

An Analysis on Employee Absenteeism at Bathinda Chemicals Limited

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Abstract: The main aim of the unit Human Resource is to develop an understanding of how management functions can affect the performance of a business. Human resources are one of the most important features of many businesses - especially in an economy where there is an increasing shift towards service-based industries. There are various heads for which a human resource manager works. One such area of concern is employee absenteeism. The building blocks of a company or an organization is its employees and it is necessary that there has to be a check on how many leaves an employee is taking. The matter of concern is, whether the employee is taking leaves for a genuine reason or just to avoid work. Avoiding work could be just one factor. There can be lot others, which have to be taken care of by the manager. Absenteeism is a serious workplace problem and an expensive occurrence for both the employers and employees seemingly unpredictable in nature. A satisfactory level of attendance at work is necessary to allow the achievement of objectives and targets by departments. Employee's absenteeism is the absence of an employee from work. It is a major problem of today. Employees are absent from work and thus the work suffers. Absenteeism of employees from work leads to back logs, piling of work and thus work delay. So, there are various factors which account to the employee absenteeism. And all the factors related to employee absenteeism should be addressed immediately. After having an understanding of the problem of the employees and the reasons of their absenteeism, the methods to prevent absenteeism should be implied with immediate effects.

Key Words: Absenteeism, Employee, Company,

INTRODUCTION:

Absenteeism is of two types:

1. INNOCENT ABSENTEEISM
2. CULPABLE ABSENTEEISM

INNOCENT ABSENTEEISM:

It refers to the absenteeism 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.

CULPABLE ABSENTEEISM:

It is the 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 without any occasion need a few days off because of illness. However when absence become more frequent or long term and reaches 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 may include:

- Replacing the employee or requiring other staff to cover the absence.

- Inability to provide services, or achieve section and departmental objectives.
- Low morale and general dissatisfaction from other staff, particularly if the absence is perceived as unwarranted.

FACTORS AFFECTING WORKPLACE ATTENDANC:

1) INDIVIDUAL FACTORS

- Illness, disease and workplace attendance.
- Individual and Lifestyle Factors
- Motivation
- External responsibilities
- Distance from work

2) ORGANIZATIONAL AND WORKPLACE FACTORS

- Nature of the work.
- Job Person Fit
- Work organization
- Organizational climate
- Job satisfaction
- Work stress
- Size and type of workplace
- Absence culture
- Work hours

3) ASSOCIATED WORKPLACE CLIMATE FACTORS

- Turnover
- Productivity
- Stress claims
- Industrial climate
- Workers compensation claims rate
- Occupational health and safety performance
- Morale

INTRODUCTION TO THE COMPANY:

Established in 1976, BCL Industries & Infrastructure Ltd., its presence indeed cuts across the length and breadth of India. Its employees are guided by the 'vision to be the best' in the manner in which they operate, the best in the products that they deliver and the best in their value system and ethics.

This is one of the leading vertically integrated plants in the country with the capacity of processing 1000 metric tonnes per day. Being one of the most modern and biggest oil complexes in North India, it is the proud owner of oil mills, solvent extraction plants, rice sheller, chemical refinery, physical refinery and vanaspati plant.

It was early in 1976, at Bhatinda in Punjab where Shri D.D. Mittal, the group founder laid the foundation of a small Solvent Extraction Unit. Today BCL Industries & Infrastructure Ltd., is one of the largest vertically integrated edible oil complexes established in India. Our approach to modernization has always been to strive for the ultimate in the services industry.

Since the 1990s when they diversified into the Real Estate business they created townships, group housings, malls, multiplexes, hotels and as part of their organic growth followed by group reputation, even players like Ansals API have joined hands with them in shaping up township projects.

Its most recent achievement has been the setting up of a distillation plant at Pathankot. Introducing an eco-friendly production and distribution system in their manufacturing process,

today they have become the only company in India and the South Asian region that has a forward and backward integrated distillery plant.

It has ventured into information technology in 2000 and set up their infotech division as Knowledge Process Outsourcing (KPO) company rendering Content - Editing, Management, Electronic Document Management and Mining services to international publishing, legal, medical, healthcare, scientific and engineering research organizations with its development center at Chennai, India and CRM offices in London, UK and New York, USA.

