

A Study on Employee Absenteeism with Special Reference to Tea Factory's, The Nilgiris District

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ABSTRACT

The problem of absenteeism can be mentioned as one of the acute problems faced by the management or any industry. In India, the problem of absenteeism has assumed a greater magnitude than in other countries of the world. Absenteeism is an intricate problem. It requires a comprehensive and integrated approach. It cannot be solved through punishment and disciplinary actions alone. Thus, absenteeism affects the individual, the industry and the society as a whole. So a study had been conducted on "Employee Absenteeism" with a sample of 50 employees and data had been collected through a structured questionnaire. Statistical tools applied are Simple Percentage.

Keywords: Absenteeism, Employees, Company Management, Performance.

INTRODUCTION

Absenteeism is a serious workplace problem and an expensive occurrence for both employers and employees seemingly unpredictable in nature. A satisfactory level of attendance by employees at work is necessary to allow the achievement of objectives and targets by a department. Employee Absenteeism is the absence of an employee from work. It is a major problem faced by almost all employers today. Employees are absent from work and thus the work suffers. Absenteeism of employees from work leads to backlogs, piling of work and thus work delay. Absenteeism is of two types –

1. INNOCENT ABSENTEEISM

Is one in which the employee is absent from work due to genuine cause or reason. It may be due to his illness or personal family problem or any other real reason

2. CULPABLE ABSENTEEISM

Is one in which a person is absent from work without any genuine reason or cause. He may be pretending to be ill or just wanted a holiday and stay at home.

Many employees will, on occasion, need a few days off work because of illness, however, when absences become more frequent or long term and reach an unacceptable level, action by management is necessary. Absence from work can be expensive in both monetary and human terms. The costs incurred when an employee is absent from work may include:

- (i) Replacing the employee or requiring other staff to cover the absence
- (ii) Inability to provide services, or achieve section and departmental objectives
- (iii) Low morale and general dissatisfaction from other staff, particularly if the absence is perceived as unwarranted.

REVIEW OF LITERATURE

Onikayi (2015) this study examined the effect of absenteeism on corporate performance. Cadbury Nigeria Plc, Ikeja was used for the case study. The descriptive survey method of research was used and primary data were collected by the users of the questionnaire. The primary data collected were processed by the use of a statistical package for social sciences (SPSS). Multiple Regression statistical method was used to analyses and test the research hypotheses at 0.05 level of significance. The findings of the study showed that there was a significant relationship between Absenteeism and corporate performance. The F test carried out for the model revealed that $p < 0.05$ which means the model is statistically significant. Based on the findings, it was recommended that organizations should identify the causes of workers absenteeism and seek means of reducing it, avoid regular hiring and firing of staff, discourage workers from taking irrelevant excuses to be absent from work by ensuring that workers are paid based on the hourly rate system and ensure that staff are motivated by paying them commensurate wage rate that will encourage them to remain on the job and improve their performance.

Priya (2015) Absenteeism means either habitual evasion of work or willful absence as in strike action. It affects the labor turnover directly, it has to be taken as a serious problem and necessary care to be taken to control, labor turnover is the major criteria, which decide on the growth of the industry, and which in turn has an impact on the growth of the economy. It is a major problem faced by almost all employers today. When employees are absent from work and thus the work suffers. This study is to find out the employee absenteeism in various home appliances limited. A questionnaire was framed with a sample of 65 questions for a better understanding of employee's attitudes towards work. The study is derived by using statistical tools ANOVA test, independent sample T-test, Kruskal Wallis One Way Analysis, One sample test. This study enhanced the researcher to understand the ways to find the employee's attitude towards work.

Habeebur Rahman.T (2016) Absenteeism is one of the major human problems of Indian textile industries. Absenteeism is the term generally used to refer to unscheduled employee absences from the workplace. It is a habitual pattern of absence from a duty or obligation. Absenteeism is a big barrier for any kind of organization because of its effect on organization growth. This research shows how absenteeism is a big barrier for the retail sector and how it gives an inverse effect on organization growth and development. T-Nagar is the highly crowded area in Chennai (Tamil Nadu) and every day there is an enormous number of people visiting especially for shopping purposes. People from the different area visit T-Nagar for purchasing clothes. The textile shops earn a huge amount of profit especially during vacations, i.e., Festival season, Marriages, Birthdays, Anniversary and so on. Hence it is important for every employee to be present in the shop in order to attend the customers. Due to this problem the researcher has focused on "A Study on Causes of Absenteeism among Employees in Retail Shops (With Special Reference to Textiles, T-Nagar Chennai)", organized and unorganized retail industry.

