

# INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATION & MANAGEMENT

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## A STUDY ON EMPLOYEE ABSENTEEISM IN INFO SCIENCE LTD.

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**ABSTRACT**

Employee absenteeism is the important aspect from the part of the organization to be considered as the total production capacity depends upon the employees. Info Sciences has been able to manage the employee absenteeism at low level. The factors contributing to absenteeism like sickness, accidents, occupational diseases, poor production planning (flow of work), bad working conditions and inadequate welfare conditions, lack of trained laborers, insecurity in employment, collective bargaining process, rigid control system, lack of supervisory support, lack of interest, lack of cohesive and cordial culture should be identified and required remedial measures should be taken to control the above factors. Employees should be encouraged to give as much notice as possible for anticipated absences. Absent employees should be requested to keep contact with their employer. The employer should be informed of any changes in the employee's health status. Employees should be called if they are not keeping contact with the employer. The purpose is to show concern and desire for the employee to regain a healthy status and return to work. Though there are limitations the personal department is taking special care to frame certain policies and procedures that would reduce absenteeism.

**KEYWORDS**

employee absenteeism, HRM.

**INTRODUCTION****DEFINITION OF ABSENTEEISM**

Employee's presence at work place during the schedule time is highly essential for the smooth running of the production process in particular and the organization in general. Despite the significant of their presence, employee's sometime fail to report at the work place during the schedule time, which is known as "Absenteeism".

"Absenteeism" is the practice (or) habit of being an 'absence' and absentee is one who habitually stays away"

-According to Webster's dictionary.

"Absenteeism" as the failure of a worker to report works when he is scheduled to work".

-According to labour Bureau Simla.

"Absenteeism is the total shifts last because of absence as a percentage of the total number of man shifts scheduled to work".

- According to labour Bureau.

According to PIGOARAS and MAYERS un expected absence disturbs the efficiency of the group as the jobs are under connected if one single man remains absent without pries notice the whom operation process is distributed. This absenteeism results in production losses because due to absenteeism workers cost increase and this efficiency of operations is affected.

According to encyclopedia of social sciences absenteeism is the time lost in industrial establishments by the avoidable or unavoidable absence of employees.

According to another definition, absenteeism is the average % of the workers absent from work per day for any reason". still another definition of absenteeism is that it is" the temporary cessation of work, for not less than one whole working day.

The rate or index of absenteeism may be expressed in the following formula.

$$\text{Absenteeism} = \frac{\text{man shifts last in hours}}{\text{Total man shifts scheduled to work in hrs}}$$

**TYPES OF ABSENTEEISM**

Absenteeism is of 4 types.

**1. AUTHORIZED ABSENTEEISM**

If an employee absents himself form work by takings permission from his superior & applying for leave such absenteeism is called authorized absenteeism.

**2. UNAUTHORIZED ABSENTEEISM**

If an employee absents himself from work without informing or taking permission & without applying for leave, such absenteeism is called unauthorized absenteeism.

**3. WILLFUL ABSENTEEISM**

If an employee absents himself from duty willfully such absenteeism is called willful absenteeism

**4. ABSENTEEISM CAUSED BY CIRCUMSTANCES BEYOND ONE'S CONTROL**

If an employee absents himself from duty awing to the circumstances beyond his control like involvement in accidents or sudden sickness such absenteeism is called Absenteeism caused by circumstances beyond one's control.

**CAUSES OF ABSENTEEISM**

The Following are the general causes for absenteeism.

**1. MALADJUSTMENT WITH THE WORKING**

If the working conditions of the company are poor the workers cannot adjust themselves with the company's work could. Then they prefer to stay away from the company.

**2. SOCIAL AND RELIGIOUS CEREMONIES**

Social & religious functions divert the workers attention from the work.

**3. UNSATISFACTORY HOUSING**

Conditions at the work place.

**4. INDUSTRIAL HOUSING**

The industrial fatigue compels workers to remain outside the work place.

**5. UNHEALTHY WORKING CONDITIONS**

The poor & intolerable working conditions in the factory irritates the workers excess heat, noise, either too much or too low lighting, poor ventilation, dust, smoke etc, cause poor health of workers.

These factors cause the workers to be absent.

**6. POOR WELFARE FACILITIES**

Though a number of legislation concerning welfare facilities is enacted, many organizations fail to provide welfare facilities. This is either due to the poor financial position of the companies (or) due to the exploitative attitude of the employee. The poor welfare facilities includes poor sanitation, washing, bathing, first and appliances, ambulance, restrooms, drinking water, canteens, shelter, crèches etc., the dissatisfied workers with these facilities prefer to be away from the work place.

**7. ALCOHOLISM**

Workers mostly prefer to spend money on the consumption of liquor and enjoyment after getting the wages. Therefore the rate of the absenteeism is more during the first week of the every month.

**8. INDEBTNESS**

The low land wages and unplanned expenditure of the workers force them to borrow heavily. The research studies indicate that workers borrow more than 10 times of their net pay. Consequently workers fail to repay the money. Then try to escape from the place in order to avoid the money lenders. This leads to absenteeism.

**9. MALADJUSTMENT WITH JOB DEMANDS**

The fast changing technology demands higher level skills from the workers fail to meet these demands due to their lower level education and absence of training.

**10. UNSOUND PERSONNEL POLICIES**

The improper & unrealistic personnel policies result in employee dissatisfaction. The dissatisfied employee in turn prefers to be away from the work.

**11. INADEQUATE LEAVE FACILITIES**

The inadequate leave facilities provided by the employee. Forced him to depend on E.S.I leave which along the workers to be away from the work for 56 days on a year on half pay.

**12. LOW LEVEL OF WAGES**

Wages in some organization are very poor or they quit and equate to meet the basic needs of the employees. Employees go for other employment during their busy seasons and earn more money further. Some employees take up part time jobs. Thus the employee resorts to moonlighting & absent themselves from work.

**ABSENTEEISM IN INDIAN INDUSTRIES**

Absenteeism in Indian industries is not a new phenomenon. It is the manifestation of a decision by employees not to present themselves at their place of work, at a time when it is planned by the management that they should be in attendance. Many research reports reveal that there has been a phenomenal increase in absenteeism in some industrial sectors. The absenteeism becomes a problem to organizational management particularly when employees absent from their work environment without giving sufficient notice and by justifying their stand by furnishing fake reasons.

The reasons for absenteeism are many. The factors contributing to absenteeism from work includes individual and environmental factors. These consists of sickness, accidents, occupational diseases, poor production planning (flow of work), bad working conditions and inadequate welfare conditions, lack of trained laborers, insecurity in employment, collective bargaining process, rigid control system, lack of supervisory support, lack of interest, lack of cohesive and cordial culture and so on. The individual reasons may vary from organization to organization depending upon the organizational climate, employee's attitude and influence of external organizational factors (market forces, social activities that influence the industrial culture prevailing in geographical zone etc.).

**MEASURES TO MINIMIZE ABSENTEEISM**

Absenteeism affects the organization from the multiple angles. It affects severely the production process and the business proves the effect of unauthorized absenteeism is more than the other types of absenteeism; however it would be completely avoid absenteeism. The measures are useful in controlling or minimizing absenteeism.

- Selecting the employee by testing them thoroughly regarding their aspirations, value system responsibility and sensitiveness.
- Adopting humanistic approach in dealing with the personal problems of employees.
- Following proactive approach in identifying and redressing employee grievances.
- Providing hygienic working conditions.
- Providing welfare measures and fringe benefits balancing the need for the employee and the ability of the organization.
- Providing high wages and allowances based on the organizational financial positions.
- Improving the communication network particularly the upward communication.
- Providing leave facility based on the needs of the employee and organizational requirements.
- Providing safety and health measures.
- Providing cardinal human relations and industrial relations.
- Educating the workers.
- Counseling the workers about their career income and expenditure habits and culture.
- Far-flow of information, exchanging of ideas, problems etc., between subordinate and superior.
- Grating leave and financial assistance liberally in case of sickness of employee and his family members.
- Offering attendance bonus and inducement.
- Providing extensive training encouragement special allowances in cash of technological advancements.