Their primary focus is and always will remain the end user, their customers. In various parts of India (Punjab, New Delhi, Gurgaon, Chennai, Haryana, Himachal Pradesh, Uttar Pradesh, Madhya Pradesh, Rajasthan, West Bengal) they have opened doors to multilevel business and while the language and dialect change, the warmth of welcome from over a 1000 crore turnover base has always remained the same. The figure not only reinstates their backbone as a corporate group but speaks about their strength and success in the field.

Everything they do is aimed at providing the discerning customer with an experience that is distinctly different.

LITERATURE REVIEW:

“Absenteeism is the practice or habit of being an absentee and an absentee is one who habitually stays away from work.”

According to **Labour Bureau of Shimla**: Absenteeism is defined as the total man shifts lost because of absence as percentage of total number of man shifts scheduled to work

In other words, it signifies the absence of an employee from work when he is scheduled to be at work. Any employee may stay away from work if he has taken leave to which he is entitled or on ground of sickness or some accident or without any previous sanction of leave. Thus absence may be authorized or unauthorized, willful or caused by circumstances beyond one's control.

Maybe even worse than absenteeism, it is obvious that people such as malingerers and those unwilling to play their part in the workplace can also have a decidedly negative impact.

On this problem various studies and researches have been carried out and some of the prominent researches and analysis are mentioned here. Ernest B. Akyeamong has written a research paper Trends and seasonality in Absenteeism. In this paper the author focus on that at which time period the employees are more absent. In this paper he said that illness-related absences are highly seasonal, reaching a peak during the winter months (December to February) and a trough during the summer (June to August). The high incidence in winter is likely related to the prevalence of communicable diseases at that time, especially colds and influenza. The low incidence during the summer may be partly because many employees take their vacation during these months. Because of survey design, those who fall ill during vacation will likely report 'vacation' rather than 'sickness or disability' as the main reason for being away from work.

It refers to workers absence from their regular task when he is normally schedule to work. The according to Webster's dictionary

Compared with the annual average, part-week absences are roughly 30% more prevalent in the winter months and almost 20% less so during the summer months. Seasonality is much less evident in full-week absences. Mariajosé Romero and Young-Sun Lee has written a research paper A National Portrait of Chronic Absenteeism in the Early Grades. In this paper he focused on the following points:

- (i) How widespread is the Problem of Early Absenteeism?
- (ii) Does Family Incomes Impact Early Absenteeism?
- (iii) What is the Impact of Early Absenteeism on Academic Achievement?

Morten Nordberg and Knut Red has written a research paper Absenteeism, Health Insurance, and Business Cycles. In this he wants to evaluate how the economic environment affects worker absenteeism and he also isolate the causal effects of business cycle developments on work-resumption prospects for on-going absence spells, by conditioning on the state of the business cycle at the moment of entry into sickness absence. The author finds that

- (i) That business cycle improvements yield lower work-resumption rates for persons who are absent, and higher relapse rates for persons who have already resumed work.
- (ii) That absence sometimes represents a health investment, in the sense that longer absence ‘now’ reduces the subsequent relapse propensity.
- (iii) That the work-resumption rate increases when sickness benefits are exhausted, but that work-resumptions at this point tend to be short-lived.

Having examined the available literature it was realised that no single theory exists on the subject, but that theories exist on why people fail to attend work. All information, reports and statistics on the subject highlight absenteeism as a problem and an area that greatly interests managers and researchers. Most of the literature is categorised into two areas. • Factors that cause absenteeism • Management’s response to the causes The literature review is comprised of two sections, the first examining the causes under a number of headings. The fact the causes are identified in the literature demonstrates the firms do regard absenteeism as a sufficient problem to warrant analyses being made and records being kept. The second part of this literature review moves on to critically examine management’s responses to the problem as outlined in the literature, and to try and assess the actual effectiveness of these responses.

An Examination of the Causes of Absenteeism:

The causes of absence are unlikely to be explained by any single factor, and current thinking sees its causes in terms of multiple factors. 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. It is in no way as easy as that, as 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. The second theory put forward is the adjustment to work. This argues that employees adapt to the situation found in the workplace and that new employees will observe absence behaviour of their colleagues. This raises many questions about the culture, management style, even the work conditions and in the workplace.

