



## ABSENTEEISM OF EMPLOYEES IN IT SECTOR (A study with reference to Chennai City)

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### ABSTRACT

Absenteeism is not a new phenomenon. It is the manifestation of decision by employees not to present themselves at their place of work, at a time which it is planned by the management that they should be in attendance. The absenteeism becomes a problem to management particularly when employees absent from their work without giving sufficient notice and by justifying their stand by furnishing take reasons. Many research reports reveal that there has been a phenomenal increase in absenteeism in commerce related activities. Information technology is among the main area where more level of absenteeism is witnessed. Hence an attempt has been made to know the position and impact of absenteeism in IT sector.

**KEYWORDS :** Absenteeism, work environment, IT sector.

### INTRODUCTION

Absenteeism is the failure to report to work. The United States Department of labour defines absenteeism as “the workers failed to report on the job when they are scheduled to work that is, when they are actually 'on the payroll'”.

In other words Absenteeism is the failure to report for scheduled work.

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, bad working conditions and inadequate welfare conditions, lack of training, insecurity in employment, collective bargaining process etc.

Information Technology is defined as the design, development, implementation and management of computer-based information systems, particularly software applications and computer hardware. Today it has grown to cover more aspects of computing and technology. The largest firms globally include IBM, HP, Dell and Microsoft.

These industries are highly localized and clustered in seven cities as of today. These are Bangalore, Hyderabad, Chennai, Gorgon/Noida/ New Delhi, Kolkata, Mumbai and Pune. The market size of the industry is expected to rise to USD 350 billion by 2020 considering India's competitive position, growing demand for exports, Government policy support, and increasing global footprint.

The IT sector includes IT services, engineering design and R & D services, ITES, BPO and hardware. Today IT sector lead the economic growth in terms of employment, export promotion, revenue generation and standards of living.

Since the IT sector is playing that much predominant role in the activities of economic development, a study is designed to test the impact of absenteeism in IT sector.

### NEED OF THE STUDY

The company would like to know why employees are frequently absent, at times without prior information. So the study of absenteeism was conducted with respect to three variables (Organizational Culture, Sleeping Disorder, and Organizational commitment).

### OBJECTIVES OF THE STUDY

- To measure how far the employees stick on to the company's culture.
- To know the employees health status.
- To give suggestions and recommendations in improving the same, if necessary.

### SCOPE OF THE STUDY:

This study shows overall picture of ABSENTEESIM with respect to three variables (Organizational Culture and Sleeping Disorder) related issues among the employees in IT Industry.

### STATEMENT OF PROBLEM:

High rate of absenteeism is neither desirable to employers nor good for the employees. In majority of organization higher rate of absenteeism has an adverse effect on quality. Hence it is necessary to draw answers for the questions raised in objectives.

### DATA SOURCE:

Primary data's are collected by conducting the survey through a structurally designed questionnaire.

### SAMPLE SIZE:

Data were collected from 125 respondents, of which around 25 questionnaires are not properly answered. So sample size has been reduced to 100.

### PERIOD OF THE SURVEY

The period of the survey was two months, particularly November and December 2016.

### LIMITATION OF THE STUDY

- Sample size is limited to 100 respondents.
- Due to respondent's bias, the inference might have given false information which might lead to biased conclusions.

**Table No: 1 DISTRIBUTION OF RESPONDENTS ACCORDING TO GENDER AND LEVEL OF JOB SATISFACTION**

Gender	Job Satisfaction				Total
	HS	S	N	DS	
Male	11	39	29	5	84
Female	10	4	1	1	16
<b>Total</b>	<b>21</b>	<b>43</b>	<b>30</b>	<b>6</b>	<b>100</b>

Source: Primary Data

### INFERENCE

From the above table it is found that out of the 84 male professionals of whom 11 are highly satisfied, 39 are satisfied and 29 neutral. From 16 female respondents 10 were highly satisfied and 4 are satisfied. This shows majority of respondents are satisfied about their job.

**Table No: 2 DISTRIBUTION OF RESPONDENTS ACCORDING TO GENDER AND SALARY**

Gender	Salar	Category of Responses				TOTAL
		HS	S	N	DS	
MALE		13	33	29	9	84
FEMALE		5	10	1	-	16

<b>Total</b>	<b>18</b>	<b>43</b>	<b>30</b>	<b>9</b>	<b>100</b>
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Source: Primary Data

**INFERENCE:**

From the above it is confined that 84 are male respondents, of this 13 are highly satisfied about, 33 are satisfied. The study also consist 16 female respondents, of which 5 are highly satisfied and 10 are satisfied. On which reasonable number of respondents not will to give their opinion.