**REVIEW OF LITERATURE ON EMPLOYEE ABSENTEEISM**

In order to have a critical study about present masters dissertation it is considered appropriate to review the existing literature to understand the various issues covering the same. the study-"employee absenteeism in info sciences"-falls under the broad subject Human Resource Management as it is primarily deals with employee attitude but it is not a financial and economic indicator.

The studies incorporated in this review are the studies conducted in India and abroad. This review include doctoral studies published articles in national and international journals, proceedings in seminars, conferences and book published.

Maloney & McFillen, ( 1986) studied Most of the employers feel that employee turnover and employee satisfaction are closely related. The more satisfied an employee is, the less turnover and absenteeism occurs

Rentsch and Steel (2003) have summarized the psychological literature on unit-level absence in a model, where absence culture is expected to be the primary predictor of absence behaviour. Individual characteristics, job-related characteristics and contextual characteristics at the unit-level are assumed to have an influence on absence culture and only an indirect influence on absence behaviour, although empirical work to date has assumed a direct relationship between these characteristics and absence behaviour.

Studies by NIOSH(2004) have concluded Boeing, and the Reliability Group, an organizational performance consulting firm, have all identified the impact of employee satisfaction on the level of safety in a workplace. Data collected by the Reliability Group indicated that the number one predictor of a safe versus an unsafe workplace is employee cheerfulness and satisfaction. And a key factor in determining employee satisfaction? Supervisors!

Traditional studies of absenteeism within economics (Barmby and Treble, 1991; Barmby et al., 1994) suggest that observed frequencies of absenteeism represent intersections between supply and demand curves. The employees may, within limits, demand a certain frequency of absenteeism. The employer influences the frequency of absenteeism by, for example, making it more costly for the employee to be absent, or by making schedules more flexible.

The most cited absenteeism model that is used in a multitude of studies on employee absenteeism was the Steers and Rhodes' (1978) model. They used a multi-variable approach that encompasses psychological as well as personal characteristics of employee. Based on the ideas of Steer and Rhodes (1978), demographic



variables such as personal and family- related characteristics are slated as well as psychological variables such as job satisfaction, motivation to be absent, and the ability to attend work.

Currier also identified Haskell County, Kansas as the probable birthplace of the wine flu, which illustrated that the swine influenza presented clinically similar to the human strains and coincidentally presented at the same time as the human epidemic (Currier, 2005).

This article studies the impact of absenteeism on product quality. Our focus is on the problem caused by absenteeism, rather than on the causes of absenteeism. The empirical evidence presented in this study, which was obtained from an analysis of several assembly line production processes, is intended to validate the model of production that the article proposes.

Porter & Steers (1973) defined Absenteeism has been described as a behavior that has "potentially critical consequences both for the person and the organization".

Steers and Rhodes (1978), for example, suggested that, based on estimates of costs incurred in direct salaries, fringe benefits, temporary replacement, and administrative costs, absenteeism in United States' organizations may cost from \$8.5 billion to over \$20 billion per year.

Naturally, given the demonstrated seriousness of absenteeism, substantial research effort has been dedicated to identifying its associated variables. For instance, recent studies have examined absenteeism in a variety of contexts: employee age and tenure (Nicholson & Goodge, 1976; Nicholson, Brown, & Chadwick-Jones, 1977; Garrison & Muchinsky, 1977), organization size (Ingham, 1970), job satisfaction (Ilgen & Hollenback, 1977; Nicholson, Wall, & Lischeron, 1977), turnover (absenteeism as a predictor variable) (Waters & Roach, 1979), personality variables (Bernardin, 1977; Garrison & Muchinsky, 1977).

The most cited absenteeism model that is used in a multitude of studies on teacher absenteeism was the Steers and Rhodes' (1978) model. They used a multi-variable approach that encompasses psychological as well as personal characteristics of teachers. Based on the ideas of Steer and Rhodes (1978), demographic variables such as personal and family- related characteristics are slated as well as psychological variables such as job satisfaction, motivation to be absent, and the ability to attend work.

Employees can make or break an organization. "Good employees can produce extraordinary results while marginal employees can drag and keep a business down." Still, many employers underrate the significance of employees (Deal, 2005).

According to Ian Davidson (2004), employees are the most valuable assets a corporation has. Employees are the catalyst of any organization. Shelly L. Freeman, the president for a Lathrop & Cage subsidiary specializing in human resource consulting stated,

Freeman, (2005) studied that The success of any company is directly linked to the satisfaction of the employees who embody that company; that retaining talented people is critical to the success of any organization; and that no matter how temporarily challenged the economy may be, ultimately, a company's most talented performers always have other employment options.

In the construction industry, where the quality of products is dependent on the skill of laborers and on-site supervisors, employees play a significant role in the success and outcome of the product and the company. A key employee in the construction industry is the on-site supervisor. On-site supervisors have the overall responsibility for completing projects in accordance with the plans and specifications. They are responsible for coordinating and managing people, materials, equipment, budgets, schedules, contracts, and the safety of employees and the general public.

According to Marc Drizin(2005), an employee loyalty specialist concluded that, "Employees are assets with feet. They're the only resource companies have that make a conscious decision to return the next day".

A 2003 J.D. Power and Associates survey concluded that there is another customer builders need to focus on satisfying besides the obvious customers. Builders need to focus on "the rank-and-file managers and employees who work for them".

Profit and growth are stimulated directly (and primarily) by customer loyalty. Customer loyalty is a direct consequence of customer satisfaction. Customer satisfaction is heavily influenced by customer perceptions of the value of services they receive. Value is created by satisfied, loyal and productive employees. Employees who feel a sense of teamwork and common purpose, a strong commitment to communication, and managerial empowerment are most able, and willing, to deliver the results that customers expect (Kash, 2003).

when workers were asked the reasons for their absenteeism and turnover, the four main reasons cited were:

- a) excessive rework
- b) poor craft supervision
- c) poor overall management
- d) relationship with the boss

The older and more experienced employees exhibited a lower rate in turnover but a higher rate in absenteeism, indicating that "jobs that do not challenge or provide satisfaction for a highly skilled, experienced craftsman will produce absenteeism, and that younger, less experienced workers seem to change jobs rather than cope with an unpleasant situation" ("The Business Roundtable", 1982).

According to Ed Schmitt, "Today's workers have different expectations from the companies they work for and are much less hesitant to leave one job for another if they don't feel those expectations are being met. Job security is less important to today's worker" (Schmitt, 2002).

Most managers look at training and development as a cost. What they don't see or why they don't weigh training and development heavily enough is unclear.

According to Mark Drizin(2003). An employee loyalty specialist, training not only equips employees to perform their jobs in a satisfactory manner, but it also "is critical in terms of employees feeling good about working for their organization".

In Denmark it is estimated that the number of workdays lost due to employee absenteeism is nearly equivalent to the unemployed work force. On average it is estimated that absenteeism runs as high as 4-5 per cent of the total work force (Arbejdsgiverforening, 2002).

According to (Rentsch and Steel, 2003) unit-level research of absenteeism is extremely rare (see Markham and McKee, 1995; Xie and Johns, 2000). The overall result from these studies is that in units where high absence is viewed as acceptable, high absence frequency tended to prevail.

In Danske Bank absenteeism is self-reported, which means that the data material may suffer from some of the weaknesses mentioned by Johns (1994a, 1994b). The exact size of the bias is impossible to evaluate. Based on internal evaluations in Danske Bank it is, however, assumed that the bias is rather small.

(Ivancevich, 1985) concluded that past absenteeism has been found to predict subsequent absenteeism even in the presence of substantial job design changes. Stability of absenteeism over time and across changing environments may in part be due to its enduring, personality based determinants .

