

A STUDY ON EMPLOYEES ABSENTEEISM IN SOUTHERN AUTO CASTING PRIVATE LIMITED, CHENNAI

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ABSTRACT

Employee absenteeism is a universal manifestation and it is an important subject on the worldwide itinerary. Absenteeism is one of the most serious problems facing employers in today's workplace. Absenteeism is the term generally used to refer to unscheduled employee absences from the workplace. Many causes of absenteeism are legitimate such as personnel illness or family issues but absenteeism also can often be traced to other factors like a poor organizational climate. In addition, high labour turnover may lead to disturbance of production, problems of quality control and difficulty in building team work and morale. Like employees turnover, there is avoidable and unavoidable absenteeism. Absenteeism is unavoidable when the employee himself or herself falls sick, his or her dependence at home suddenly become unwell or there is an accident inside the plant. Unavoidable absenteeism is accepted by the managers and is even sanctioned by labour laws. However, employee absenteeism is not just an employee issue it is an organizational problem and therefore becomes everyone's responsibility. Avoidable absenteeism arises because of night shifts, opportunities for earning extra income, lack of job security, job dissatisfaction, and unfriendly supervision. This survey used throughout the study consist of demographics variables, health aspects, household characteristics and job aspects were analysed and provided the necessary information. The results found that there is significance in employee absenteeism with their health aspects.

Key words: *Employee Absenteeism, Supervision, Employee Turnover.*

1. INTRODUCTION

“Absenteeism means either habitual evasion of work, or willful absence as in a strike action. It does not include involuntary or occasional absence due to valid causes, or reasons beyond one's control, such as accidents or sickness”. Absenteeism means the failure of a worker to report for work when scheduled to work. A work is considered as scheduled to work the employees has work available for him and the worker aware of it a worker does not report for work after obtaining or permission is absenteeism.

Absenteeism can be calculated by means of followings:

1. Absenteeism Rate
2. Frequency Rate
3. Severity Rate

$$\text{Absenteeism Rate} = \frac{\text{Number of man days lost due to absence}}{\text{Number of man days scheduled to work}} \times 100$$

$$\text{Frequency Rate} = \frac{\text{Total number of times in which the leave was availed}}{\text{Total number of man days scheduled to work}} \times 100$$

$$\text{Severity Rate} = \frac{\text{Total number of days absent during a period}}{\text{Total number of times absent during the period}} \times 100$$

1.2. THE CAUSES OF ABSENTEEISM

The causes of absenteeism are many and include the following:

(a). Serious accidents and Sickness, (b). Low morale, (c). Poor working conditions – As per Indian Factories Act, 1948 Chapter – IV under the section 21 – 41 provides Safety provisions, (d). Boredom on the job, (f). Lack of job satisfaction, (g). Inadequate leadership and poor supervision, (h). Personnel problems (financial, marital, substance abuse, child care etc.), (i). Employee discontent with a collective bargaining process and or its results, (j). Inadequate nutrition, (k). Transportation problems, (l). Stress, Workload, (m). Other causes like, Unhygienic Living, Dependents, Poor Management System, Lack of Interest, Sociological factors, Fatigue, Inadequate welfare Activities, etc.

1.3. EFFECTS OF ABSENTEEISM

Excessive absenteeism is harmful to both Employer as well as workers in the following:

- a) Regular flow of work in the factory office is disturbed
- b) Orders cannot be executed in time as production schedules are upset or delayed and it leads to overall production decline.
- c) There is considerable increase in overtime bill.
- d) Quality of work suffers because casual workers employed to maintain work schedules are not properly trained.
- e) Work pressure on employees who are present increase.
- f) Repairs and maintenance cost increase due to frequent breakdown of machinery by inexperienced workers.
- g) Incidence of industrial accidents increases.
- h) Workers lose wages for unauthorized absence from duty.
- i) Reduction in earnings increases indebtedness of workers.

1.4. SCOPE OF THE STUDY

The study was conducted to know about the absenteeism among employees in Southern Auto Casting Private Limited, Chennai. The study looks how it affects the work of Southern Auto Casting Private Limited, Chennai and how the management of the company controls the absenteeism among employees. This study also analyzes the attitude of workers towards absenteeism and to assess the opinion of the employees.

1.5. LIMITATION OF THE STUDY

There are some limitations for researcher which are as follows:

1. This study has been conducted in Southern Auto Casting Private Limited, Chennai and the sample size on 150 out of 500 employees.
2. It was not able to collect the data from all departments due to their busy schedule.
3. The workers were busy with their work therefore they could not give enough time for the interview.
4. Some of the respondents might be given the wrong feedback.