Problem Definition
Data Collection Method
Select the Sample & Size
Select Method of Analysis

Another adjustment to work perspective sees absence in terms of an employees response to both the intrinsic and extrinsic rewards found in the workplace, and is associated with the equity and exchange theory Rhodes and Steers (1990). This argues that individuals expects a fair exchange in what they bring to their jobs in terms of skill, knowledge and commitment and the rewards or outcomes they get out of it. One must raise the question of whether these relate to intrinsic factors such as job satisfaction, or

extrinsic factors such as pay and benefits. If either falls short of employee's expectations they will go absent? The third theory sees absence as a result of a decision made on the basis of the cost and benefit associated with absence. If the employee values a day off more day pay — will they go absent? This does not explain why some employees are motivated to go to work while others stay away. There has been research to support the view that the provision of occupational sick pay, which reduces the economic cost of absence, leads to higher absenteeism.

More recent research has tended to emphasise the complex nature of the factors influencing absence, and is associated in particular with the ideas of Nicholson (1977), Steers and Rhodes (1978,1984) and Rhodes and Steers (1990). The implications of the earlier research were that absence could be avoided as long as the cause was identified and the appropriate policies applied. Steers and Rhodes (1984) argue that absence behaviour needs to take into account variations in the personal characteristics, attitudes, value and backgrounds of individuals and the fact that people do become genuinely ill and have domestic difficulties from time to time.

RESEARCH METHODOLOGY:

Steps in the research design process are;

Problem Statement:

“ABSENTEEISM” is one of the great disasters faced by all the organizations in this modernized world which results in turnover. So the firm has to reinvest so many amounts. People not only used to leave the organizations due to the personal reasons, the main reason is all about the industrial environmental factors “ABSENTEEISM” not only indicates the physical presence it starts with the “Mental absence” of an individual so the firm has to take this as an important issue before initiating any remedial actions through that and along with the participative management. There are so many factors that influence employees to take leave. This study ensures that it will reveal a clear good result for the absence. To avoid this problem, necessary steps should be taken and this also helps the management to know about the employee's basic needs which are not fulfilled and what the employee's expectation.

Problem Statement:

- **Identifying various factors causing absenteeism in workers at Bathinda Chemicals Limited**
- **To assess the consequences that the problem brings to the company.**
- **To discern what the company does to company combat absenteeism.**

OBJECTIVES OF THE STUDY:

Any research without objective is of no use. There for studying by keeping objective in mind and fulfilling those objectives and giving suggestions is a proper way of studying the problems.

Main objectives of the study are as follows :

- To study about the factors that influence absenteeism.
- To identify the rate of absenteeism of “worker”.
- To study various prevalent measures adopted by Bathinda Chemicals Limited to prevent absenteeism.
- To suggest any measures to reduce the rate of absenteeism.

RESEARCH METHODOLOGY PROCESS:

The research reveals that one of the major problems is absenteeism in our industry. Absenteeism hinders planning, production, efficiency and functioning of the organisation. In fact high rates of absenteeism affect an organisation state of health and also supervisory and managerial effectiveness.

NATURE OF RESEARCH:

Descriptive Approach: It is a fact finding investigation with adequate interpretation. It seeks to describe a field or a problem by using questionnaires. This approach is going to be used for this research.

Sampling Design:

Sampling technique is adopted for the study. The sample size considered is of 50 respondents. The sample is from mechanical department of workmen in the factory. The questionnaire method is used for data collection and survey.

Sample Size

50 respondents of workers from mechanical departments is used.

Sampling Procedure:

The procedure adopted in the study is, respondents were selected on the basis of random sampling

Methods of Data Collection:

The data is collected through primary and secondary sources.

Primary data are in the form of “raw material” to which statistical methods are applied for the purpose of analysis and interpretations. Secondary data’s are in the form of finished products as they have already been treated statistically in some form or other. The secondary data mainly consists of data and information collected from records, company’s websites and also discussion with the management of the organization. Secondary data is also to be collected from journals, magazines and books.

Primary Data:

Questionnaires
Personal Interactions

Secondary Data:

Internet, Web Portals & Blogs
Library & Research Works
Books & Journals
Company’s Data Records on Attendance

Collections of Questionnaires and Schedules

A closed ended questionnaire has been framed covering various aspects of the employees work.

Tools of Analysis

Percentage method will be used for the analysis of data and bar graphs are used to present that data.

The research reveals that one of the major problems is absenteeism in our industry. Absenteeism hinders planning, production, efficiency and functioning of the organisation. In fact high rates of absenteeism affect an organisation state of health and also supervisory and managerial effectiveness.