## 2.1 NEED FOR THE STUDY

Absenteeism has wide implications to both the company and employees. The company suffers with the problem of scheduling its production activities and meeting the target. The turnover of employee is also likely to increase, which increase the cost of making alternative arrangements.

The employees will also suffer because of absenteeism. Their commitment towards the organization and to their jobs decreases. Their moral will go down. Their contribution to the organizational goods decreases. This will create a distance between the employees and the management.

## 2.2 SCOPE OF THE STUDY

Study of absenteeism among industrial worker is not only from view point of but it is important from the view point of moral of employees. Even though the effect of good moral of employees, may not be calculated in terms of costs, but it should be say that it is important than cost.

There is clear relationship between employee's attitude and absenteeism because job satisfaction and rate of absenteeism are related to each other. So employee attitude and employees moral are the important points. Labor is the human factor and therefore not only economic but should consideration shall also be taken into account in the discussion of problem connected in the absenteeism has been continuous to be one of the major labour problem in the Indian industries.

## 2.3 OBJECTIVES OF THE STUDY

- To study the impact of loss of man days on production.
- To know whether the employees are following leave policy guidelines for availing leave facilities.
- To analyse the basic reasons for absenteeism at work.

- To find out the causes affecting employee absenteeism in Info Sciences.
- To suggest measures for reducing employee absenteeism in Info Sciences.

**2.4 RESEARCH INSTRUMENT**

A questionnaire is set with a formal list of questions to be answered in the survey. A structured non-disguised questionnaire was used as the research instrument.

**2.5 SOURCES OF DATA**

**PRIMARY DATA**

Any research study for the collection of primary data the methods like Questionnaire, interview and Observation methods has been used very frequently. Among these methods the questionnaire technique being used as the most versatile of all and capable of interacting opinion and interventions was used for the purpose of data collection. The employees are the primary data.

**SECONDARY DATA**

The secondary information will be collected in this category is as follows:  
 By collecting information (through informal interaction) from the employees.  
 By observing and studying the previous research studies.

**QUESTIONNAIRE**

This is the most popular method of data collection in case of big enquiries. It is adopted by private individuals, research workers, private and public organizations and even by the Government. In this method, a questionnaire is issued to the persons concerned with a request to answer the questions and return the questionnaire. A questionnaire consists of number of questions printed in a definite order.

**2.6 RESEARCH DESIGN**

Research design is the conceptual structured with in which research is conducted. "A research design is the arrangement of condition for collecting and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure". With this as a base descriptive research deign, which include survey and fact-finding.

**SAMPLING TECHNIQUE**

There are many sample methods to collect data. The sampling method used is simple random sampling.

**2.7 POPULATION AND SAMPLE SIZE**

There are 563 employees are working in the Info Sciences. The strength of the Info Sciences employees at Hyderabad is 563 out of which a sample of 120 is selected for the study.

**2.8 STATISTICAL TOOLS**

**PERCENTAGE ANALYSIS**

This is the statistical tool, which may be used in any kind of analysis. This is sample in nature and provides clear picture about a huge population by breaking it in percentage (per 100). The mode of recruitment, number of employees taking at particular tests and grouping of employees on the basis of rating of interviewer.

$$\text{Percentage Method} = \frac{\text{Number of respondents}}{\text{Total respondents}} \times 100$$

**CHI-SQUARE TEST**

A test that uses the chi-square statistic to test the fit between a theoretical frequency distribution and a frequency distribution of observed data for which each observation may fall into one of several classes.

Statistical method to test whether two (or more) variables are: (1) independent or (2) homogeneous. The chi-square test for independence examines whether knowing the value of one variable helps to estimate the value of another variable. The chi-square test for homogeneity examines whether two populations have the same proportion of observations with a common characteristic. Though the formula is the same for both tests, the underlying logic and sampling procedures vary.

$$\text{Chi-Square test} = \sum \frac{(O-E)^2}{E}$$

O = observed frequencies  
 E = Estimated frequencies

**2.9 LIMITATIONS OF THE STUDY**

Following are some of the limitations of the study.

1. Because of the short span of time, the data is collected quickly.
2. To collect the information supervisors are not showing any interest, as they feel that work may disturb.
3. Many of the employees didn't disclose the information out of fear of management.

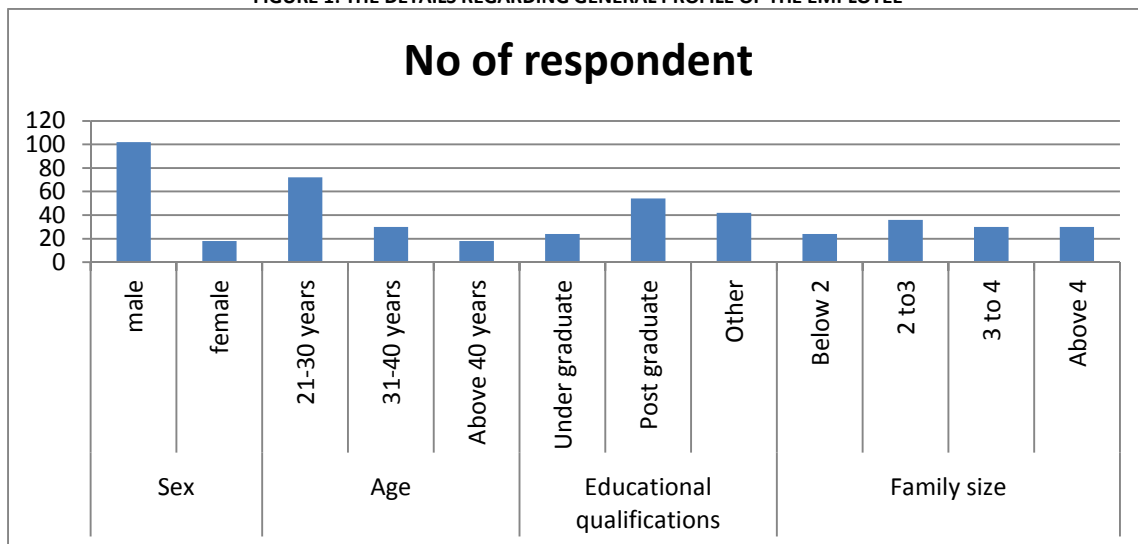
**DATA ANALYSIS AND INTERPRETATION**

**1. THE DETAILS REGARDING GENERAL PROFILE OF THE EMPLOYEE**

**TABLE NO 1: THE DETAILS REGARDING GENERAL PROFILE OF THE EMPLOYEE**

Factor	Classification	No of respondent	Percentage
Sex	male	102	85%
	female	18	15%
Age	21-30 years	72	60%
	31-40 years	30	25%
	Above 40 years	18	15%
Educational qualifications	Under graduate	24	20%
	Post graduate	54	45%
	Other	42	35%
Family size	Below 2	24	20%
	2 to3	36	30%
	3 to 4	30	25%
	Above 4	30	25%

FIGURE 1: THE DETAILS REGARDING GENERAL PROFILE OF THE EMPLOYEE



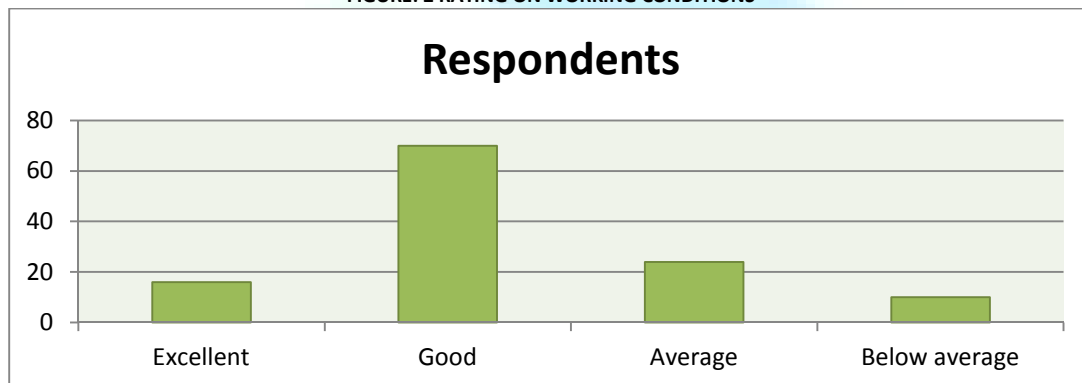
**Inference:** Regarding personal profile of employees, the above table shows that 85% respondents are male, 60% of the respondent are having the age of above 21-30 years, and 45% of them are pot graduates and the last one regarding family size mostly 30% of them are 2 to 3 members.