2. REVIEW OF LITERATURE

Steers and Rhodes (1978) suggest in their model of absenteeism, that job satisfaction and pressure to attend work interact to determine attendance and motivation. Actual attendance will depend on both motivation and ability to attend; pressure to attend could come from the fear of losing their job. There are of course other influences on why people go absent. The nature of their jobs, the opportunities they provide for satisfaction and involvement, are all key factors. The rules in the workplace may be strict or lenient, even travel difficulties may affect the ability to attend. *James H. Morris, J. Daniel Sherman, Robert A. Snyder (1989)* did a study on Prediction of Absenteeism from Attitudes, Prior Absenteeism, and Performance. Results indicated that baseline absence behavior was a strong predictor of subsequent absenteeism over the comparatively long temporal course of the study. *James M. Levin, Brian H. Kleiner (1992)* identifies some of the background costs and causes of turnovers and absenteeism in business organizations. He argues that the primary function of the manager in the control of turnover and absenteeism is observation of employee's behavior and performance to detect any changes representing job dissatisfaction. Stresses the need for managers to keep a close eye on employees, the importance of proper employee selection, maintaining employee satisfaction, and management and organizational commitment to employees. *Thomas C. Cole, Brian H. Kleiner (1992)* discusses the five basic elements of an effective absentee control programme. Maintaining detailed attendance records; determining reasons for absence; summarizing and analyzing

attendance data; taking decisive action to correct the problem; and providing quality leadership to employees. **James L. Price (1995)** proposes a role for demographic variables in the study of absenteeism and turnover. After distinguishing demographic variables and theoretical variables, reviews inappropriate and appropriate uses of demographic variables in current research on absenteeism and turnover. Also argues that these variables can appropriately be used in the construction of models and in the management of organizations. Demographic variables are assigned a considerably restricted but important role in the study of absenteeism and turnover. Examines absenteeism and turnover, because they are important social processes in organizations. **Graham and Bennett (1995)** believe that the factors contributing to non-attendance include the nature of the job, personal characteristics of the worker and motivating incentives. Up until the late 1970s, much of the research into absence focused on trying to find a single factor to explain it. If this were possible then employers would have been able to solve the problem. **Thomas A. (1996)** done a study on Absenteeism, disciplinary action and job performance. 469 employees from 2 service industries were selected as sample for this study. The results shown that there is interrelationship between disciplinary action and absenteeism and also it has a great impact on job performance. But organizational support is directly and positively correlated with disciplinary action alone. **Nicholson (1977)** has identified. He splits absence into three categories. Firstly, pain avoidance which puts forward the argument of job dissatisfaction which cannot be seen as a single cause of absence, but without any doubt is one of a number of factors that influence absenteeism. **Lawson K. Savery et al. (1998)** reports results suggests that high absenteeism is associated mainly with a group of people who have submitted expressions of interest in severance benefits. Absenteeism rates correlated negatively with measures of commitment to work itself and to the organization. **Duncan (1998)** examined the relationship between Job satisfaction, disciplinary action and absenteeism. From the analysis it is observed that disciplinary action plays a very important role for absenteeism. It is also inferred that disciplinary action has a negative and significant correlation with stress level among the executives. **Zehava Rosenblatt, Arie Shirom (2005)** examined the effects of specific personnel and job characteristics on year-to-year (2000-2001) changes in teachers' frequency of absences. With few exceptions, the population of elementary- and middle-school teachers education system (N=51,916) was studied. Hierarchical regression analysis was used. Prior absenteeism, age, education, and supervisory position were found to be significant predictors of absenteeism frequency, accounting for about 50 percent of the variance in absence frequency. **Barham and Begum (2005)** even found a similar rate of absence for women with or without dependent children while commonly is perceived that presence of children is associated with a higher rate.

3. RESEARCH METHODOLOGY

3.1. RESEARCH DESIGN

Research design is purely and simply the framework or plan for a study that guides the collection and analysis of the data. The research design indicates that the methods of research i.e. the method of gathering information and the method of sampling. For this study, Descriptive type of method were been followed and Likert 5-point scale used for the data collection.

3.2. OBJECTIVES

1. To find out the effectiveness of absenteeism in Southern Auto Casting Private Limited, Chennai.
2. To find out which factors strongly affects on absenteeism and which factor affect least in Southern Auto Casting Private Limited, Chennai.
3. To find the remedial measures to prevent absenteeism in Southern Auto Casting Private Limited, Chennai.
4. To provide proper suggestion for controlling absenteeism in Southern Auto Casting Private Limited, Chennai.

3.3. HYPOTHESIS

H₀: There is no significant difference between the respondents age with respect to absenteeism.

H₀: There is no significant difference between the respondents salary with respect to absenteeism.

H₀: There is no significant difference between the respondents health aspects with respect to absenteeism.

3.4. Data Collection: Primary data collection method.

3.4.1. Research Instrument: The data were collected by using questionnaire as an instrument.

3.4.2. Sampling Unit: The survey was conducted Southern Auto Casting Private Limited, Chennai. The sample size is 150 out of 600 employees.