Morten Bennedsen (2017) we use detailed information on individual absent spells of all employees in 2,600 firms in Denmark to document large differences across firms in average absenteeism. Using employees who switch firms, we decompose absent days into an individual component (e.g., motivation, work ethic) and a firm component (e.g., incentives, corporate culture). We find that the firm component explains a large fraction of the difference in

absenteeism across firms. We present suggestive evidence of the mechanisms behind the firm effect. After controlling for the selection of employees into firms, family firm status and concentrated ownership are strongly correlated with decreases in absenteeism.

Monisha.M (2017) Absenteeism is one of the major problems faced by many organizations. The growth of the industry is mainly affected due to absenteeism. The productivity and efficiency of the workers will be wasted if skilled employees go away from work for a long time due to social factors, personal factors, and economic factors. The growth of the organization will go down if the human resources are wasted unnecessarily. To avoid these problem effective measures has to be taken. But this problem of absenteeism cannot be solved suddenly. We can reduce the problem to some extent by taking proper remedies.

STATEMENT OF THE PROBLEM

Absenteeism has become a major problem in almost all industrial sectors. Excessive absenteeism constitutes a considerable cost to the industry even when the absent employee receives no pay. Because of the disorganization of work, work schedules are upset and delayed, resulting in the management failed to meet delivery dates. When sick pay is authorized, the cost of absenteeism mounds up more rapidly. It is, therefore, desirable that measures are effectively implemented to minimize the cost of absenteeism as far as possible. In the light of various factors promoting excessive rate of absenteeism in the units concerned, measures will have to be taken by the management. Generally speaking, proper conditions of work in the factory, adequate wages leave for rest and recuperation constitute the most effective means of minimizing the cost of absenteeism. The provision of suitable housing facilities in industrial towns would also go a long way in improving attendance. Unless working and living conditions are improved and the necessary commitment of the labor force in the place of work is promoted and stabilized, the problem of absenteeism cannot be effectively solved.

RESEARCH METHODOLOGY

Research is derived from the French word “research” i.e. research which mean to seek again. Research can be defined as the search for knowledge or any systematic investigation to establish facts.

The Methods, Tools, Techniques used in the process of Research can be termed as the Research Methodology.

OBJECTIVES OF THE STUDY

- To identify the level of absenteeism in the organization.
- To find out whether the employees are satisfied with their jobs and their job security.
- To know about the opinion of employees regarding the organization's environment.

DATA COLLECTION METHODS

The data are collected from both primary and secondary sources. The primary data were collected from the respondents through the questionnaire. The secondary data were collected from books, magazines; net, etc. the researcher collected the data from the employees directly under the guidance of the HR manager of the company.

TOOLS USED FOR THE STUDY

- Simple percentage analysis

PERCENTAGE ANALYSIS

Percentage refers to a special kind of ratio. Percentage is used for making a comparison of two or more series of data.

Formula

$$\frac{\text{Number of respondents}}{\text{Total number of respondents}} \times 100$$

DATA ANALYSIS AND INTERPRETATIONS

The data collected through various sources have been analyzed in the following pages.

PERCENTAGE ANALYSIS

TABLE-1 SHOWING AGE OF RESPONDENT

AGE	NO OF RESPONDENTS	PERCENTAGE (%)
20-30 YEARS	23	46
31-40 YEARS	18	36
41-50 YEARS	7	14
51-60 YEARS	2	4
TOTAL	50	100

Source: Primary Data

INTERPRETATION

The above table shows that 46% of respondents are between 20-30 years of age, 36% are between 30-40 years, 14% are between 40-50years, 4% are between 50-60years of age.