**2. RATING ON WORKING CONDITIONS**

TABLE NO 2: RATING ON WORKING CONDITIONS

Attributes	Respondents	Percentage (%)
Excellent	16	13
Good	70	59
Average	24	20
Below average	10	8
Poor	-	-
Total	120	100

FIGURE: 2 RATING ON WORKING CONDITIONS



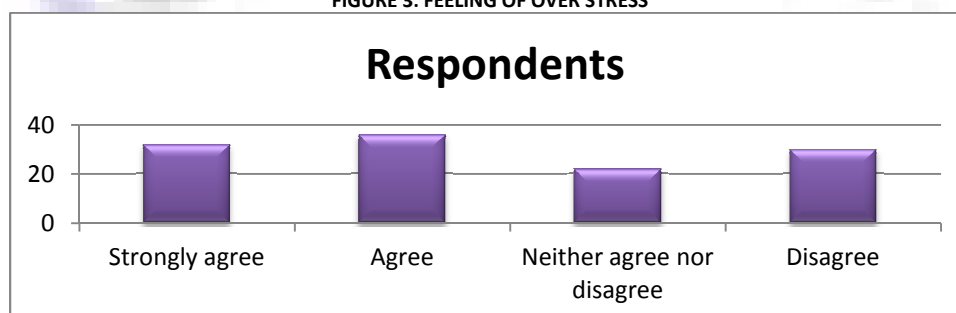
**Inference:** From the above Figure: 2 depicted out of 120 respondents 70 respondents (i.e.,59%) rate working conditions as good,24 respondents (i.e.,20%) rate as average,16 respondents (i.e.,13%) rate as excellent and remaining 10 respondents (i.e.,8%) rate as below average.

**3. FEELING OF OVER STRESS**

TABLE NO: 6 FEELING OF OVER STRESS

Attributes	Respondents	Percentage (%)
Strongly agree	32	27
Agree	36	30
Neither agree nor disagree	22	18
Disagree	30	25
Strongly disagree	-	-
Total	120	100

FIGURE 3: FEELING OF OVER STRESS



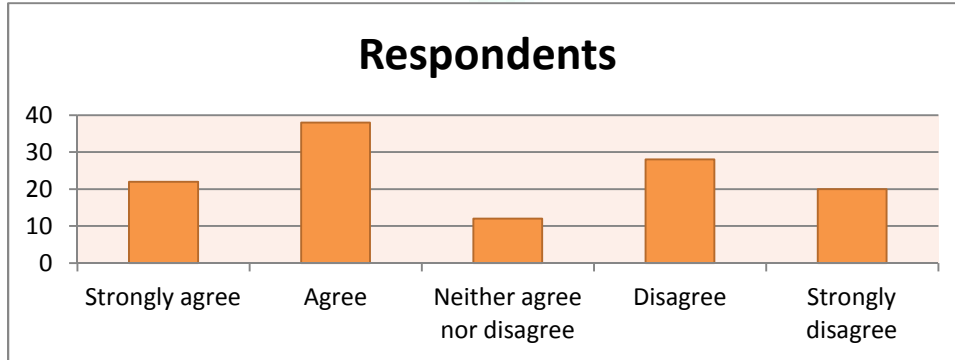
**Inference:** From the above Figure: 6 depicted out of 120 respondents 36 respondents (i.e.,30%) are agree that they feel over stress,32 respondents(i.e.,27%) are strongly agree,30 respondents (i.e.,25%) are disagree and remaining 22 respondents (i.e.,18%) are neither agree nor disagree that they feel over stress in the organization.

**4. BOREDOM IN ROUTINE WORK**

**TABLE NO:-4 BOREDOM IN ROUTINE WORK**

Attributes	Respondents	Percentage (%)
Strongly agree	22	18
Agree	38	32
Neither agree nor disagree	12	10
Disagree	28	23
Strongly disagree	20	17
Total	120	100

**FIGURE 4: BOREDOM IN ROUTINE WORK**



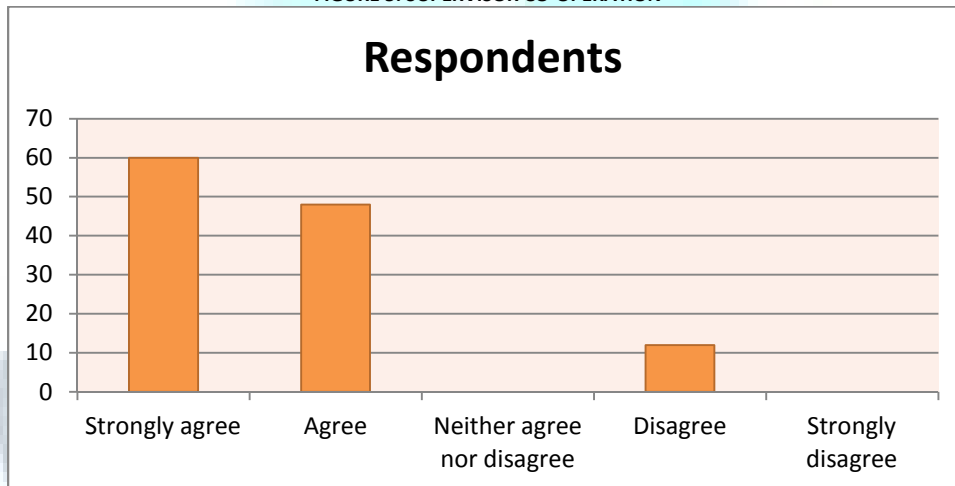
**Inference:** From the above Figure: 7 depicted out of 120 respondents 38 respondents (i.e., 32%) are agree that they feel boredom in routine work, 28 respondents (i.e., 23%) are disagree, 22 respondents (i.e., 18%) are strongly agree, 20 respondents (i.e., 17%) are strongly disagree and remaining 12 respondents (i.e., 10%) are neither agree nor disagree that they feel boredom on the routine work.

**5. SUPERVISOR CO-OPERATION**

**TABLE NO 5: SUPERVISOR CO-OPERATION**

Attributes	Respondents	Percentage (%)
Strongly agree	60	50
Agree	48	40
Neither agree nor disagree	-	-
Disagree	12	10
Strongly disagree	-	-
Total	120	100

**FIGURE 5: SUPERVISOR CO-OPERATION**



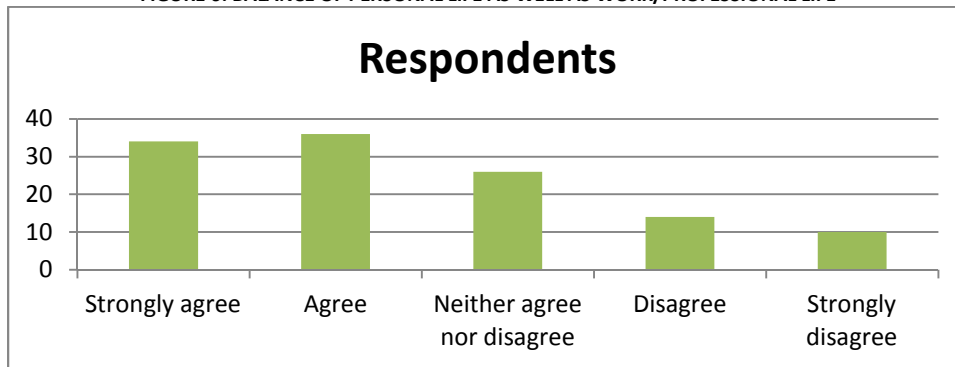
**Inference:** From the above Figure: 8 depicted out of 120 respondents 60 respondents (i.e., 50%) are strongly agree that the supervisor is very cooperative with them, 48 respondents (i.e.,40%) are agree and remaining 12 respondents (i.e.,10%) are disagree that the supervisor are very cooperative with them.