SCOPE OF THE STUDY:

- The study attempts to analyze the effectiveness and employee’s individual opinion about reason for the absenteeism.
- The study emphasizes to reveal the reasons behind the absenteeism in Bathinda Chemicals Limited.
- The study aims to work on the feedback given by the employees and come up with valuable suggestions for the improvement of the Absenteeism.

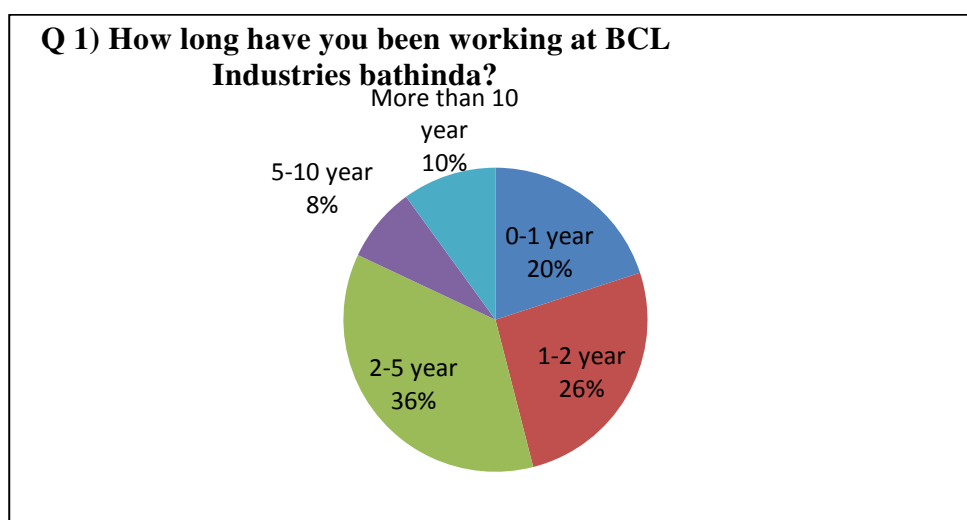
LIMITATIONS OF THE STUDY:

- The study was limited only to Bathinda Chemicals Limited, Bathinda only.
- As sampling is going to be taken as an element of the study there might always be sampling errors.
- The sample under consideration may not reflect the whole population.

DATA INTERPRETATION:

Q 1) How long have you been working at the mechanical department of Bathinda Chemicals Limited, Bathinda?

RESPONSE	NO. OF RESPONDENTS
0-1 year	10
1-2 year	13
2-5 year	18
5-10 year	4
More than 10 year	5

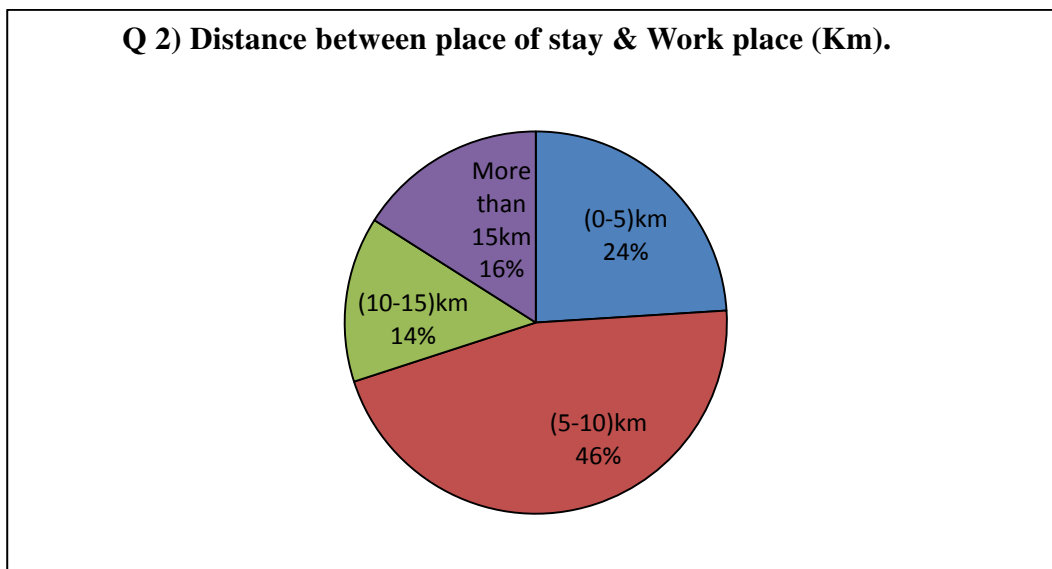


Interpretation:

- Out of 50 respondents, 20% (0-1) year, 26% (1-2) year, 36% (2-5) year, and 8% (5-10) year, and 10% more than 10 years have been working at the mechanical department of Bathinda Chemicals Limited. And the number of absentees have been seen generally from the research that, the ones who are new to the organization are more keen to take leaves and remain absent.

