



## EMPLOYEE ABSENTEEISM: AN EXPLORATORY STUDY ON IMPACT OF JOB SATISFACTION ON EMPLOYEE ABSENTEEISM IN FOOD AND INNS PVT. LTD. CHITTOOR DISTRICT, ANDHRA PRADESH

**Dr Cidda Reddy  
Jyoshna**

Assistant Professor, Sreenivasa Institute of Technology and Management Studies, Chittoor (A.P)

**Dr Cheekoori  
Jyothsna\***

Assistant Professor, Sreenivasa Institute of Technology and Management Studies, Chittoor (A.P) \*Corresponding Author

### ABSTRACT

The rationale of this paper is to examine the factors that influence job satisfaction and its impact on employee absenteeism in Food and Inns Pvt. Ltd. Chittoor (A.P). The target sample is 120 employees and simple random sampling method was adopted to survey the employees. The researcher used structured questionnaire as survey tool for data collection. Statistical tools including reliability, validity, chi-square test and Regression tests were used. The result shows that interesting work, salary, job security, promotion and working conditions are the major factors influencing job satisfaction. The overall job satisfaction of the employees in Food and Inns Pvt. Ltd. Chittoor is at the positive level. Regression analysis revealed that there is a significant positive relationship between employee absenteeism and job satisfaction. This research paper provides an inclusive analysis of job satisfaction factors and its impact on employee absenteeism and suggestions to improve them.

**KEYWORDS :** Employee absenteeism, Job Satisfaction and Employee motivation

### 1. Introduction

Employee absenteeism is almost certainly one of the prime problems that a manager has to handle on an ongoing basis as it impacts on job, performance, productivity and could lead to financial fatalities. If the cause has been identified and solutions implemented and an employee continues to be absent from his/her workstation then the only solution would be normal disciplinary procedures. The study of job satisfaction is a topic of wide interest to both people who work in organizations and people who study them. Job satisfaction has been closely related with many organizational phenomena such as interesting work, motivation, superior-subordinate relationship, performance, leadership, pay, conflict, moral and company culture etc.

Many researchers have attempted to study the relationship between employee absenteeism and job satisfaction as absence is commonly viewed as one of the means of extraction from stressful work situations. A study on employee absenteeism and job satisfaction revealed that consistent inverse relationship between job satisfaction and absenteeism, i.e. when job satisfaction is high, employee absenteeism tends to be low and when job satisfaction is low, employee absenteeism tends to be high (Luthans, 1995). However this correlation has been found to be quite moderate, the underlying statement is that employee absence is at least in part, the result of job dissatisfaction (Anderson, 2004).

### 1.2 Research Questions of the Study

Keeping in view of the above research problem, the research questions instigating research interest are as follow;

- What are the employee's demographic characteristics those have impact on employee absenteeism?
- What are the key job satisfaction variables that impact employee absenteeism?

### 1.3 Objectives of the Study

The stated objectives of the study after analyzing the research problem are;

- To explore and identify employee's demographic characteristics those have impact on employee absenteeism;
- To analyze and examine that to what extent demographic characteristics correlated with Job Satisfaction variables;
- To analyze and examine job satisfaction variables that impact employee absenteeism;

### 1.4 Scope of the study

This study prominence in the following scope:

- To find out the employee's level of job satisfaction.
- The study also highlights the factors that are responsible for job satisfaction and employee absenteeism.
- This study is helpful to that organization for conducting further

research and to make an effective managerial decision.

### 1.5 Limitations of the study

- The research is subjected to the bias of the respondents.
- The research was carried out in a short span of time period. Most of the variables of job satisfaction may be applicable to all organizations where as specific variables like working conditions and salary etc. may not be generalized.

### 1. Review of Literature

#### 2.1 Employee Absenteeism

Hoque and Islam (2003) described employee absenteeism as a "subject to be studied, matter to be thought over and a problem to be solved." The term "absenteeism" originated from the Latin word, "absentia" (Mashonganyika, 2004). There is no standard definition for employee absenteeism; it is broadly used to describe non-attendance of employees for scheduled work (Banks et al. 2012). Relationship between absence behavior and age, indicating a sharp decline at older ages up to around 50 years (Markussen et.al, 2009). In supporting to the above statement, Keller (2008) reported that among 367 service employees that age was significantly correlated to employee absenteeism.

Compton (2001) found that employee tenure was significantly related to his/her absenteeism. Similarly, Adebayo and Nwabuoku (2008) commented that years of work experience was positively correlated with employee absenteeism. This statement is supported by Hoque and Islam (2003) and stated that employee absenteeism is associated with working experience. Westhuizen (2006) made an attempt to analyze the relationship between family responsibilities and employee absenteeism revealed that marital status is having significant impact on the frequency of absenteeism. Adebayo and Nwabuoku (2008) also found the significant correlation of employee absenteeism with marital status.