TABLE-2 SHOWING GENDER OF RESPONDENTS

GENDER	NO OF RESPONDENTS	PERCENTAGE (%)
MALE	31	62
FEMALE	19	38
TOTAL	50	100

Source: Primary Data

INTERPRETATION

The above table shows that 62% of respondents are male and 38% of respondents are female.

TABLE-3 SHOWING DEPARTMENT OF RESPONDENTS

DEPARTMENT	NO OF RESPONDENTS	PERCENTAGE (%)
HUMAN RESOURCE	17	34
MARKETING	19	38
FINANCE	14	28
TOTAL	50	100

Source: Primary Data

INTERPRETATION

The above table shows that 34% of respondents are Human resource departments, 38% of respondents are the marketing department and 28% of respondents are the Finance department.

TABLE-4 SHOWING EXPERIENCE OF WORKERS

YEARS OF EXPERIENCE	NO OF RESPONDENTS	PERCENTAGE (%)
1 YEAR	12	24
2 YEARS	14	28
3 YEARS	13	26
4 YEARS	5	10
MORE THAN 4 YEARS	6	12
TOTAL	50	100

Source: Primary Data

INTERPRETATION

The above table shows that 24% of employees working in the organization are having 1 year experience, 28% are having 2 years' experience, 26% are having 3 years' experience, 10% are having 4 years' experience and 12% are having more than 4 years.

TABLE-5 SHOWING THE SATISFACTION OF RESPONDENTS WITH THE PRESENT WORKING ENVIRONMENT

OPINION	NO OF RESPONDENTS	PERCENTAGE (%)
HIGHLY SATISFIED	10	20

SATISFIED	19	38
MODERATELY SATISFIED	11	22
DISSATISFIED	6	12
HIGHLY DISSATISFIED	4	8
TOTAL	50	100

Source: Primary Data

INTERPRETATION

The above table shows that 20% of the employees are highly satisfied with the present working environment of the company. 38% are satisfied, 22% are just moderately satisfied, 12% are dissatisfied and 8% are highly dissatisfied with it.

TABLE-6 SHOWING THE SATISFACTION OF RESPONDENTS WITH THEIR TRAINING PROGRAM

OPINION	NO OF RESPONDENTS	PERCENTAGE%
HIGHLY SATISFIED	7	14
SATISFIED	11	22
MODERATELY SATISFIED	17	34
DISSATISFIED	12	24
HIGHLY DISSATISFIED	3	6
TOTAL	50	100

Source: Primary Data

INTERPRETATION

The table shows that the majority of the respondents i.e. 34% are moderately satisfied with the training program, 24% are dissatisfied, 22% are satisfied, 14% are highly satisfied and 6% are highly dissatisfied with it.

TABLE-7 SHOWING THE SATISFACTION OF RESPONDENTS WITH THE HEALTH SCHEMES AND SAFETY MEASURES

OPINION	NO OF RESPONDENTS	PERCENTAGE%
HIGHLY SATISFIED	9	18
SATISFIED	16	32
MODERATELY SATISFIED	14	28
DISSATISFIED	7	14

HIGHLY DISSATISFIED	4	8
TOTAL	50	100

Source: Primary Data

INTERPRETATION

The table shows that majority i.e. 32% of the respondents are satisfied with the health schemes and safety measures, 28% are moderately satisfied, 18% are highly satisfied, 14% are dissatisfied and 8% are highly dissatisfied with it.

TABLE-8 SHOWING OPINION OF RESPONDENTS ABOUT SALARY PACKAGE

OPINION	NO OF RESPONDENTS	PERCENTAGE (%)
HIGHLY SATISFIED	9	18
SATISFIED	19	38
MODERATELY SATISFIED	9	18
DISSATISFIED	7	14
HIGHLY DISSATISFIED	6	12
TOTAL	50	100

Source: primary data

INTERPRETATION

The table shows that 18% of the employees are highly satisfied with the salary package offered by the company, 38% are satisfied, 18% are moderately satisfied, 14% are dissatisfied and 12% are highly dissatisfied with it.