Q.2 What is the distance between place of stay & work place (Km)?

RESPONSE	NO. OF RESPONDENTS
(0-5)km	12
(5-10)km	23
(10-15)km	7
More than 15km	8

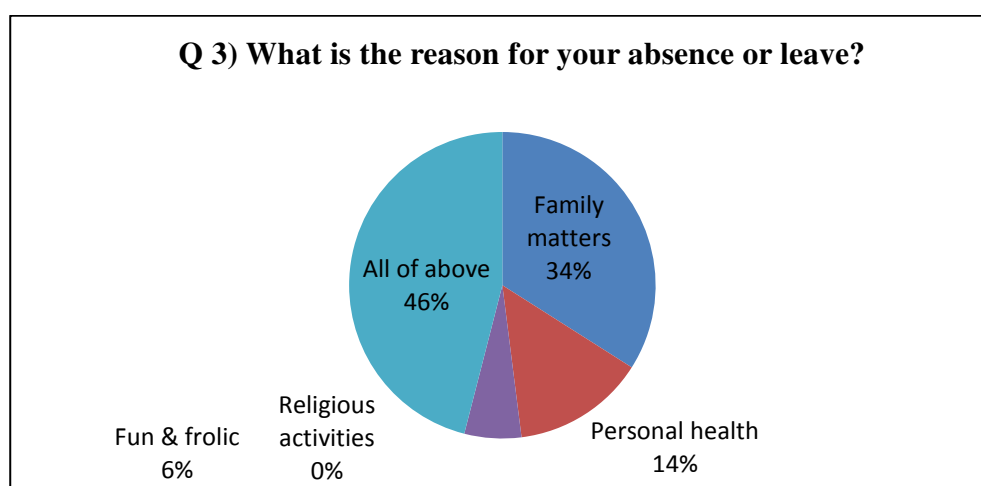


Interpretation:

- Out of 50 respondents, 24% mentioned that distance between resident and work place is (0-5) km, 46% mentioned distance is (5-10) km, 14% mentioned distance is (10-15) km, while 16% mentioned that distance is more than 15 km.

Q 3) What is the reason for your absence or leave?

RESPONDENTS	NO. OF RESPONDENTS
Family matters	17
Personal health	7
Religious activities	0
Fun & frolic	3
Others	23

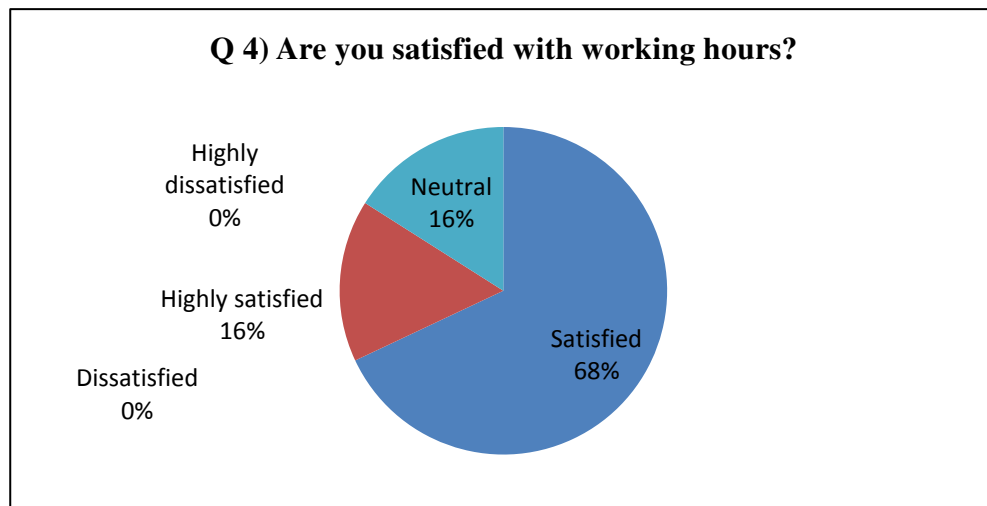


Interpretation:

- Out of 50 respondents 34% absence or leave due to family matters 14% for personal health, 6% for fun and frolic and 46% for others.