3.4.3. Sampling Method: For this study the samples were drawn using Random Sample method.

3.4.4. Analysis of the data: By using the statistical tools, the data have been analysed. Interpretations have been drawn based on the analysis. The findings and suggestions are observed and also outcome of the interpretations made during the course of analysis.

3.4.5. Statistical tools applied: Simple Percentage Analysis Method and Chi-Square (χ^2).

4. ANALYSIS AND INTERPRETATIONS

Table – 1 Distribution on Demographic Variable of the Respondents

S.N	Demographic Variable	Respondents	Percentage	
1	Gender	Male	120	80
		Female	30	20
		Total	150	100
2	Age	Less than 25	20	13.33
		26 – 30	30	20
		31 – 35	20	13.33
		36 and above	80	53.33
		Total	150	100
3	Educational Qualification	Diploma	44	29.34
		UG	36	24
		PG	20	13.33
		Others	50	33.33
		Total	150	100
4	Salary	Less than 10000	54	36
		10001 – 15000	24	16
		15001 – 20000	32	21.33
		Above 20000	40	26.67
		Total	150	100
5	Experience	Less than 5	54	36
		6 – 10	42	28
		11 – 15	24	16
		15 and above	30	20
		Total	150	100
6	Marital Status	Married	118	78.67
		Unmarried	32	21.33
		Total	150	100

Source: Primary Data

From the Table 1 – 1 it is evident that out of 150 respondents 80% of them male and rest of them female. 53.33% of the respondents were more than 36 and above age group and 13.33% only on below 25 age group. Regarding their educational qualification most of the respondents were other than UG and PG degree with 33.33% and 29% were Diploma holders. 36% respondents were getting less than 10000 salary and 26.67% of the respondents were getting more than 25000. 36% of the respondents were less than 5 years experience and 28% were 6 to 10 years experiences.

Table – 2 shows that Respondents opinion about various factor of the company.

S.N	Questions	Respondents Opinion				
		HS	S	NC	DS	HDS
1	Employee opinion regarding work Environment	48 (32%)	67 (44.67%)	5 (3.33%)	19 (12.6%)	11 (7.3%)
2	Workers opinion about	45	55	15	25	10

	quality of work life	(30%)	(36.67%)	(10%)	(16.66%)	(6.67%)
3	Employee satisfaction level with relationship with superior	34 (22.67%)	56 (37.33%)	10 (6.67%)	35 (23.33%)	15 (10%)
4	The company providing adequate number of leave for the employees when they ask.	SA	A	NC	DA	SDA
		26 (17.33%)	45 (30%)	11 (7.3%)	65 (43.33%)	3 (2%)
5	Job enrichment create reduction in absenteeism of employees	40 (26.67%)	45 (30%)	10 (6.67%)	35 (23.33%)	20 (13.33%)
6	Are you aware various authorized leave facilities available in your company?	85 (56.67%)	35 (23.33%)	2 (1.33%)	18 (12%)	10 (6.67%)
7	Employee satisfaction level with welfare facilities	28 (18.66%)	42 (28%)	12 (8%)	43 (28.67%)	25 (16.67%)
8	Medical Provision	VG	G	A	P	NC
		41 (27.33%)	59 (39.33%)	25 (16.67%)	19 (12.67%)	6 (4%)
9	Communication Systems	70 (46.67%)	30 (20%)	17 (11.33%)	23 (15.33%)	10 (6.67%)
10	Transport Systems	35 (23.33%)	55 (36.67%)	10 (6.67%)	45 (30%)	5 (2.33%)

Source: Primary Data

From the above table it shows that the respondents opinion of various factor of the companies. There are 44.67% of the respondents feels that works Environment are satisfied. There are 36.67% respondents' feels that quality of work life is satisfied. There are 37.3% of the Employee satisfaction level with relationship with superior is satisfied. There are 43.3% of the employees disagreed that the company providing adequate number of leave for the employees when they ask. There are 30% of the Workers agreed about job enrichment create reduction in absenteeism of employees. There are 56.6% of the respondents strongly agreed about aware of various authorized leave facilities available in company. There are 28.67% of the respondents disagreed with the level of welfare facilities provided by the company were found not good. Regarding the medical provision given by the company, there are 39.33% employees feels good. On the subject of communication system, 46.67% of the respondents were feels very good and 36.67% respondents feels good in transport systems of the company.

Table – 3 Ho: There is no significant difference between the respondents age with respect to absenteeism.

