

A STUDY ON FACTORS INFLUENCING EMPLOYEE ABSENTEEISM IN BPO INDUSTRY**Gethsi Beulah***Research Scholar, Pachaiyappa's College, Chennai.***Dr. Venkatrama Raju D***Associate Professor and Research Guide (Retd..)PG and Research Dept. of Commerce, Pachaiyappa's College Chennai.***Abstract**

The term absenteeism refers to the failure to attend to work. It is one of the major problems faced by BPO firm across the globe today. Unscheduled absenteeism badly hurts the progress of an organization resulting in loss of productivity, increased costs in hiring additional staff and low morale among the workers. This Article discusses workplace absenteeism, which is defined as unscheduled employee absences from the workplace. It describes the different types of absenteeism that exist and the problems that it causes, such as how it cuts into a company's efficiency, profitability and sometimes even workplace harmony and discusses some common factors across the influence of employee absence.

Keyword: Productivity, Absenteeism, Morale.

Introduction

Absenteeism is generally measured in the form of absenteeism rate. Absenteeism rate is the percentage of man days lost due to voluntary absence (both authorized and un authorized) to the corresponding total of man days scheduled to work. **Absenteeism** is defined as the failure of a worker to report for work when he is scheduled to work. Absence control can often be an important step in the process of reducing firm costs. Because of competitive pressures, firm can no longer afford to carry unnecessary absence that they may have tolerated in the past. Therefore, many BPO firms are focusing on the issue of eliminating, or at least reducing, unnecessary levels of absence. It is high time that employers address this problem on a priority basis. Employees can be absent for a variety of reasons including sickness, lethargic attitude, family emergencies, too much workload and stress, monotonous work or a general dissatisfaction with the job. Whatever be the reason absenteeism is not at all a healthy practice and steps should be taken to manage it effectively.. The findings have been used to derive the influencing variable with respect to absence. This study uses these frameworks to draw the managerial implications regarding the benefits given for employee. It finally identifies the gaps in the existing literature with suggestion for future research direction. After turnover, absenteeism can be one of the most critical human resource issues for firm. Observing, evaluating, and attempting to improve absenteeism can be extremely difficult, but with the proper understanding of what causes absenteeism and how to reduce it, firm can limit the negative side effects of employee attendance issues. In addition to lowered workplace morale, less team cohesion, and decreased organizational commitment, employee absenteeism is detrimental to businesses in respect to the increased costs associated with high instances of absenteeism. When employees do not come to work, firm are financially burdened due to the lost productivity and increased costs associated with finding and paying for temporary replacements. Additionally, absenteeism is positively correlated with turnover, which means that the more an employee misses work, the more likely he or she is to eventually leave the company. This resulting turnover also financially impacts a business because of the costs associated with finding and a permanent replacement.

Causes of Absenteeism

- Serious accidents and illness
- Low morale
- Poor working conditions
- Boredom on the job
- Lack of job satisfaction
- Inadequate leadership and poor supervision
- Personal problems (financial, marital, substance abuse, child care etc.)

- Poor physical fitness
- Inadequate nutrition
- Transportation problems
- The existence of income protection plans (collective agreement)
- Provisions, which continue income during periods of illness or accident. \
- Stress

Objectives

- To find out the various organizational factors affecting absenteeism.
- To find out the various Personal factors affecting absenteeism
- To Study the existing literature on factors influencing employee Absenteeism

Methodology

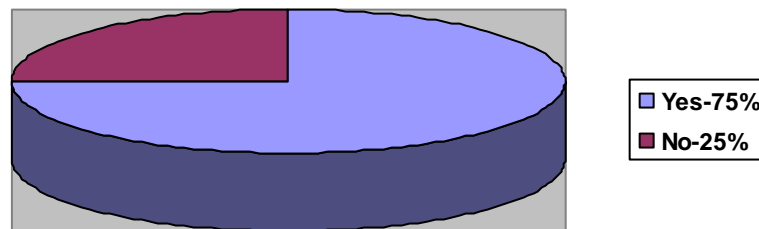
The Investigation used both qualitative and quantitative research methods. The initial quantitative study (100 respondents- 50 are Men and 50 are Women) aimed at identifying the important variables that drive the factors influencing absenteeism from the employees. The main research instrument used was a well structured questionnaire that was administered among the respondents mainly through personal contacts. Sampling population included the employee from all age groups and different financial backgrounds. It was found in our study that 70% of the responses were obtained from people of moderate family and 30% from elite family with respect to per capita income. The sample frame consisted of people from different fields. Individual respondents were the sampling element. Some of the respondent were also interviewed in order to have an in-depth analysis and find out the main reason behind their absence. The above generated pie chart shows the percentage of respondents.

Percentages of Respondent

A: Chronically ill?