Q 4) Are you satisfied with working hours?

RESPONSE	NO. OF RESPONDENTS
Satisfied	34
Highly satisfied	8
Dissatisfied	0
Highly dissatisfied	0
Neutral	8

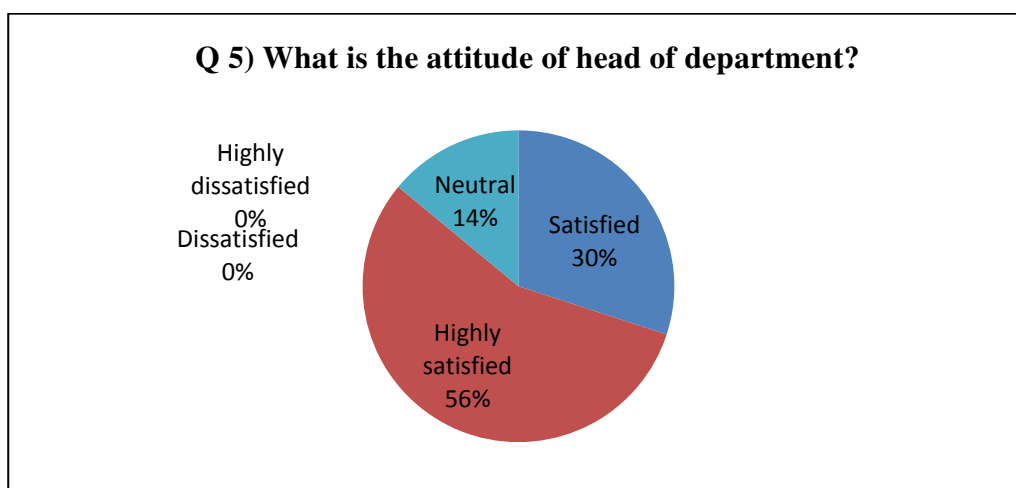


Interpretation:

In above diagram, mostly the employees are satisfied with working hours.

Q 5) What is the attitude of head of department?

RESPONSE	NO. OF RESPONDENTS
Satisfied	15
Highly satisfied	28
Dissatisfied	0
Highly dissatisfied	0
Neutral	7

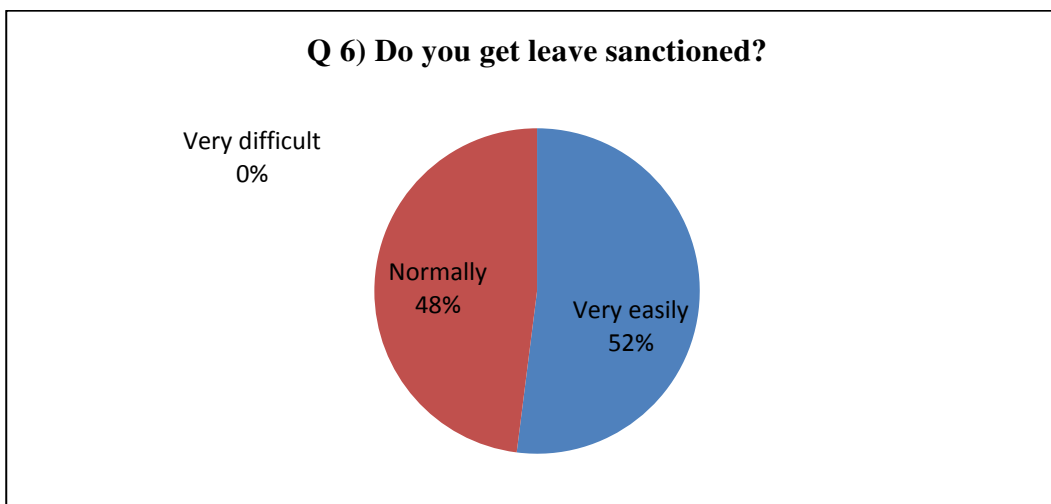


Interpretation:

In above diagram, mostly employees are satisfied the attitude of head of department.

Q 6) Do you get leave sanctioned?