**Table No: 3 DISTRIBUTION OF RESPONDENTS ACCORDING TO GENDER AND SKIP THE JOB**

Job Skip Gender	Category of Responses		
	YES	NO	Total
Male	72	12	84
Female	4	12	16
<b>Total</b>	<b>76</b>	<b>24</b>	<b>100</b>

Source: Primary Data

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-Sided)	Exact Sig. (2-Sided)
<b>Pearson Chi-Square</b>	26.772 <sup>b</sup>	1	.000	.000	.000
<b>Continuity Correction</b>	23.577	1	.000		
<b>Likelihood Ratio</b>	23.080	1	.000		
<b>Fisher's Exact Test</b>					
<b>Linear-by-Linear Association</b>	26.501	1	.000		
<b>N of Valid Cases</b>	<b>100</b>				

a. Computed only for a 2x2 table.

b. 1 cell (25.0%) has expected count less than 5. The minimum expected count is 3.88.

**INFERENCE:**

From the above table it is inferred that out of the 83 male professionals 71 have skipped their jobs before the notified period. From the 16 females 4 have skipped jobs. Hence it is observed majority of respondents have skipped their job and not willing continue for more period.

**Table No: 4 DISTRIBUTION OF RESPONDENTS ACCORDING TO AGE AND LEVEL OF TRAINING ACQUIRED**

Age	Training	Category of Responses		
		YES	NO	Total
AGE 18-22		56	9	65
23-26		22	7	29
27-30		2	3	5
31 AND ABOVE		-	1	1
<b>Total</b>		<b>80</b>	<b>20</b>	<b>100</b>

Source: Primary Data

**Chi-Square Tests**

	Value	Df	Asymp. Sig.(2-sided)
<b>Pearson Chi-Square</b>	10.849 <sup>a</sup>	3	.013
<b>Likelihood Ratio</b>	9.015	3	.029
<b>Linear-by-Linear Association</b>	8.855	1	.003
<b>No. of Valid Cases</b>	100		

a. 4 cells (50.0%) have expected count less than 5. The minimum expected count is .20.

**INFERENCE:**

From this table it is observed that majority of respondents are in the

age group of less than 25 and majority of them have acquired training.

**Table No: 5 DISTRIBUTION OF RESPONDENTS ACCORDING TO AGE AND WORKING HOURS**

Age	Working Hours	Category of Responses			Total
		<8 HRS	8-10 HRS	>10 HRS	
AGE 18-22		4	55	6	65
23-26		2	18	9	29
27-30		1	2	2	5
31 AND ABOVE		0	0	1	1
<b>Total</b>		<b>7</b>	<b>75</b>	<b>18</b>	<b>100</b>

Source: Primary Data

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
<b>Pearson Chi-Square</b>	16.532 <sup>a</sup>	6	.011
<b>Likelihood Ratio</b>	14.817	6	.022
<b>Linear-by-Linear Association</b>	6.384	1	.012
<b>N of Valid Cases</b>	99		

a. 9 cells (75.0%) have expected count less than 5. The minimum expected count is .07.

**INFERENCE:**

From the above table it is found that 55 are working for 8-10 hours and they are belonging to the age group of 18-22 yrs. On the whole it says majority of respondents are working for more hours than the stipulated maximum working hours of 8 hours in a day.

**Table No: 6 DISTRIBUTION OF RESPONDENTS ACCORDING TO AGE AND SLEEPING HOURS**

Age	Sleeping Hrs	Category of Responses			Total
		<5 HRS	5-7 HRS	7 HRS and above	
AGE 18-22		3	56	6	65
23-26		7	12	9	28
27-30			1	4	5
31 AND ABOVE			1		1
<b>Total</b>		<b>10</b>	<b>70</b>	<b>20</b>	<b>100</b>

Source: Primary Data

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
<b>Pearson Chi-Square</b>	31.533 <sup>a</sup>	6	.000
<b>Likelihood Ratio</b>	28.189	6	.000
<b>Linear-by-Linear Association</b>	3.419	1	.064
<b>N of Valid Cases</b>	100		

b. 7 cells (58.3%) have expected count less than 5. The minimum expected count is 10.

**INFERENCE:**

From the above table we can find that, majority of respondents have opinioned that they are having sleeping hours of 5 to 7 hrs.

**Table No: 7 DISTRIBUTION OF RESPONDENTS ACCORDING TO AGE AND HEALTH PROBLEM**

Age	Health factor	Category of Responses		
		YES	NO	Total
AGE 18-22		49	16	65
23-26		17	12	29
27-30		1	4	5
31 AND ABOVE			1	1
<b>Total</b>		<b>67</b>	<b>33</b>	<b>100</b>

Source: Primary Data

**INFERENCE:**

From the above table it is inferred that out the 65 respondents from the age group of 18-22 are having health problem. On the whole this study says that majority are having health irrespective the age group.

