

## **CHAPTER II**

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### **REVIEW OF LITERATURE**

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#### INTRODUCTION:

The present chapter deals with the review of literature pertaining to labour absenteeism.

The Labour Department of India (1975) defines absenteeism as "the total man-shifts lost because of absentees as a percentage of the total number of man-shifts scheduled." This definition does not include absence on account of authorised leave, layoff, strikes, etc.

More specially, absenteeism refers to an unauthorized absence including all causes where work is available. The worker knows about it but fails to report for duty and the employer has no prior information about workers not reporting for work.

Vaid (1966) has stated that in absenteeism a distinction is often made between "absence" and "absenteeism." The term absence refers to all "stay away" from work whether authorised or unauthorised; while absenteeism refers to only unauthorised absence.

According to John B. Miner there are various types of excused absences like sick leave, maternity leave, and the like that normally do not reflect a desire to withdraw from a disturbing situation. Nevertheless, much that passes for sickness is probably not true and many illnesses are emotionally caused. It does seem



appropriate to consider a manager unsatisfactory in the maintenance area if his group has a confusing, disproportionally high absenteeism rate.

Absenteeism would directly reflect the monetary gains of an individual and the organisation at large.

The study also focuses on medical significance and absenteeism. Norman Plumer Ec Henkle (1973) in their research paper 'Medical Significance Absent And Industrial Population' stated that "various kinds of absence affect group efficiency and "stability in different ways and maybe significant indicators of individual attitudes towards the work team. Occasional and excused absence, arranged in advance with the supervisor's permission, results in a minimum of disturbance of group activity and maybe justified by unusual demands outside the plant, such as illness at home."

There are various causes of absenteeism. Sinha D. (1973) classifies causes of absenteeism into three groups: Personal causes, In-plant causes and Community causes.

Classified causes of absenteeism in three categories including In-plant causes, Personal causes and Community causes. In-plant causes of absenteeism include ineffective selection and placement procedures, excessive fatigue, over-staffing, irregular flow of production, ineffective use of skills, poor supervision, inadequate training program, ineffective grievance procedure, low morale and poor employee relations, moreover the personal causes of absenteeism are illness of one self or of one's family, seeking other employment, house-hold responsibilities,

child care, recreation and use of alcohol. Among the Community or Social causes are included inadequate housing, poor transportation, marketing and shopping difficulties, lack of social facilities such as hospital, and credit, and seasonal factors such as cultivation season and religious festivals. The study also focuses on life stress.

Hinkle and Plummer (1975) pointed out that the causes of absenteeism fluctuate in terms of business to business cycles. The rate of absenteeism is a function of age, length of service and nature of sick benefits systems. That women workers have more absenteeism than men. That non-occupational illness is largely responsible for absence and the absenteeism involves residuum.

Other studies on absenteeism indicate that married women have higher absenteeism rate than unmarried women; that the rate of absenteeism is the highest in the last five working days in the week and after the pay days; that enterprises with paid sick leave system have greater absences than their counterpart; that manufacturing units have higher rates than the non manufacturing ones; that shop rates are greater than office rates as absences; that night shifts involve more absences than day shifts and that job satisfaction is negatively related to absenteeism.

Saroja Bai (1956) reports significant relationship of absenteeism with personal factors such as age, distance from the establishment, marital status and number of children. Moreover, personal factors such as nervousness, fatigue and general disability were significantly related to absenteeism.

According to Edurin B. Filippo (1991) one of the most common reason given for being absent from work is physical illness and thus a second health and safety program should contribute to reduce absenteeism. There are, however, many other reasons for missing work and their analysis and correction will help to maintain the work force.

Paul Dsciefinsky (1977), argued its impact of absenteeism in organisation. Absences occur when an employee fails to report to work as scheduled. Such failure may be due to an employee's inability to come to work.(Sickness, accidents or other reasons not within the employee's control) or an unwillingness to report even though there is no reason which prevents an employee from coming to work.

A problem facing Supervising and Personnel Manager is distinguishing between an employee's inability to work and his or her willingness to work. The problem is compounded because most employees who fall into the latter category usually provide plausible reasons for their absences and as a consequence are confident to be legitimately absent.

Labour Bureau, Indian Labour Static (1987) a employee is to be considered as scheduled to work when the employer has work available for him and the employee is aware of it and the employer has no reason to accept well in advance, that the employee will not be available for work at the specified time for calculating the rate of absenteeism. Therefore two facts are required, the number of persons scheduled to work and the number actually present.

Milkovich and Boudreau (1981) evaluating performance and absenteeism assessment stated that "Human resource personnel conduct performance and absenteeism assessments and what affects them." But how these assessments improve human resource management first performance and absenteeism information can support decisions by helping to set human resource activities and evaluate result.

Second, the assessment and communication process affects employee behavior directly, regardless of how the information is used to make decisions.

Heman (1990) stated that organisations often confront a serious problem of keeping their labour forces working. This problem manifests itself in two stages. The first occurs when employees temporarily stay away from work referred to as "Absenteeism". The second is when employees leaves permanently called "turnover" relative to the outcomes in the per hour model. Absenteeism and turnover are the opposite of attendance and retention respectively.

At the outset it is necessary to distinguish between two types of absenteeism and turnover, voluntary and involuntary. In the case of absenteeism, voluntary refers to scheduled absences by the employee not reporting to work on Friday to one's weekend illustrates voluntary absenteeism. In voluntary absenteeism such as health related absence is outside the employee's control. Voluntary turnover refers to termination initiated by employees leaving one's current employer for a higher paying job is one example. In voluntary turnover alternatively is initiated by the employer. Major examples include layoffs and dismissals.

Absenteeism and turnover differ voluntary absenteeism and turnover are often thought to be influenced by per hour policies and practices that influence employee satisfaction involuntary. Absenteeism alternatively is often outside the control of the employee and the employer. Involuntary turnover often depends on the quality of the initial selection decisions and product scheduling and consumer demands, patterns. Whether the problem stems from voluntary or involuntary absenteeism or turnover must therefore, be currently identified for implementing control policies.

Yoder (1971) pointed out several measures to control and prevent absenteeism. The most effective measures to control absenteeism relate to good records, careful analysis and supervision. Efforts may be made to determine where absenteeism takes place, when it takes place who is involved and why he or she is involved. Other measures to control include effective placement, adequate training penalty for absence and records of attendance, delegation of responsibility of control to foreman, effective personnel practices and improved working conditions for obtaining unique co-operation.

It has been indicated that a large part of absenteeism is caused by a small part of work force. That the same individuals are involved throughout their work history rather than in a particular year. That individuals with positive attitudes have low absenteeism and that life stress and illness have positive relationship with absenteeism.

Hone-A. (1968) says that attempts have been made to indicate relationship of absenteeism with socio-cultural factors and personal difficulties of the individual workers.

Pankal (1966) traces the causes of absenteeism to different social, physical and psychological factors and visualizes that improved methods of record keeping, good working conditions, a well coordinated welfare program and effective leadership are likely to minimize this element.

The review of literature indicates that hardly any study is focused on small scale industries. Though there are studies related to the absenteeism and its impact on productivity, the researcher has focused less attention to the factors responsible for absenteeism in general.

The present study bridges the gap in the present scenario.



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