**6. BALANCE OF PERSONAL LIFE AS WELL AS WORK/PROFESSIONAL LIFE**

**TABLE NO. 6: BALANCE OF PERSONAL LIFE AS WELL AS WORK/PROFESSIONAL LIFE**

Attributes	Respondents	Percentage (%)
Strongly agree	34	28
Agree	36	30
Neither agree nor disagree	26	22
Disagree	14	12
Strongly disagree	10	8
Total	120	100

FIGURE 6: BALANCE OF PERSONAL LIFE AS WELL AS WORK/PROFESSIONAL LIFE



**Inference:** From the above Figure: 10 depicted out of 120 respondents 36 respondents (i.e.,30%) are agree that they are able to balance personal life as well as work/professional life, 34 respondents (i.e.,28%) are strongly agree,26 respondents (i.e.,22%) are neither agree nor disagree, 14 respondents (i.e.,12%) are disagree and remaining 10 respondents (i.e.,8%) are strongly disagree that they are able to balance personal life as well as work/professional life.

**7. SATISFACTION OF ABSENTEEISM POLICY**

TABLE NO. 7: SATISFACTION OF ABSENTEEISM POLICY

Attributes	Respondents	Percentage (%)
Yes	40	33
No	80	67
Total	120	100

FIGURE 7: SATISFACTION OF ABSENTEEISM POLICY

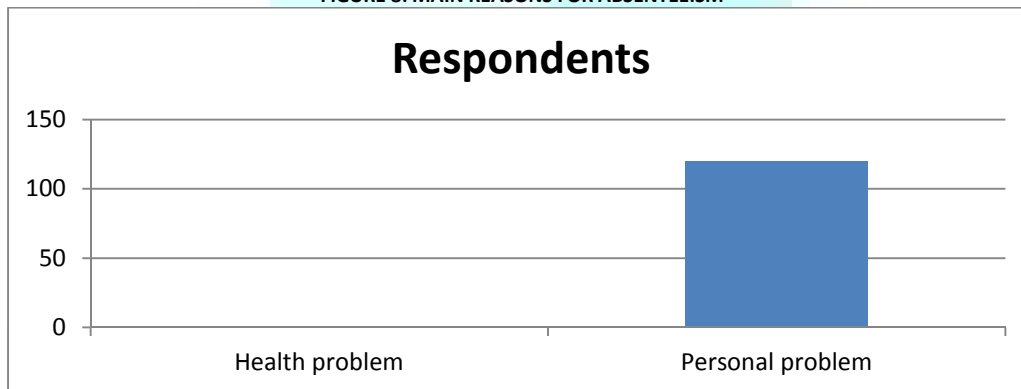
**Inference:** From the above Figure: 11 depicted out of 120 respondents 80 respondents (i.e., 67%) are not satisfied with the absenteeism policy and remaining 40 respondents (i.e., 33%) are satisfied with absenteeism policy within the organization.

**8. MAIN REASONS FOR ABSENTEEISM**

TABLE NO. 8: MAIN REASONS FOR ABSENTEEISM

Attributes	Respondents	Percentage (%)
Health problem	-	-
Personal problem	120	100
Work dissatisfaction	-	-
Working environment	-	-
Any other specify	-	-
Total	120	100

FIGURE 8: MAIN REASONS FOR ABSENTEEISM



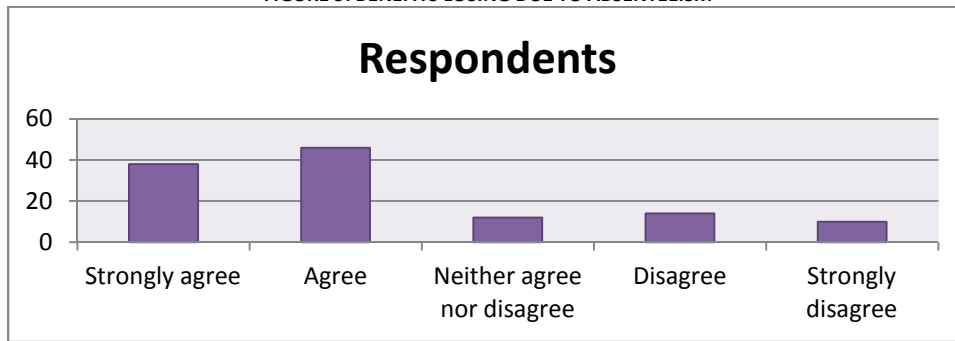
**Inference:** From the above Figure: 12 depicted out of 120 respondents total 120 respondents (i.e., 100%) are agree that the personal problem is the main reason for their absenteeism.

**9. BENEFITS LOSING DUE TO ABSENTEEISM**

TABLE NO. 9: BENEFITS LOSING DUE TO ABSENTEEISM

Attributes	Respondents	Percentage (%)
Strongly agree	38	32
Agree	46	38
Neither agree nor disagree	12	10
Disagree	14	12
Strongly disagree	10	8
Total	120	100

FIGURE 9: BENEFITS LOSING DUE TO ABSENTEEISM



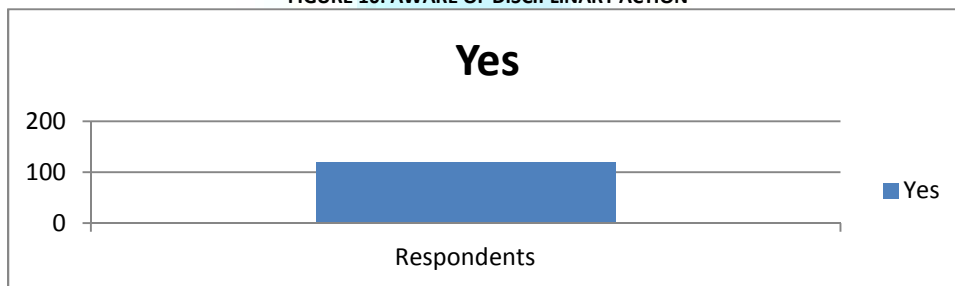
**Inference:** From the above Figure: 14 depicted out of 120 respondents 46 respondents (i.e., 38%) are agree that they are losing benefits due to absenteeism, 38 respondents (i.e., 32%) are strongly agree, 14 respondents (i.e., 12%) are disagree, 12 respondents (i.e., 10%) are neither agree nor disagree and remaining 10 respondents (i.e., 8%) are strongly disagree that they are losing benefits due to absenteeism.

