

Employee Absenteeism: A case Study of Logistics firms of Hyderabad Karnataka Region



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Abstract: Absenteeism is the single most important cause of lost labor time. Absenteeism is one of major human problem of Indian industries. The major objective of the study was to find the factors of absenteeism; however, the study found that there are many factors that determine absenteeism, apart from job satisfaction. But most of these other factors were themselves determinants of job satisfaction; the researcher conducted a research of 200 employees from the Logistics firms. The research concluded that absenteeism was largely present in those workers with low job satisfaction.

Key words: Absenteeism, employee, job satisfaction, Logistics firms.

INTRODUCTION

Absenteeism has long been considered a significant and pervasive problem in industry. As a result, theories have been developed and numerous studies conducted to identify the causes of absenteeism. Absenteeism may be caused by the employee's inability to come to work, motivation to attend work is assumed to be a major factor determining how often an employee is absent. To many in the world of work, absenteeism is one of those stubborn problems for which there is no clear culprit and no easy cure (Rhodes & Steers, 1990)[7].

Absenteeism can be very costly to organizations and enormous savings can be realized through effective management of nonattendance at work. Besides the cost implications, absenteeism is influenced by dozens of interrelated factors which make it even more difficult to "quantify, qualify or rectify" (Tylczak, 1990). George and Jones (2002) maintain that "...many researchers have studied the relationship between absenteeism and job satisfaction in an attempt to discover ways to reduce absenteeism." Early job satisfaction research has emphasized the underlying assumption that job dissatisfaction represents the primary cause of absenteeism (Steers, Porter & Bigley, 1996). McShane's (1984) review as quoted by Steers et al.

Absenteeism seems to be a behavior that organizations can never eliminate, but they can rather control and manage it. George and Jones (2002,) note that "Organizations should

not have absence policies that are so restrictive that they literally force workers to come to work even if they are ill. Organizations may want to recognize that a certain level of absence is indeed functional."

An understanding of the relationship between job satisfaction and others factors to absenteeism may provide important insight for public managers who must cope with the consequences of employee absenteeism. Understanding these factors may help public managers design policies that provide positive work environments prompting employees to have positive feelings about the work situation

LITERATURE REVIEW

Muchinsky stated that the conflicting and contradictory findings reported in studies on absenteeism are attributable to the ill-defined concept of absenteeism (Muchinsky 1977). Defining absenteeism should be simple. "A person either is or is not at work." However, there is not universal agreement on its meaning (Rhodes & Steers, 1990)[7].

Many studies argue that job satisfaction and absenteeism are related among employees, but the connection is inconsistent. Most absence research has concentrated on two main themes: the association of personal characteristics with absence and the association of job satisfaction with absence. Some studies organize absenteeism into two main types: "voluntary and involuntary". While voluntary absenteeism implies a conscious decision by the worker about whether to attend work on any given day, involuntary absence implies that it is beyond the immediate control of the worker, e.g. transportation problems, sickness or family funeral (Hackett & Guion, 1985).

Flanagan et al. (1974) were the first to explore the economic implications of job satisfaction. Their theoretical framework suggested that as an economy grows, there will be an increase in workers' demands for both pecuniary and non pecuniary rewards. If any combination of these

rewards is not deemed to be satisfactory, it will lead to lower productivity and higher levels of strikes, quits and absenteeism.

The stronger association between job satisfaction and absence frequency supported the hypothesis that absence frequency will be more strongly related to job satisfaction than absence duration. According to Allen (1981)[1], absences are understood as the outcome of the worker's labor - leisure choice.

It has to be pointed out though, that there is no universal agreement concerning the exact nature of the relationship between absenteeism and job satisfaction. Some empirical studies have found a significant negative relationship between the two. Waters and Roach (1971) and Hrebiniak and Roteman (1973) reported that the level of frequency of absence was significantly related to job satisfaction. Oldham et al.

