

A Study on Employee Absenteeism In CGB Solutions Private Limited At Bangalore

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Abstract- The report titled "A Study of Employee Absenteeism" aims to ascertain employees' health, pay, amenities, attendance plans, training programs, motivational strategies, and advancement opportunities. The article includes objectives, limitations, a corporate profile, a study methodology, findings, recommendations, and conclusions. Both primary and secondary data have been used to collect the information required for the study. Various statistical tools, such as percentage analysis, Chi-square analysis, and the ranking method, are used to analyse and evaluate the responses provided by the company's employees, with the purpose of boosting organizational growth and productivity. The sample size for the study is 111, drawn from a population of 865. The primary data is gathered using the survey method with questionnaires designed to collect comprehensive data on the relevant factors.

Keywords- Employee absenteeism, Health problems, Work related stress.

I. INTRODUCTION

Absenteeism is a significant threat to Indian industry. Absentee employees are those who don't show up for work when they are scheduled to. Employees on official holidays, vacations, authorized periods of absence, or other time off are not counted in this category. This issue is particularly prevalent in labour-intensive industries and large organizations with numerous employees. It poses a considerable challenge for managers and supervisors, who must learn to manage absences effectively. Reducing absenteeism could address India's dual challenge of unemployment and decreased absenteeism in industries. Absenteeism leads to the inefficient use of plant resources.

II. STATEMENT OF THE PROBLEM

Absenteeism has emerged as a critical issue across nearly all industrial sectors. The high rate of absenteeism imposes substantial costs on industries, regardless of whether the absent employee is compensated or not. Delays and inconsistent workflow disrupt work schedules, complicating management's efforts to meet delivery deadlines. Moreover,

when sick leave is permitted, the costs associated with absenteeism escalate even more rapidly.

III. OBJECTIVES OF THE STUDY

- To determine the causes of employee absenteeism.
- To examine the primary factors contributing to absenteeism
- To assess the impact of absenteeism on productivity and workflow.
- To identify motivators that encourage employees to minimize absenteeism.
- To propose effective strategies for reducing absenteeism.

IV. SCOPE OF THE STUDY

The study aims to comprehend the different levels and causes of employee absenteeism within an organization. This understanding can guide the implementation of corrective measures to decrease absenteeism, fostering organizational progress. An absent employee signifies idle machinery or unutilized space, resulting in direct financial losses and reduced output efficiency. Absenteeism's disruptive nature adversely affects the productivity of a plant. The insights from this study may prove beneficial for future researchers seeking to enhance their own investigations.

V. LIMITATIONS OF THE STUDY

- A notable limitation of the study was the constraint of time.
- The questionnaire completion process was prolonged due to the workers' limited familiarity with certain concepts and terminology.
- Respondents showed reluctance in expressing their opinions openly.

VI. REVIEW OF LITERATURE

The research article "Trends and Seasonality in Absenteeism" by ERNEST B. (2020) Akyeampong delves into the timing of employee absences. The study highlights

that absences related to illness exhibit strong seasonality, with peaks during winter (December to February) and dips during summer (June to August). This seasonal pattern is likely attributed to the increased prevalence of contagious illnesses, such as colds and influenza, during winter. Additionally, the lower incidence during summer could be attributed to many workers taking their vacations during this period.

According to C.A. DAKELY (2022), absenteeism is defined as the ratio of lost production man-days or shifts to the total number of production days planned. The labour bureau (2022) further clarifies absenteeism as the total number of shifts missed due to absence, expressed as a proportion of all scheduled man shifts.

In line with HACKETT, J.D. (2019), defines absenteeism as "the temporary cessation of work for at least one full working day, initiated by the worker when the employer expects their presence." Similarly, the Encyclopaedia of Social Science describes absenteeism as the duration of time wasted in an industrial environment due to employees' avoidable or unavoidable absences, excluding the hours lost due to strikes or tardiness.

VII. RESEARCH METHODOLOGY

7.1 RESEARCH DESIGN:

- A comprehensive strategy delineating the methods and procedures for collecting and analysing essential data.
- A research design serves as the blueprint or structure for conducting the marketing research project.

7.2 SAMPLE DESIGN:

Sampling refers to the process of selecting a representative subset from a population. A sample design is a prearranged strategy for choosing a sample from the sampling frame. It outlines the methodology the researcher will use to select multiple sampling units from which to derive insights about the population.

7.3 PROBABILITY SAMPLING TECHNIQUE:

Probability sampling is the process of selecting a sample from a population when the selection is based on the randomization principle, often known as chance or random selection.

7.4 SIMPLE RANDOM SAMPLING:

A selection of participants from a population are chosen at random by the researcher using simple random sampling, a sort of probability sampling. Every person in the population has the same chance of being chosen. Then, data are gathered from as much of this randomly selected subgroup as possible.

7.5 SIZE OF THE SAMPLE

The Sample size is 111.

VIII. DATA COLLECTION METHOD

8.1 PRIMARY DATA: In this particular study, the researcher collected primary data firsthand for the first time. The method employed involved using questionnaires to directly gather primary data from the respondents.

8.2 SECONDARY DATA: These are existing facts that have been previously gathered and utilized by others. The literature review in this study utilized information sourced from the internet to gather insights about the industry.

IX. STATISTICAL TOOLS USED

The following simple percentage, chi-square, and ranking were utilised for data analysis and interpretation.

9.1 SIMPLE PERCENTAGE AND RANKING FORMULA

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

9.2 HENRY GARRETT RANKING

Garrett's ranking technique was applied in order to determine the most important factor influencing the response. According to this method, respondents were asked to rank each element, and the results of these rankings were then transformed into score values using the following formula:

Percent position = $\frac{100 (R_{ij} - 0.5) N_j}{N_j}$

Where R_{ij} = Rank given for the i th variable by j th respondents
 N_j = Number of variables ranked by j th respondents.