Total respondent	= 100 (Men 50 and Women 50)
Yes	= 75% (Men 40% & Women 35%)
No	= 25% (Men10% & Women 15%)

Chronically iLL

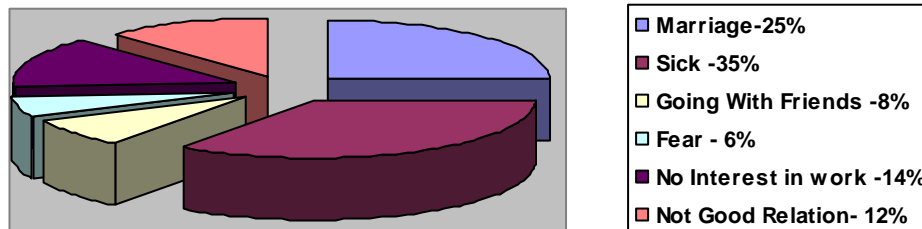


B) Require leave for which of the following reason?

Total respondent	= 100 (Men 50 and Women 50)
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- 1) Marriage = 25% (Men 12% and Women 13%)
- 2) Sickness = 35% (Men 15% and Women 20%)
- 3) Going around with friends = 8% (Men 5% and Women 3%)
- 4) Fear from internal people = 6% (Men 2% and Women 4%)
- 5) No interest in work = 14% (Men 7% and Women 7%)
- 6) Not good relation with departmental colleague and supervisor = 12% (Men 7% and Women 5%)

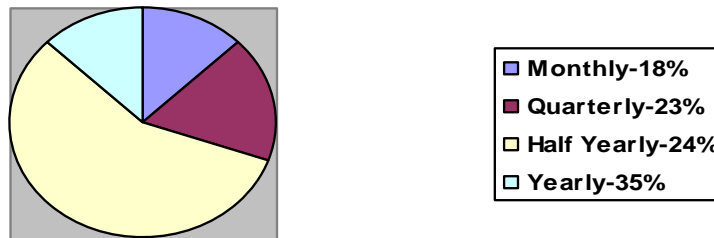
Reason for Leave Required



C) Visit native place?

- Total respondent = 100 (Men 50 and Women 50)**
- Monthly = 18% (Men 10% and Women 8%)
- Quarterly = 23% (Men 15% and Women 8%)
- Half yearly = 24% (Men 14% and Women 10%)
- Yearly = 35% (Men 20% and Women 15%)

Visit Native Place

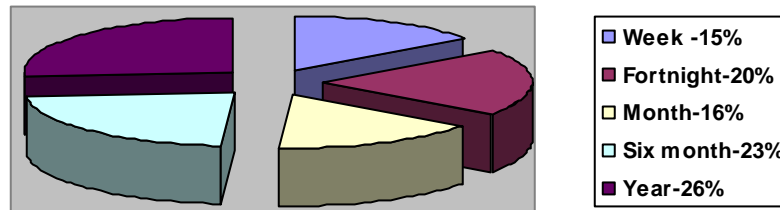


D) How often do they apply for leave?

- Total respondent = 100 (Men 50 and Women 50)**
- a) In a week = 15% (Men 9% and Women 6%)
- b) In a fortnight = 20% (Men 10% and Women 10%)

- c) In a month = 16% (Men 8% and Women 8%)
- d) In a six month = 23% (Men 13% and Women 10%)
- e) In a year = 26% (Men 16% and Women 10%)

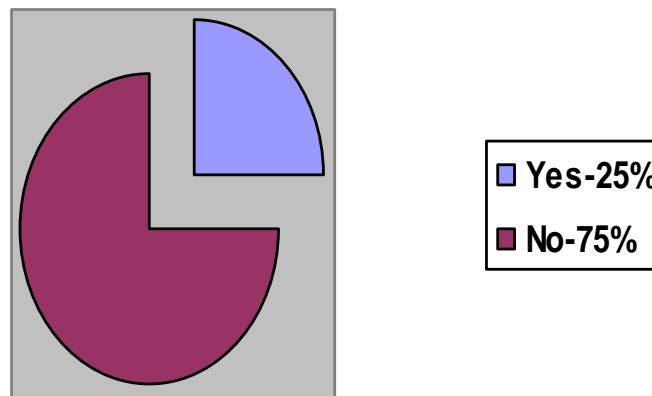
Often Apply For Leave



E) Other source of income?