RESPONSE	NO. OF RESPONDENTS
Very easily	26
Normally	24
Very difficult	0

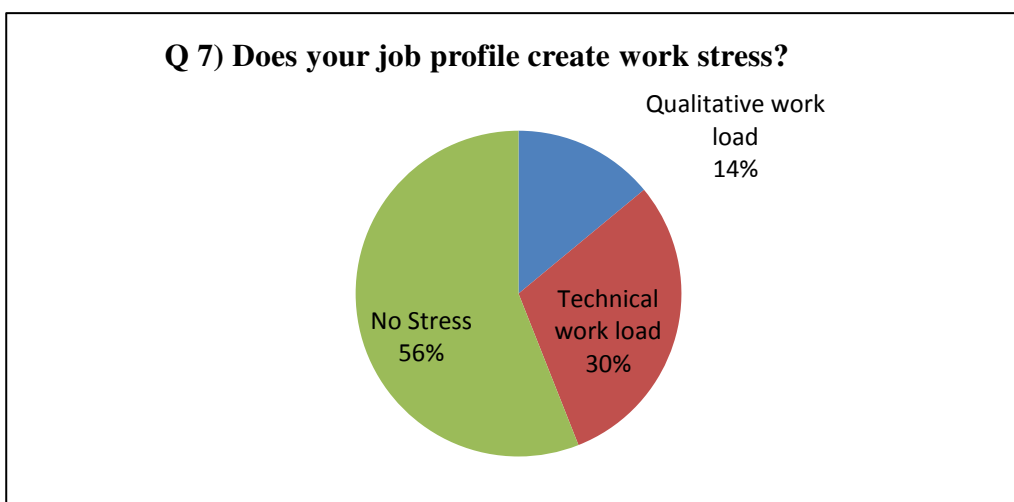


Interpretation:

- Majority of the respondents i.e 52% said that they do not face any problem while getting leave sanctioned.

Q 7) Does your job profile create work stress?

RESPONSE	NO. OF RESPONDENTS
Qualitative work load	7
Technical work load	15
No stress	28

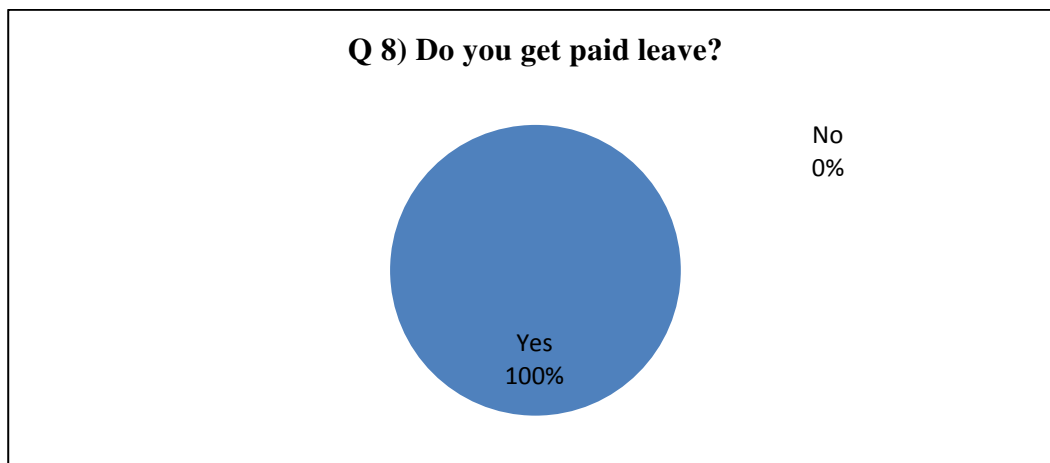


Interpretation:

- In above figure, 14% respondents said qualitative work load, 30% said quantitative work load and 56% said that no job profile create work stress.

Q 8) Do you get paid leaves?