Table 2: Rank of the problems faced due to absenteeism

S.N O	PROBLEM	MEAN SCORE	TOTAL SCORE	RANK
1	Work related stress	242	1936	2
2	Health problems	289	2024	1
3	Work dissatisfaction	311	1244	5
4	Family responsibilities	336	672	7
5	Lack of Interest	357	357	8
6	Low salary	326	978	6
7	Lack of communication problems	307	978	4
8	No improvement	295	1770	3

INTERPRETATION:

In Garrett method, the problems faced due to absenteeism Health problems ranked as no.1 with the total score of 2024 points and Work related stress is ranked as no.2 with a total score of 1936 points and No improvement is ranked as no.3 with a total score of 1770 points and Lack of communication problems is ranked as no.4 with a total score of 978 points and Work dissatisfaction is ranked also no.5 with a total score of 1244 points and Low salary is ranked as no.6 with a total score of 978 points and Family responsibilities is ranked as no.7 with a total score of 672 points and Lack of Interest is ranked as no.8 with a total score of 357 points.

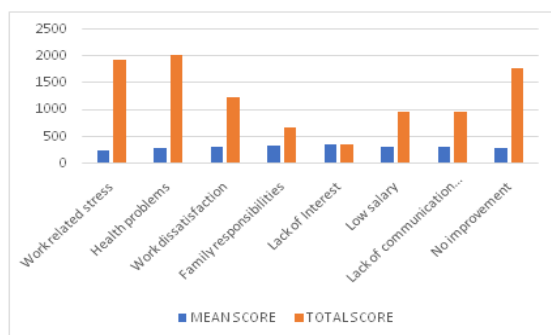


Figure 1. BAR CHART

CHI-SQUARE:

DEPARTMENT /HEAVY WORK LOAD	HR	IT	MAR KETING	SOFT WAR E	TOTA L
VERY HIGH	21	15	8	1	45
HIGH	9	4	5	4	22
NIL	2	7	6	0	15
LOW	8	8	3	1	20
VERY LOW	3	4	0	2	9
TOTAL	43	38	22	8	111

NULLHYPOTHESIS:

HO: There is no connection between a department’s workload and its size.

ALTERNATIVE HYPOTHESIS:

H1: indicates that there is a significant correlation between the department and the key variables affecting employee absence.

PARTIC ULARS	OBSER VED VALUE S (O)	EXPECT ED VALUE S(E)	(O-E)	(O-E)2	(O- E)2/E
R1C1	21	17.4	3.6	12.96	0.7
R1C2	15	15.4	-0.4	0.16	0.0
R1C3	8	8.9	-0.9	0.81	0.1
R1C4	1	3.2	-2.2	4.84	1.5
R2C1	9	8.5	0.5	0.25	0.0
R2C2	4	7.5	-3.5	12.25	1.6
R2C3	5	4.4	0.6	0.36	0.1
R2C4	4	1.6	2.4	5.76	3.6

R3C1	2	5.8	-3.8	14.44	2.5
R3C2	7	5.1	1.9	3.61	0.7
R3C3	6	3.0	3	9	3.0
R3C4	0	1.1	-1.1	1.21	1.1
R4C1	8	7.7	0.3	0.09	0.0
R4C2	8	6.8	1.2	1.44	0.2
R4C3	3	4.0	-1	1	0.3
R4C4	1	1.4	-0.4	0.16	0.1
R5C1	3	3.5	-0.5	0.25	0.1
R5C2	4	3.1	0.9	0.81	0.3
R5C3	0	1.8	-1.8	3.24	1.8
R5C4	2	0.6	1.4	1.96	3.3
CALCULATED					X ² =21.9

$(O-E)^2$
 Chi square(x²)= _____
 E

Degree of freedom(v)=(R-1)(C-1)
 =(5-1)(4-1)
 =12

Level of significance=5%
 Table value (TV) = 21.026
 Calculated value (CV) = 21.9
 CV > TV =H₁ is Accepted

X. RESULT

Because the estimated value is more than the value in the table. Therefore, we adopt the alternative theory. There is a connection between the department and the key variables that affect absenteeism.

XI. FINDINGS

1. Married respondents make up 66% of the sample.
2. Men make up 96% of the respondents.
3. 47% of respondents had monthly incomes between \$20,000 and \$30,000 or less.
4. 38% of respondents fell under the HR department.

5. 45% of respondents reported working long hours, which increases absenteeism.
6. In the Garrett approach, which identifies issues caused by absenteeism, "Health problems" as the top issue with a total score of 2024 points.
7. Chi-square results showed that there is a relationship between the department and the key variables that affect absenteeism.

XII. SUGGESTIONS

The best and simplest method for offering counselling to workers who use unneeded vacation time and educating them about the issues with absenteeism and their significance at work.

- To lower absenteeism within an organisation and to enhance the number of leaves to ensure a working performance, the company should offer a suitable working environment.
- Giving employees incentives to reduce their absences is not the same as rewarding them with bonuses or other forms of compensation. An incentive helps an employee become more motivated to reduce unneeded absences.
- Regular medical checkups at no cost to the employee improve their health. Absenteeism can be decreased in this way.
- Enhancing welfare programmes significantly lowers absenteeism.

XIII. CONCLUSION

This study examines in-depth preventative and corrective measures as well as analyses the problem of employee absenteeism. Employee morale is negatively impacted by absenteeism at a company. There are several programmes that can be used singly or in tandem to lower employee absenteeism. Absenteeism is a significant and expensive issue that businesses all around the world deal with. This issue necessitates that all staff members comprehend both the personal and professional repercussions of such behaviour.

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