TABLE-9 SHOWING THE SATISFACTION OF WORKERS WITH THEIR NON-MONETARY INCENTIVES

OPINION	NO OF RESPONDENTS	PERCENTAGE (%)
HIGHLY SATISFIED	9	18
SATISFIED	16	32
MODERATELY SATISFIED	16	32
DISSATISFIED	5	10
HIGHLY DISSATISFIED	4	8
TOTAL	50	100

Source: primary data

INTERPRETATION

The table shows that 18% are highly satisfied with the non-monetary incentives given by the company, 32% are satisfied, 32% are moderately satisfied, 10% are dissatisfied, 8% are highly dissatisfied with it.

TABLE-10 SHOWING THE SATISFACTION OF WORKERS WITH THE JOB ROTATION

OPINION	NO OF RESPONDENTS	PERCENTAGE (%)
HIGHLY SATISFIED	11	22
SATISFIED	15	30
MODERATELY SATISFIED	14	28
DISSATISFIED	7	14
HIGHLY DISSATISFIED	3	6
TOTAL	50	100

Source: primary data

INTERPRETATION

The table shows that 22% of respondents are highly satisfied with the job rotation, 30% are satisfied, 28% are moderately satisfied, 14% are dissatisfied and 6% are highly dissatisfied with it.

TABLE-11 SHOWING THE SATISFACTION OF WORKERS WITH THE MEDICAL FACILITIES

OPINION	NO OF RESPONDENTS	PERCENTAGE (%)
HIGHLY SATISFIED	9	18
SATISFIED	14	28
MODERATELY SATISFIED	17	34
DISSATISFIED	6	12
HIGHLY DISSATISFIED	4	8
TOTAL	50	100

Source: Primary data

INTERPRETATION

The table shows that 18% of respondents are highly satisfied with the medical facilities, 28% are satisfied, 34% are moderately satisfied, 12% are dissatisfied, 8% are highly dissatisfied with it.

TABLE-12 SHOWING THE SATISFACTION OF WORKERS WITH THE CANTEEN FACILITY

OPINION	NO OF RESPONDENTS	PERCENTAGE (%)
HIGHLY SATISFIED	3	6
SATISFIED	7	14
MODERATELY SATISFIED	9	18
DISSATISFIED	17	34
HIGHLY DISSATISFIED	14	28
TOTAL	50	100

Source: primary data

INTERPRETATION

The table shows that the majority of the respondents i.e. 34% are dissatisfied with the canteen facility 28% are highly dissatisfied, 18% are moderately satisfied, 14% are satisfied and 6% are highly satisfied with it.

TABLE-13 SHOWING THE SATISFACTION OF WORKERS WITH THE GRIEVANCE HANDLING FACILITY

OPINION	NO OF RESPONDENTS	PERCENTAGE (%)
HIGHLY SATISFIED	8	16
SATISFIED	14	28
MODERATELY SATISFIED	15	30
DISSATISFIED	7	14
HIGHLY DISSATISFIED	6	12
TOTAL	50	100

Source: primary data

INTERPRETATION

The table shows that 16% of respondents are highly satisfied with the grievance handling facility, 28% are satisfied, 30% are moderately satisfied, 14% are dissatisfied and 12% are highly dissatisfied with it.

TABLE-14 SHOWING THE SATISFACTION OF WORKERS WITH THE RELATIONSHIP WITH THEIR PEER TEAM AND SUBORDINATES

OPINION	NO OF RESPONDENTS	PERCENTAGE (%)
HIGHLY SATISFIED	13	26

SATISFIED	18	36
MODERATELY SATISFIED	10	20
DISSATISFIED	7	14
HIGHLY DISSATISFIED	2	4
TOTAL	50	100

Source: primary data

INTERPRETATION

The table shows that 26% are highly satisfied with the relationship with their peer teams and subordinates, 36% are satisfied, 20% are moderately satisfied, 14% are dissatisfied and 4% are highly dissatisfied.

TABLE-15 SHOWING THE EMPLOYEES TAKE PART IN ANY SOCIAL ACTIVITIES

OPINION	NO OF RESPONDENTS	PERCENTAGE (%)
YES	21	42
NO	29	58
TOTAL	50	100

Source: primary data

INTERPRETATION:

The table shows that 42% of respondents take part in social activities and 58% do not.