10. AWARE OF DISCIPLINARY ACTION

TABLE NO. 10: AWARE OF DISCIPLINARY ACTION

Attributes	Respondents	Percentage (%)
Yes	120	100
No	-	-
Total	120	100

FIGURE 10: AWARE OF DISCIPLINARY ACTION



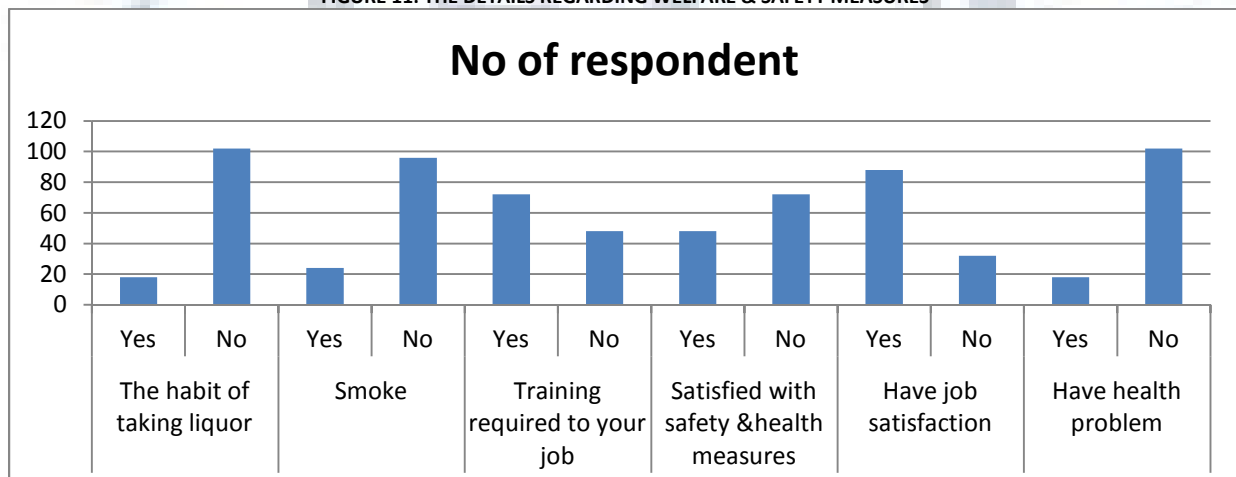
**Inference:** From the above Figure: 15 depicted out of 120 respondents total 120 respondents (i.e., 100%) are agree that they are aware that management takes disciplinary action against absenteeism.

11. THE DETAILS REGARDING WELFARE & SAFETY MEASURES

TABLE NO: 11 THE DETAILS REGARDING WELFARE & SAFETY MEASURES

Factors	Classification	No of respondent	Percentage
The habit of taking liquor	Yes	18	15%
	No	102	85%
Smoke	Yes	24	20%
	No	96	80%
Training required to your job	Yes	72	60%
	No	48	40%
Satisfied with safety & health measures	Yes	48	40%
	No	72	60%
Have job satisfaction	Yes	88	73%
	No	32	27%
Have health problem	Yes	18	15%
	No	102	85%

FIGURE 11: THE DETAILS REGARDING WELFARE & SAFETY MEASURES



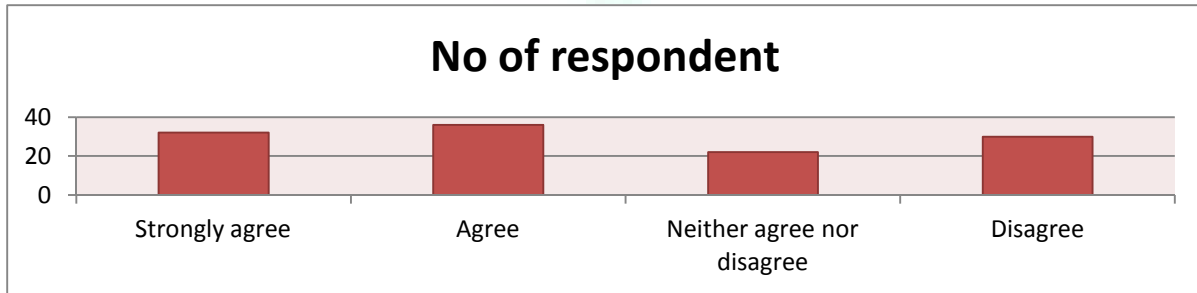
**Inference:** Among 120 respondents 85%of employees are not taking liquor and 80% employees are not taking smoke and 60% employees are opted training required to their jobs and 60%employees are not satisfied with safety and health measures and 73% employees are satisfied with their jobs and 85% employees are not facing any health problems.

**12. SATISFIED WITH LEAVE FACILITIES**

**TABLE NO. 12: SATISFIED WITH LEAVE FACILITIES**

Attributes	No of respondent	Percentage
Strongly agree	32	27
Agree	36	30
Neither agree nor disagree	22	18
Disagree	30	25
Strongly disagree	-	-
Total	120	100

**FIGURE 12: SATISFIED WITH LEAVE FACILITIES**



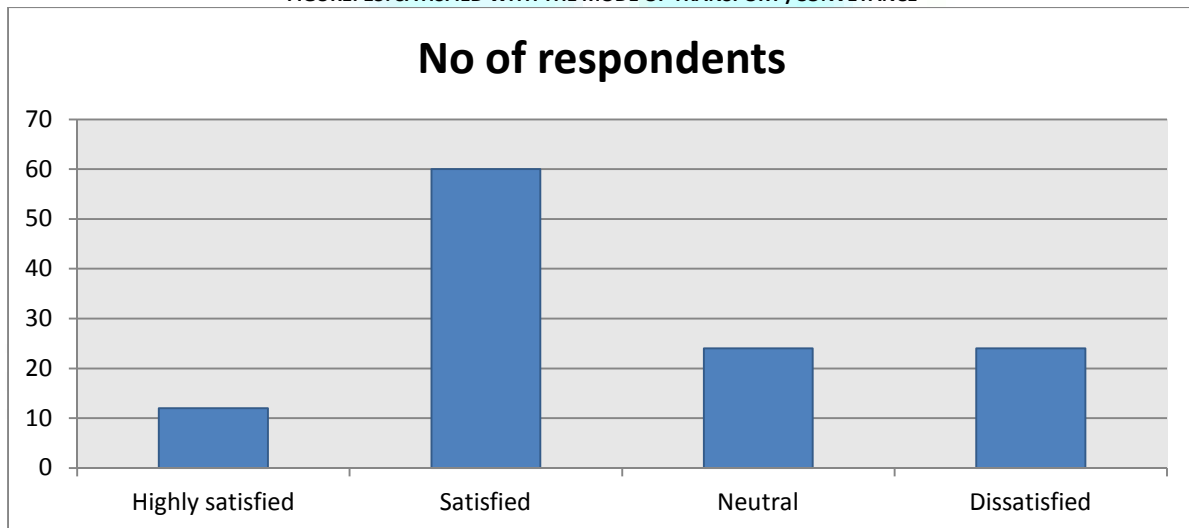
**Inference:** From the above table out of 120 respondents 36respondents are agree with their leave facilities and 32 respondents strongly agree with their leave facilities and 30 respondents are disagree with their leave facilities and 22 respondent are Neither agree nor disagree.

**13. SATISFIED WITH THE MODE OF TRANSPORT /CONVEYANCE**

**TABLE NO. 13: SATISFIED WITH THE MODE OF TRANSPORT /CONVEYANCE**

Attributes	No of respondents	percentage
Highly satisfied	12	10%
Satisfied	60	50%
Neutral	24	20%
Dissatisfied	24	20%
Highly dissatisfied	-	-
Total	120	100%

**FIGURE. 13: SATISFIED WITH THE MODE OF TRANSPORT /CONVEYANCE**



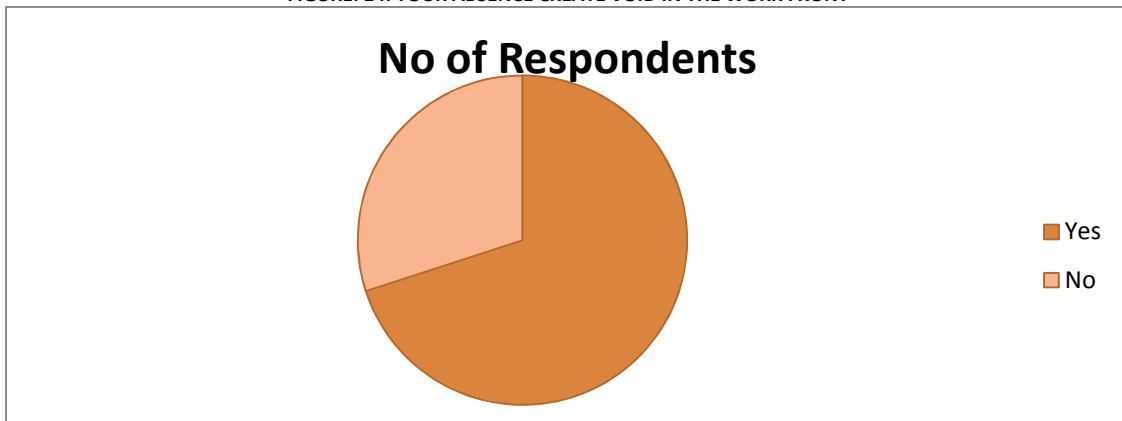
**Inference:** From the above table out of 120 represents 60 represents are satisfied with the transportation facility and 12 represents are highly satisfied with the transportation facility and24 respondents are neutral with the transportation facility and24 respondents are dissatisfied with the transportation facility.