**Table No: 8 DISTRIBUTION OF RESPONDENTS ACCORDING TO AGE AND INFRASTRUCTURE FACILITY**

Age	Category of Responses					Total
	HS	S	N	DS	HDS	
Age 18-22	9	26	17	11	2	65
23-26	17	3	8	1		29
27-30	3	1	1			5
31 AND ABOVE			1			1
<b>Total</b>	<b>29</b>	<b>30</b>	<b>27</b>	<b>12</b>	<b>2</b>	<b>100</b>

Source: Primary Data

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
<b>Pearson Chi-Square</b>	29.903 <sup>a</sup>	15	.012
<b>Likelihood Ratio</b>	31.764	15	.007
<b>Linear-by-Linear Association</b>	6.936	1	.008
<b>N of Valid Cases</b>	100		

a. 17 cells (70.8%) have expected count less than 5. The minimum expected count is .01.

**INFERENCE:**

From the above table it is found that, out of the responses surveyed majority of respondents are satisfied. And also reasonable numbers of respondents have not depicted their views.

**Table No: 9 DISTRIBUTION OF RESPONDENTS ACCORDING TO AGE AND NIGHT SHIFT**

Age	Category of Responses					Total
	HS	S	N	DS	HDS	
Age 18-22	4	24	25	10	2	65
23-26	6	3	3	14	3	29
27-30	1	1	1	2		5
31 AND ABOVE	1					1
<b>Total</b>	<b>12</b>	<b>28</b>	<b>29</b>	<b>26</b>	<b>5</b>	<b>100</b>

Source: Primary Data

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
<b>Pearson Chi-Square</b>	33.210 <sup>a</sup>	12	.001
<b>Likelihood Ratio</b>	31.254	12	.002
<b>Linear-by-Linear Association</b>	284	1	.594
<b>N of Valid Cases</b>	100		

a. 13 cells (65.0%) have expected count less than 5. The minimum expected count is .05.

**INFERENCE:**

From the above table, it is confined that, out of the 65 from the age group of 18-22, 25 are neutral and 24 have satisfied. In the age group of 23-26, 14 are dissatisfied and 6 are highly dissatisfied.

**Table No: 10 DISTRIBUTION OF RESPONDENTS ACCORDING TO MARITAL STATUS AND JOB SATISFACTION**

Marital Status	Category of Responses					Total
	HS	S	N	DS	HDS	
SINGLE	7	40	28	6		81
MARRIED	14	3	2			19
<b>Total</b>	<b>21</b>	<b>43</b>	<b>30</b>	<b>6</b>		<b>100</b>

Source: Primary Data

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
<b>Pearson Chi-Square</b>	39.415 <sup>a</sup>	3	.000
<b>Likelihood Ratio</b>	34.054	3	.000
<b>Linear-by-Linear Association</b>	23.300	1	.000
<b>N of Valid Cases</b>	100		

a. 3 cells (37.5%) have expected count less than 5. The minimum expected count is 1.14.

**INFERENCE:**

From the above table, it is exhibited that, out of the 81 unmarried professionals 40 are satisfied, 28 are neutral.

**Findings of the Study:**

1. The study comprises 84 males and 16 female respondents. Among this 65 male respondents have sleep 5-7 hours and 10 female have sleep less than 7 hours. Because of sleeping disorder, majority of the respondents are having health problem and losing their weights etc.

2. The study also reveals that 71 male respondents and 4 female have skipped the jobs before the stipulated period. Moreover most of them are unmarried.

3. It we take the satisfaction level of the respondents about their job good. i.e., around 43 male and 14 female respondents are satisfied. Of which the satisfactions level about job and salary of male respondents are very high to the extent of 84%

**Suggestions**

Organization may provide paid sick leave as part of the employee's fringe benefit program. But ironically, organization with paid sick leave programs experiences almost twice the absenteeism than organizations without such a program. The reality is that sick leave encourages wrong behavior-absence from work. In other words, an employee should be rewarded for good attendance and not for frequent absence from work.

Organization should make the employees feel they are important to the organization, so that employees will realize how important their contribution of work towards the organization. Employee assistance program should be conducted that will help workers to move with supervisors (culture), work mates and soon have a good record of absence reduction, probably in part, concentrate on those with especially high absence rates.

**CONCLUSION**

From the study it is clear that the IT Industry has high absent rate and most of the employees are not fine with the organizational culture of the company and some employees would like to compromise somebody's needs in order for a company to achieve its goals, there is no good rapport between low level management and middle management and most of the employees think that there's not too much to be gained by sticking with this organization indefinitely. It is also clear that most of the employees do not have good health and they are physically not fit for the work. Some employees suffer with the problems of sleeping disorder and very few employees are fine with their sleep this variable sleeping disorder has an influence over absenteeism.

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