TABLE-16 SHOWING THE OPINION OF RESPONDENTS TOWARDS TAKING PART IN ANY SOCIAL ACTIVITIES LEADS TO ABSENTEEISM

OPINION	NO OF RESPONDENTS	PERCENTAGE (%)
YES	17	34
NO	33	66
TOTAL	50	100

Source: primary data

INTERPRETATION

The table shows that 34% of the respondents say yes to the opinion that taking part in social activities leads to absenteeism and 66% say no to it.

TABLE-17 SHOWING THE EMPLOYEES WHICH HAVE BEEN SUBJECTED TO DISCIPLINARY ACTIONS FOR ABSENT

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
ORAL WARNING	12	24
WRITTEN WARNING	10	20
MEMO	10	20
SUSPENSION	2	4
DEMOTION	1	2
NONE	15	30
TOTAL	50	100

Source: primary data

INTERPRETATION

The table shows that 24% of employees which have been subjected to oral warning for absent, 20% subjected to written warning, 20% subjected to memo, 4% subjected to suspension, 2% subjected to demotion and 30% of employees do not have been subjected to any disciplinary actions for absent.

FINDINGS, SUGGESTION, AND CONCLUSION

FINDINGS

1. From the age-wise distribution of the respondents, it is found that the majority of the respondents fall in the age group between 20-30 years.
2. From the gender distribution of the respondents, it is found that most of the respondents are male i.e. 62%.
3. From the department distribution of the respondents, it is found that the majority of the employees are working in the marketing department i.e. 38%.
4. From the distribution of the respondent's experience, it is found that majority of the respondents have an experience of 2 years.
5. Majority of the respondents are satisfied with the present working environment i.e.38%
6. The majority of the respondents i.e. 34% are moderate with the training program provided by the company.
7. The majority of the respondents are satisfied with the health schemes and safety measures provided by the organization i.e.32%.
8. From the salary package distribution, it is found that 38% of the respondents are satisfied.

9. The majority of the respondents are equally satisfied and moderate with the non-monetary incentives given by the organization i.e. 32%.
10. The majority of the respondents are satisfied with the job rotation provided by the organization i.e. 30%.
11. The Majority of the respondents are moderate with the medical facilities i.e. 34%
12. The majority of the respondents are dissatisfied with the canteen facilities i.e. 34%.
13. The majority of the respondents are moderate with the grievance handling procedure i.e. 30%.
14. From the distribution of respondents according to their relationship with their peer teams and subordinates, it is found that the majority of the respondent is satisfied with the relationship.
15. The majority of the respondents are not participating in any social activities.
16. The majority of the respondents feel that social activities do not cause absenteeism.
17. The majority of the respondents do not have been subjected to disciplinary actions for absent.

SUGGESTIONS

- Transport facilities should be provided by the company especially for those employees who have to travel long distances.
- The workers should provide healthy working conditions facilities of drinking water and restrooms need to be improved.
- The salary packages, wages, and incentives system must be monitored frequently to ensure that all employees get their right dues. Educational status is very poor & separate using has to be formed for the same to
- Improve the skill in the technical & non-technical fields.
- A separate identity card special allowance can be provided for the workers.
- Proper working hours with reasonable breaks have to be amended & weekly holidays should be mandatory.
- Getting salary by coupon will lead the high corruption & paying by cash will lead to
- Exploitation, hence bank transactions will save their money.
- Separate with sanitary good condition toilets are required & first aid boxes, 3 - 4 medical checkup per year are also needed.
- The payment has to be provided to the labor sufficiently which is enough to maintain 4 members in a family.
- Drinking water bore well should be planned properly.
- Physically challenged persons should be given priority in job opportunities.

- Gloves uniforms & weather-related clothing should be provided periodically.
- Educational & housing facilities have to be improved with transportation facilities should be provided.

CONCLUSION

As a result of the study, I found that most of the employees are satisfied with the leave facilities and procedure for taking leave in the organization. For some of the employees, the reason for absence is their involvement in social activities. Most of the employees are satisfied with their jobs and job security. Effective steps, by incorporating the suggestions put forward in this report, will definitely help in this regard. The project has helped me to a great extent to know the causes of absent.

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