**14. YOUR ABSENCE CREATE VOID IN THE WORK FRONT**

**TABLE NO. 14: YOUR ABSENCE CREATE VOID IN THE WORK FRONT**

Attributes	No of Respondents	Percentage
Yes	84	70%
No	36	30%
Total	120	100%

FIGURE. 14: YOUR ABSENCE CREATE VOID IN THE WORK FRONT



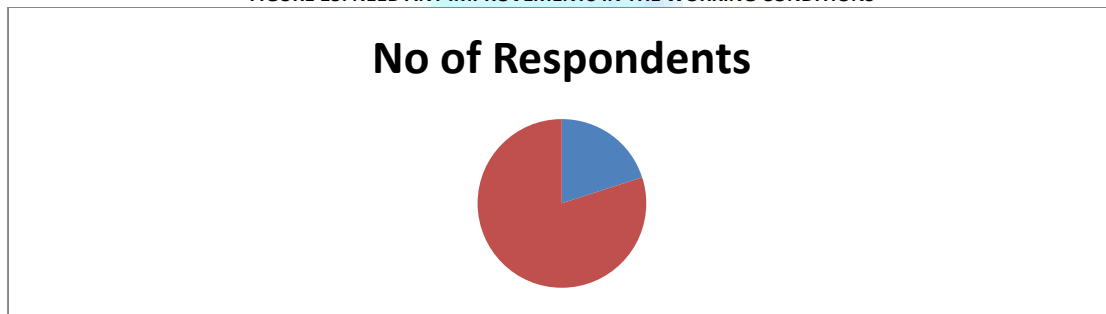
Inference: From the above table out of 120 respondents 84 respondents create void in work front and 36 respondents are not create void in work front.

15. NEED ANY IMPROVEMENTS IN THE WORKING CONDITIONS

TABLE NO. 15: NEED ANY IMPROVEMENTS IN THE WORKING CONDITIONS

Attributes	No of Respondents	Percentage
Yes	24	20%
No	96	80%
Total	120	100%

FIGURE 15: NEED ANY IMPROVEMENTS IN THE WORKING CONDITIONS



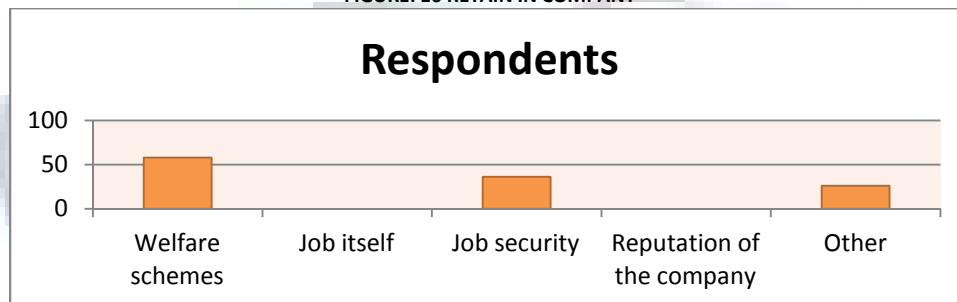
Inference: From the above table out of 120 respondent 96 respondents is opted need not required any improvements in the working conditions and 24 respondents is opted required any improvements in the working conditions.

16. RETAIN IN COMPANY

TABLE NO. 16: RETAIN IN COMPANY

Attributes	Respondents	Percentage (%)
Welfare schemes	58	48
Job itself	-	-
Job security	36	30
Reputation of the company	-	-
Other	26	22
Total	120	100

FIGURE: 16 RETAIN IN COMPANY



Inference: From the above Figure:27 depicted out of 120 respondents 58 respondents (i.e.,48%) are agree that the welfare schemes is reason for them to retain in the company,36 respondents(i.e.,30%) are job security and remaining 26 respondents (i.e.,22%) are said other reasons for them to retain in the company.

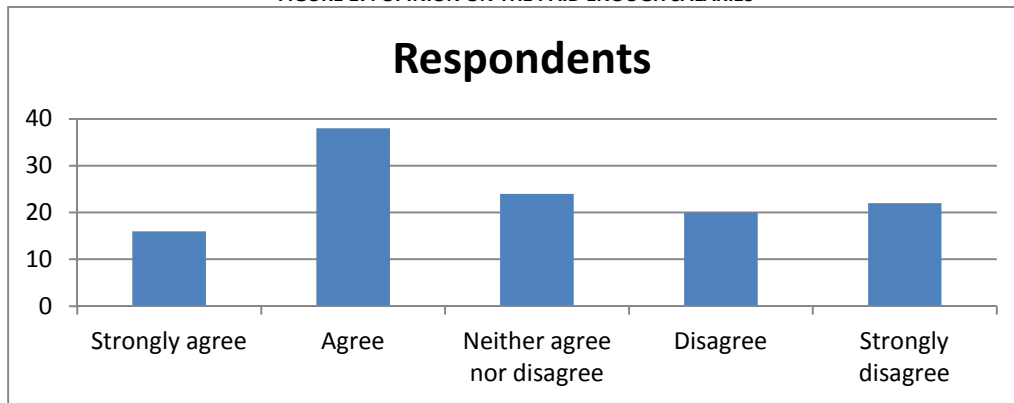
17. OPINION ON THE PAID ENOUGH SALARIES

TABLE NO. 17: OPINION ON THE PAID ENOUGH SALARIES

Attributes	Respondents	Percentage (%)
Strongly agree	16	13
Agree	38	32
Neither agree nor disagree	24	20
Disagree	20	17
Strongly disagree	22	18
Total	120	100



FIGURE 17: OPINION ON THE PAID ENOUGH SALARIES



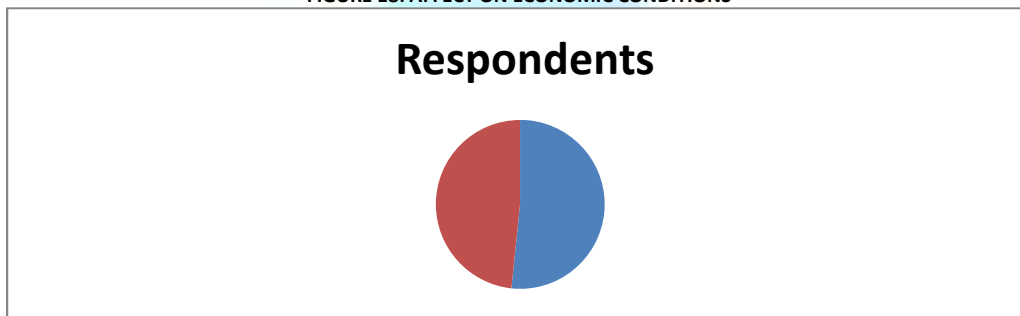
**Inference:** From the above Figure: 28 depicted out of 120 respondents 38 respondents (i.e., 32%) are agree that they are paid enough salaries for the work they do, 24 respondents (i.e., 20%) are neither agree nor disagree, 22 respondents (i.e., 18%) are strongly disagree, 20 respondents (i.e., 17%) are disagree and remaining 16 respondents (i.e., 13%) are strongly agree that they are paid enough salaries for the work they do.