Respondents ages with respect to Absenteeism							Total
Opinion		SA	A	NC	DA	SDA	
Age of the respondents	Less than 25	6	2	2	6	4	20
	26 – 30	6	10	4	5	5	30
	31 – 35	8	4	2	4	2	20
	Above 35	30	10	10	15	15	80
Total		50	26	18	30	26	150

Chi-Square Tests

Variable	Chi-Square calculated value	Degree of Freedom	Chi-Square tabulated value
Pearson Chi-Square	13.56	12	21.507*

* Significant at 0.05 per cent level.

The chi-square test is applied for further discussion. The computed chi-square value 13.56 which is less than its tabulated value at 0.05% level of significant; hence a respondents' age with respect to absenteeism is statistically identified as insignificant. Therefore the null hypothesis is accepted and rejects the alternative hypothesis.

Table – 4 Ho: There is no significant difference between the respondents salary with respect to absenteeism.

Respondents Salary with respect to Absenteeism							Total
Opinion		SA	A	NC	DA	SDA	
Age of the respondents	Less than 1000	15	13	2	10	4	54
	10001 - 15000	10	4	2	10	2	24
	15001 – 20000	8	10	2	10	2	32
	Above 20000	7	15	7	8	3	40
Total		40	42	23	32	13	150

Chi-Square Tests

Variable	Chi-Square calculated value	Degree of Freedom	Chi-Square tabulated value
Pearson Chi-Square	14.42	12	21.02*

* Significant at 0.05 per cent level.

The chi-square test is applied for further discussion. The computed chi-square value 14.42 which is less than its tabulated value at 0.05% level of significant; hence a respondents health aspect with respect to absenteeism is statistically identified as insignificant. Therefore the null hypothesis is accepted and rejects the alternative hypothesis.

Table – 5 Ho: There is no significant difference between the respondents' health aspects with respect to absenteeism.

Respondents health aspects with respect to Absenteeism.							Total
Opinion		SA	A	NC	DA	SDA	
Gender	Male	10	40	10	48	12	120
	Female	7	12	3	4	4	30
Total		17	52	13	52	16	150

Chi-Square Tests

Variable	Chi-Square calculated value	Degree of Freedom	Chi-Square tabulated value
Chi-Square	10.28	4	9.488*

* Significant at 0.05 per cent level.

The chi-square test is applied for further discussion. The computed chi-square value 10.28 which is greater than its tabulated value at 0.05% level of significant; hence a respondents health aspect with respect to absenteeism is statistically identified as significant. Therefore the alternative Hypothesis is accepted and null hypothesis is rejected.

5. FINDINGS AND SUGGESTIONS

Based on this study the following findings and Suggestions are inferred:

1. There is no significant difference between respondents ages of the with respect to absenteeism in the company.
2. There is no significant difference between respondents salary with respect to absenteeism in the company.
3. There is significant difference between Respondents health aspects with respect to absenteeism in the company.

4. It is evident that out of 150 respondents 80% of them male and rest of them female.
5. 53.33% of the respondents were more than 36 and above age group and 13.33% are on below 25 age group.
6. Regarding their educational qualification most of the respondents were other than UG and PG degree with 33.33% and 29% were Diploma holders.
7. 36% respondents were getting less than 10000 salary and 26.67% of the respondents were getting more than 25000.
8. 36% of the respondents were less than 5 years experience and 28% were 6 to 10 years experiences.
9. 44.67% respondents feel that works Environment are satisfied
10. 36.67% respondents feel that quality of work life is satisfied.
11. 37.3% of the Employee satisfaction level with relationship with superior is satisfied.
12. 30% of the Workers agreed about job enrichment create reduction in absenteeism of employees.
13. 56.6% of the respondents strongly agreed about aware of various authorized leave facilities available in company.
14. 28.67% of the respondents disagreed with the level of welfare facilities provided by the company were found not good.
15. Regarding the medical provision given by the company, there are 39.33% employees feels good.
16. Detailed and up to data records of absenteeism should be maintenance. Absenteeism above the carefully predetermined level should be analyses age wise, gender wise, month wise and other basis. Suitable connective action should be taken whenever necessary
17. A provision should be made in every worker can avail of a few days leave during the year holidays with pay enable a worker to attend to his private affairs.
18. Guidance and counseling help employees to eliminate bad habit like drinking and gambling, habitual absentees can be persuaded to become regular by impressing upon them the loss arising to them due to absenteeism.

6. CONCLUSION

Employee absenteeism is an indispensable factor for all type of organisation. It's not a usual thing to control all the time. But, it's essential to control the absenteeism in the company to do the business regularly without disturbing the pre-determined work in the organisation. If the absenteeism is minimizing, there will be regularity in the work and thereby the employee can get more monetary benefits and promotion also. It leads to increasing mutual benefits for both employer as well as employees. From this study, the researcher has framed questionnaires and analysed the data by using statistical tools and observed inferences. The health aspects strongly lead to more absenteeism in the Southern Auto Casting Private Limited, Chennai.

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