RESPONSE	NO. OF RESPONDENTS
Yes	50
No	0

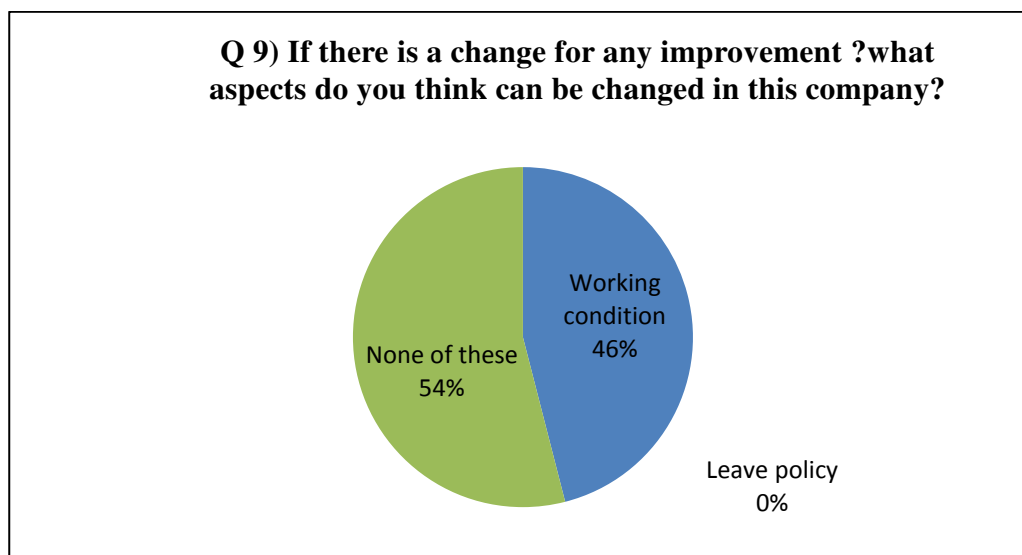


Interpretation:

- In above diagram, yes in the company they get paid leave 100%.

Q 9) If there is a change for any improvement what aspects do you think can be changed in this campus?

RESPONSE	NO. OF RESPONDENTS
Working condition	23
Leave policy	0
None of these	27

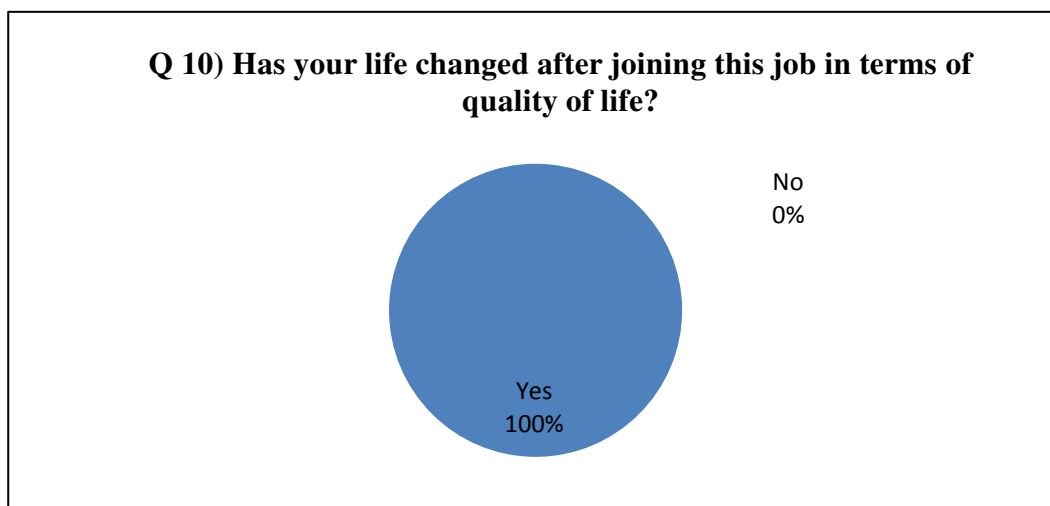


Interpretation:

- In above diagram, 46% respondents aspect to change working conditions, and 54% said they want to change nothing.

Q 10) Has your life changed after joining this job in terms of quality of life?

RESPONSE	NO. OF RESPONDENTS
Yes	50
No	0



Interpretation:

- Yes, 100% respondents said that life has changed after joining this job in terms of quality of life.

CONCLUSION:

Employee absenteeism is a major issue in the companies these days. There should be various measures to avoid this. The programs that spice up employees work life such as quarterly socialization event, foundation day, family day etc. The various measures to improve the physical and psychological health of the employees should be considered because that will enhance their efficiency and productivity. The management must intervene in the day to day activities of the employees. They should provide full-fledged support guidance and encouragement. Medi-claim policies, weekly or monthly medical checkups etc. should be provided to the employees in order to make them physical fit for the job. Make each employee aware that they are a valued member of the team, that they play an important role in organization and that their attendance is critical.

Introduce an incentive scheme to reward those who don't have an absent day. This is measured quarterly and annually.

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