**18. AFFECT ON ECONOMIC CONDITIONS**

TABLE NO. 18: AFFECT ON ECONOMIC CONDITIONS

Attributes	Respondents	Percentage (%)
Yes	62	52
No	58	48
Total	120	100

FIGURE 18: AFFECT ON ECONOMIC CONDITIONS



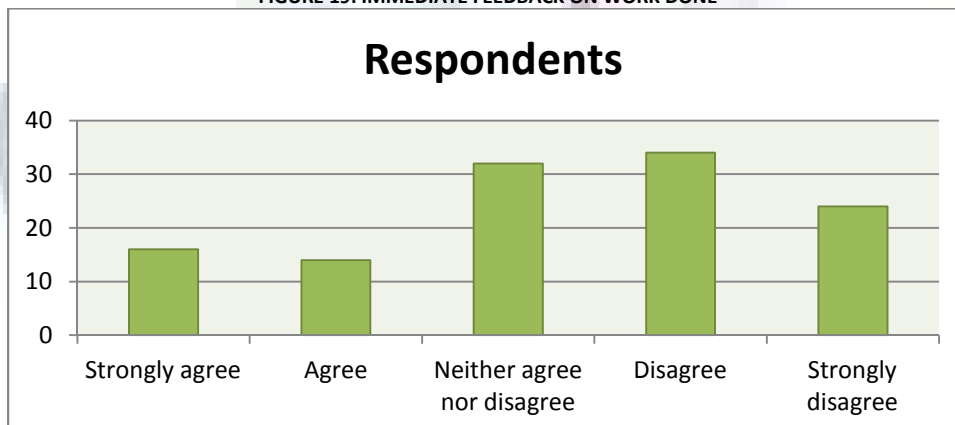
**Inference:** From the above Figure: 30 depicted out of 120 respondents 62 respondents (i.e., 52%) are agree that the absenteeism affects economic conditions and remaining 58 respondents (i.e., 48%) are agree that the absenteeism does not affects economic conditions.

**19. IMMEDIATE FEEDBACK ON WORK DONE**

TABLE NO. 19: IMMEDIATE FEEDBACK ON WORK DONE

Attributes	Respondents	Percentage (%)
Strongly agree	16	13
Agree	14	12
Neither agree nor disagree	32	27
Disagree	34	28
Strongly disagree	24	20
Total	120	100

FIGURE 19: IMMEDIATE FEEDBACK ON WORK DONE



**Inference:** From the above Figure: 31 depicted out of 120 respondents 34 respondents (i.e., 28%) are disagree that they are getting immediate feedback for the work done, 32 respondents (i.e., 27%) are neither agree nor disagree, 24 respondents (i.e., 20%) are strongly disagree, 16 respondents (i.e., 13%) are strongly agree and remaining 14 respondents (i.e., 12%) are agree that they are getting immediate feedback for the work done from superiors.

**CHI-SQUARE TEST ON BALANCE OF PERSONAL LIFE AS WELL AS WORK/PROFESSIONAL LIFE**

**H<sub>0</sub>:** Employees in the organization agree that they are not able to balance personal & work/professional life in Info Sciences.

**H<sub>1</sub>:** Employees in the organization agree that they are able to balance personal & work/professional life in Info Sciences.

Chi – Square test on balance of personal life as well as work/professional life  
 Departments \* Opinions Cross tabulation

Departments	Opinions					Total
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
E Customs	11	14	7	1	3	36
Vigi log	5	1	9	3	2	20
Vigi log+	13	17	1	3	2	36
FTN	5	4	6	4	1	20
E Start	0	0	3	3	2	8
Total	34	36	26	14	10	120

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	39.670 <sup>a</sup>	16	0.001

**Inference:**

Chi-square calculated value =38.670  
 P value =0.001  
 P value < 0.05

Hence we accept H1

That is employees in the organization agree that they are able to balance personal & work/professional in Info Sciences.

**CHI –SQUARE TEST ON PAID SALARIES**

H<sub>0</sub>: Employees in the organization agree that they are not paid enough salaries for the work done in Info Sciences

H<sub>1</sub>: Employees in the organization agree that they are paid enough salaries for the work done in Info Sciences

**CHI – SQUARE TEST ON PAID SALARIES**

Departments \* Opinions Cross tabulation

Departments	Opinions					Total
	Strongly agree	Agree	Neither agree Nor disagree	Disagree	Strongly disagree	
E Customs	8	15	12	0	1	36
Vigi log	4	4	1	5	6	20
Vigi log+	2	14	2	6	12	36
FTN	2	3	5	7	3	20
E Start	0	2	4	2	0	8
Total	16	38	24	20	22	120

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	46.621 <sup>a</sup>	16	.000

**Inference:**

Chi-square calculated value = 46.621  
 P value = 0.000  
 P value < 0.05

Hence we accept H1

That is employees in the organization agree that they are paid enough salaries for the work done.

**FINDINGS**

- Majority of the respondents i.e. 92% are satisfied and 8% are dissatisfied with the working conditions of the organisation.
- 63% are agreed and 20% are disagreed that their work is par with their skills.
- Majority of the respondents i.e. 90% are agreed and 10% are neither agree nor disagreed that their shift times are reasonably made.
- 33% are agreed and 27% are disagreed that they are absent because of lack of challenging work.
- 57% are agreed and 25 % are disagreed that they are feeling over stress in the organization.
- Most of the respondents i.e. 50% are agreed and 40 % are disagreed that they feel boredom in their routine work.
- Majority of the respondents i.e. 90% are strongly agreed and 10% are disagreed that they have good relationship with the higher authorities and colleagues.
- Most of the respondents i.e. 58% are agreed and 20% are disagreed that they can balance both personal and professional life.
- 67% of the respondents are disagreed and 33% are agreed with the present absenteeism policy in the organization.
- 59% are agreed and 27% are disagreed with the welfare facilities provided by the company.
- 43% of the respondents are agreed and 44% are disagreed with the satisfaction of safety measures under taken by the company.
- Some of the respondents i.e. 45% are agreed and 35% are disagreed with the satisfaction of enough salaries paid.
- 77% are not having and 23% are having other source of income.
- 75% are agreed and 25% are disagreed with leaves provided.
- 100% of the respondents are agreed that the personal problem is the reason for their absenteeism.
- 51% are agreed and 49% are disagreed that they are encouraged to suggest new ideas.
- Most of the respondents i.e. 52% are agreed and 48% are disagreed that absenteeism affects economic conditions.
- 55% are disagreed and 41% are agreed that they are recognized in the organization.
- 40% are agreed and 35% are disagreed and with the proper counseling provided for absenteeism.
- 48% are disagreed and 24% are agreed that they are getting feedback on the work they done from their superiors.
- Most of the respondents i.e. 70% are agreed and 30% are disagreed that they are losing benefits due to absenteeism.
- 100% of the respondents strongly agree that they are aware that the management takes disciplinary action against absenteeism.

**SUGGESTIONS**

- Company has to explain the employees regarding their importance in the company and the monetary loss caused to them if they get absented.

2. Absenteeism can be controlled by providing enough salaries to the employees for the work done.
3. The management should encourage the employees to suggest new ideas.
4. Superior should recognize the employees & provide immediate feedback to the employees for the work they do.
5. The organization should give proper counseling on the absenteeism to overcome boredom & stress on the routine work.
6. Management should improve the safety measures in order to reduce the employee absenteeism in the organization.
7. As a part of training and development programmes for its employees, management has to make arrangements for training.
8. Management has to publish the daily man days lost versus production and display at a conspicuous place that is the production hall or canteen etc.

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