- Total respondent = 100 (Men 50 and Women 50)**
- Yes = 25% (Men 18% and Women 7%)
- No = 75% (Men 50% and Women 25%)

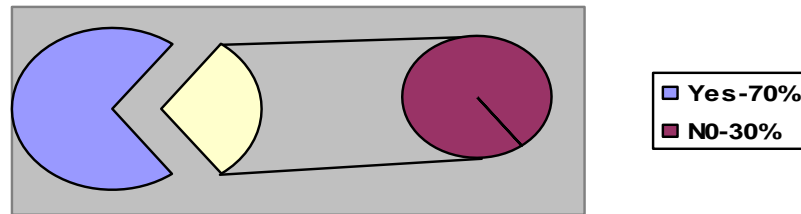
Other Source Of Income



F) Like job or not?

- Total respondent = 100 (Men 50 and Women 50)**
- Yes = 70% (Men 35% and Women 35%)
- No = 30% (Men 20% and Women 10%)

Willingness of Job



Findings

1. Absenteeism is one of the action-oriented parameters in BPO Industry that not only caused due to workers initiation but also organization, some way or other, are also help to flourish this unwanted evil.
2. Absenteeism restricts proper utilization of all resources. So proper utilization of physical and financial resource requires human resource. Therefore, for effective utilization of human resource, management should make its absenteeism policy in such a way that it would help the organization to utilize human resource's ability and potential effectively.
3. In the light of observation and findings, some recommendations have been suggested for the improvement of workers attendance and production in Industry. The management should take proper steps in order to control absenteeism among workers
4. The management should also introduce "**Monetary and non-monetary benefits scheme** that will be linked with attendance so that workers feel reluctant to take leave and become conspicuous regarding their regular attendance and as a result absenteeism rate can be reduced. The management should introduce a scheme where "**The Best Employee**" with respect to absenteeism, performance and discipline will be rewarded with cash(Rs 500/- or Rs 1000/-) at the end of the year by top management and their respective photograph (big size painted) will be pasted at the entry and exit gate of the BPO premises..
5. The condition of worker's canteen is very unhygienic and food supplied in the canteen is very low graded and without subsidized rate. Due to this unhygienic condition and low graded food, workers need to go home for their lunch and some time they don't return back for work. This leads to decrease in productivity and simultaneously increase workload to other workers. This whole process leads to increase in cost of production.
6. Workload in some department is very high and in some of the department is very low, so management should take necessary steps to balance the number of workers in all departments. Management should take some steps so that workload of workers can be reduced. Training and orientation programmes helps to attain self-development, should not only be arranged but also evaluation of these programmes should be made from time to time to know the effect of training on the performance so that useful feedback can be available from the evaluation of the training and development programmes. Further, in order to provide relief to the workers engaged in monotonous job, job rotation should be arranged.
7. The rate of absenteeism during the month May-June and November-December remains very high because during these month workers used to go to native place either for the purpose of marriage or agriculture works. The management should introduce special incentives during these months so that workers will feel reluctant to go to native place. Hot weather during the month of May and June is also reason for high absenteeism rate. So management should provide clean water, lemon water, glucose water and cooling facility to workers.
8. Side business of workers is also a reason for absenteeism. Workers have their own side business along with work in management should take strict action against those proven workers who remains absent from work because of their side business.

9. Finally, to develop work culture, it is imperative to nurture and motivate team spirit to perform the assigned jobs confidently and efficiently. The attitude of cooperation to join hands is essential for improving performance. It is also necessary to improve the “ sense of belongingness” among the employees so as to improve the morale of the workers.

Conclusion

Rising absenteeism continues to plague today's employers! The increased costs of overtime, medical premiums, compensation, and support programs are having an incredibly negative impact on profits and productivity. Absenteeism is forcing Management to deal with a wide range of problems from low morale, increased turnover, and disciplinary issues to production quality and stress related illnesses. The result of the present study will help the BPO industries streamline their thoughts to the factors influencing employee absenteeism. Observing, evaluating, and attempting to improve absenteeism can be extremely difficult, but with the proper understanding of what causes absenteeism and how to reduce it, firm can limit the negative side effects of employee attendance issues. In addition to lowered workplace morale, less team cohesion, and decreased organizational commitment, employee absenteeism is detrimental to businesses in respect to the increased costs associated with high instances of absenteeism. When employees do not come to work, firm are financially burdened due to the lost productivity and increased costs associated with finding and paying for temporary replacements. Additionally, absenteeism is positively correlated with turnover, which means that the more an employee misses work, the more likely he or she is to eventually leave the company. This resulting turnover also financially impacts a business because of the costs associated with finding and a permanent replacement.

Suggestion

1. Talk to employees who are absent and find out the problem
2. Take measures to protect the interest of employees
3. Check from time to time that no employee is treated badly by seniors.
4. The firm can bring few changes in working conditions and give incentives to employees to motivate them to work.
5. After taking all the measures if an employee is not motivated and still remains absent from work then matters have to be taken seriously.
6. HR can confront the employees and give him warnings in verbal as well as in writing and at last dismiss the employee from work.

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