### 3. Research Methodology

A descriptive research design with survey method is applied in the study. This research was conducted from the perspectives of employees in Food and Inns pvt. ltd in Chittoor District, the State of Andhra Pradesh. The methodology for the study was Sample Survey and out of 1400 employees, 120 respondents were selected by using simple random sampling method. Structured questionnaire was designed as a tool for the sample survey.

Both primary and secondary data were collected for the study.

*Statistical Tools Used:* Reliability, chi-square test and Regression test.

### 4. Data Analysis and Interpretation

This section contains the analysis and interpretation of data.

**Demographic profile of Respondents**

The population for the study includes 120 employees. 80 respondents were men and 40 were female. It is understood that the respondent rate age group above 40 is highest with 46 responses when compare with the age group between 29- 39 is 38. The age group between 19- 29 is least with 36 respondents. The respondent rate high school is highest with 51 responses when compare with the primary school is 48. The respondents with graduation are least with 21 respondents. 85 respondents were married and 35 were unmarried. Majority of the

respondents are having the employee tenure between 6-10 years and 34% of respondents are having less than 5 years of tenure.

**4.2 Reliability**

The Cronbach's alpha test for internal consistency was used for testing the suitability of the questionnaire of study. The test gave a value of 0.799 and an associated level of significance that was smaller than 0.001.

**Table 4.2 Summarized results of Five Variables of Job Satisfaction**

Job satisfaction variables relative to absenteeism	Interesting Work		Salary		Job Security		Promotion		Working Conditions	
	No. of respondents	%	No. of respondents	%	No. of respondents	%	No. of respondents	%	No. of respondents	%
Strongly Agree	58	48	63	52.5	64	53.3	59	49.1	61	50.8
Agree	47	39	46	38.3	48	40	47	39.1	42	44
Neutral	6	5	4	3.3	3	2.5	4	3.3	5	6
Disagree	6	5	5	4.1	2	1.6	5	4.1	6	7
Strongly disagree	3	3	2	1.1	3	2.5	5	4.1	6	8
Total	120	100	120	100	120	100	120	100	120	100

Source: Primary data developed for the study

Result shows that 48% of the respondents strongly agreed that they prefer jobs which afford them the opportunity to apply their skills and competencies. 52.5% of the respondents strongly agreed that salary has a significant positive impact on employee absenteeism.

**4.3 Results of Chi-Square Tests**

At the 5% level of significance, two categorical variables are said to be significantly associated with each other if the P-value is smaller than 0.05. In this study, all chi-square values were greater than 5. As such, results of data analysis obtained from chi-square tests were all highly valid.

**Table 4.3 Variables significantly associated with Employee Absenteeism**

Variables	Chi-square value	P-value
Family problems	23.568	0.000
Poor working conditions	20.897	0.000
Lack of superior-subordinate relations	18.049	0.000
Transportation problems	15.442	0.000
Lack of skills and competencies	12.524	0.000
Poor education	10.168	0.001
Type of work	8.886	0.003
Age	7.653	0.011
Gender	6.486	0.024
Lack of supervision	5.631	0.037

The results specify that majority of the respondents (68%) agree that employee absenteeism represents job dissatisfaction.

**4.5 Regression Analysis**

**Table 4.5 Relationship between Job Satisfaction and Employee Absenteeism**

N	Df	Correlation Coefficient (r)	Coefficient Determine (r <sup>2</sup> )	Significant Level	t-cal	t-tab	F-tab	Result
120	118	0.752	0.618	0.05	8.650	75.585	4.08	Sig.
Model x, y 0.712+0.752x								

**Decision Rule:**

When t.cal < t.tab, reject H1 and accept H0  
 When t.cal > t.tab, accept H1 and reject H0

**Decision:** Since + Cal (8.650) is greater that t-tab H0 is rejected and H1 is accepted (refer table 4.5). Thus, there is a significant positive relationship between employee absenteeism and job satisfaction.

**5.1 Scope for Further Research**

- Some hidden contextual variables may still underlie the research. The vital factors influencing the job satisfaction were interesting work, salary, job security, promotion and working conditions.
- The further research is needed to investigate the potential relationships and other extraneous variables, such as role ambiguity, fairness and recognition have on job satisfaction.

**5.2 Conclusion**

The results of the study revealed that there is a significant relationship between employee absenteeism and job satisfaction. Data analysis results also proved that job satisfaction variables are having a significant impact on employee absenteeism. Hence, it is highly recommended for management to strategically design, develop and implement job satisfaction variables like interesting work, salary, job security, promotion and working conditions as these variables motivate and encourage employees to be more present and prompt in their place of work and slowly to reduce employee absenteeism.

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