteeism, work stain, health and absenteeism and to predict burnout, work engagement and sickness absenteeism can also be subjected to further research in the future.

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