METHODOLOGY

Survey method was followed to conduct the study & data were collected through sampling technique identified the respondents who were selected through convenient method.

The sampling technique used was a combination of convenient and judgment sampling. Convenient sampling is a non-probability sampling. The technique was chosen as convenient and saves time. Respondents who were easily available for survey were selected. In judgment sampling; the researcher uses his judgment in selecting the units from population of study based on population parameters. The sample size included respondents of various departments of the Logistics firms.

The sample size for employees was chosen to be 200 this was considered sufficient to analyze and interpret the data easily. After scrutiny of field data, the processing was done in Microsoft Excel.

ANALYSIS OF DATA & INTERPRETATION

Table 1: Causes of absenteeism

Particulars	Rating in %
Dissatisfaction	80%
Un comfortableness	50%
Work hours	70%
Job stress	40%
Work culture	50%

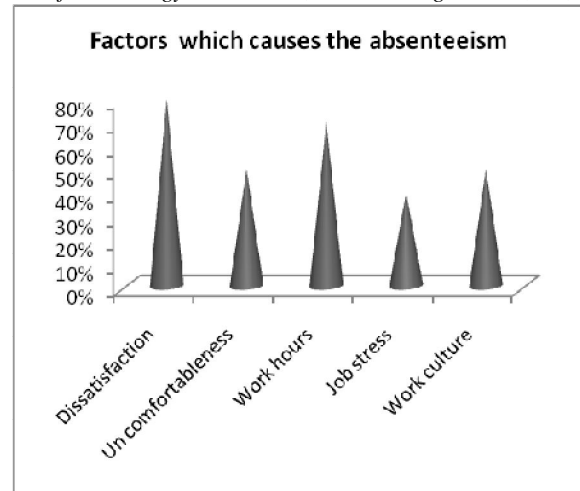


Fig 1: Factors which causes the absenteeism

The above table 1 & fig 1 shows that the major factors which cause the absenteeism are Dissatisfaction 80%, Work hours 70%, Comfortableness and work culture 50% Job stress 40%.

Table 2 Determinants of job satisfaction

Particulars	Rating in %
Pay	70
Repetitiveness of job	68
Moral	65
Motivation	70



Fig 2: Determinants of job satisfaction

Majority of the respondents believed that factor determinates for the job satisfaction is pay and motivation is 70%. & Moral is 65 %.

Table 3 Factors which motivates to attend organisation regularly

Particulars	Percentage
Good employer relation	10%
Work environment	50%
Future prospects	10%
Recognition of work	10%
Incentive and bonus provided based on performance	20%



Fig 3 Factors which motivates to attend organizational regularly

The majority of respondent from the above table 3 & fig 3 said that (50%) working environment motivates them to attend organisation regularly and incentives 20 %.

FINDINGS & SUGGESTIONS

1. It was found from the analysis that the cause for absenteeism were work hours, job stress & work culture.
2. The major determinants of job satisfaction are pay, motivation & morale.
3. The employees in the organization are more satisfied with present working condition
4. The employees are more cooperative in nature with their team members and the level of job satisfaction is greater

5. The employees are more motivated to attend regularly to the organization because of the working condition and incentives for their performance.
6. The organization manages the absenteeism by giving the various training to the employees.
7. The control of absenteeism is done by maintaining employee attendance and providing incentives for greater extent.
8. Employees job enrichment increases the work level and reduces absenteeism in the company
9. Disciplinary action should be taken by the management to reduce the absenteeism and motivates to attend regularly for their work.
10. Employee absenteeism will affect the productivity of the organization

CONCLUSION

The management must first have a positive attitude towards absenteeism. Even though it possible to eliminate absenteeism completely. The provision of various facilities to reduce absenteeism bound to involve substantial financial commitment for the management. The major causes for absenteeism in the organization are the activities and policies of the organization. Though absenteeism is invisible but proves fatal for the industry. So reduction in absenteeism will help in improving the productivity.

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