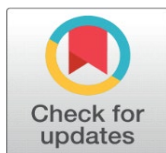# AN ANALYTICAL STUDY ON EMPLOYEE ABSENTEEISM IN THE WORKPLACE WITH REFERENCE TO WIPRO TECHNOLOGIES LIMITED, BANGALORE

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ABSTRACT

In today's competitive scenario, the term Absenteeism is the place of work in a common phenomenon. It referred to the same as a "bottom-line slaughterer", impacts the availability of the workforce and the effectiveness of organizations. It means that absenteeism does not include vacation, personal leave, jury-duty leave, or other reasons. The aim of this research paper is to recognize the intensity of employee absenteeism, it come across whether the employees are satisfied with their job & job securities and also know the views as regards functioning environment at Wipro Technologies, Bangalore. Descriptive research type is adopted for this study employing both qualitative and quantitative approaches. The target population of the study is employees of Wipro Technologies Limited. Questionnaires were used to collect both quantitative and qualitative figures respectively. Convenience sampling was adopted to identify the category of Wipro employees. Qualitative data were analyzed using the thematic method, while quantitative data analyzed using various statistical methods. A total of 50 questionnaires with self-explanatory questions were administered to employees of Wipro technologies in Bangalore. MS-Excel and Statistics were used for analysis purpose. The findings of the study are discussed in the context of the theoretical and empirical background of employee absenteeism in the workplace. The findings indicated that 48% of informants fall in the age group of 20-30 years, 56% of informants are male, 36%, greater part of the Employees are satisfied with the job replacement offered via the business, 32% are not subjected to any disciplinary action only a few percent of employees are subjected to serious disciplinary action like i.e,6%. The results of the research have given valuable insights into the area of employee absenteeism in the workplace at Wipro Technology in Bangalore. By adapting the above suggestions will make the organization in helping to have optimum number of employees at workplace.

Keywords: Employee Absenteeism, Leaves, Qualitative and Quantitative Approaches, Job Rotation

1. INTRODUCTION

Absenteeism is a serious obstacle faced by most of the employers in today's world. Failure of dedication towards work leads them to absent which directly influences on employee turnover as it makes employer to afford again on replacement, hiring and training of employees. Dereliction of employees for scheduled work accelerate to pilling of work, decrease productivity, collapses the organization goodwill .Acceptable number of employees for work is required in order to attain the objectives, targets of any particular department so as to increase

the overall efficiency of the organization. If the employees took the tribute holidays like week off, suspension, strikes, layoff, lockout is not taken under the account of absenteeism. Absenteeism in the place of work is a huge amount calculated by means of an absenteeism rate. The formula for calculation of absenteeism rate is the number of days absent divided by the total number of available workdays in a given period. An absenteeism rate is a key factor in HR CAPITAL indicator. For picture, unbalanced absenteeism can point out problems within the workforce or organizational culture.

Universally used synonyms of malingering include absence, skipping, sickness, or taking leave. Commonly used synonyms of malingering include sickness, skipping, absence, or taking leave. According to Aswathappa "It is an expense to the organization apart from the employee disappoint with the company. Absenteeism is unpreventable when employee or his dependents fall ill unexpectedly or if there is a hazard occur within the organization".

2. TYPES OF ABSENTEEISM

1) **Authorized Absenteeism:** Where an employee is absent to the scheduled work with the prior permission from higher officials.
2) **Unauthorized Absenteeism:** Where an employee is absent to the scheduled work without the prior permission from the higher officials.
3) **Will full Absenteeism:** Where an employee is absent to the work willfully

3. CAUSES OF ABSENTEEISM

1) Personal problems
2) Physical and mental illness
3) Addicted to alcohol.
4) Unfavourable working environment
5) Heavy workload
6) Diabetes
7) Stress
8) Stringent personnel policies

4. REVIEW OF LITERATURE

Karibasappaa (2020) In his research paper, he reviewed on entitled "A revise on Employee malingering in Garment Industries with unique suggestion to Bangalore". This paper shows the main objective was reducing of absenteeism in organization leads to attainment of goals and increases organizational productivity. A structured questionnaire was framed in order to collect data from the respondents of a sample of 164 and the statistics was analyzed statistically and also suggested that by providing counselling, working environment and also the other factors helps in reducing employee absenteeism in the organization. Vijayalatha and Brindha (2014).

Kanakaraj and Aravind (2019) In their research paper, they reviewed on entitled" A revision on employee non-attendance with special reference to tea factory's the Nilgiris region. According to them absenteeism is a dreadful problem faced by the Indian organizations when compared to other countries India has larger magnitude of absenteeism. Absenteeism is a complicated problem it cannot

be solved through punishments and other actions besides it require broad and consolidated approach. A structured questionnaire was framed in order to collect the data from a sample of 50 employees and data was analyzed through simple percentage method. Kanakaraj and Aravind (2019)

Padmanabhana, H. K. (2018) In this research paper they review on entitled as" A Study on Impact of Employee Absenteeism in Selected Manufacturing Industry". According to him absenteeism is a continues hurdle faced by the organizations which affects the overall performance of the organization. This paper tries to attempt the reasons of absenteeism and suggest the framework to overcome those. A structured questionnaire was used in order to collect the data from the respondent's form a sample of 200 employees and data was analyzed through percentage method. Padmanabhana, H. K. (2018)

Pavithra and Petera (2017) The article report entitles "A Study on Employee Absenteeism" the main objective is to determine the motivation techniques, salary, working condition, attendance programme, facilities. A sample of 100 employees from the population of 656 employees. A questionnaire has been used in order to collect the data. Percentage analysis, Chi-Square test and weighted average method are used by the researcher as tools for data analysis. Pavithra and Petera (2017)

Krishna and Madhumita (2015) The article report entitles" A Study On Employee Absenteeism in Home Appliance "according to him absenteeism may occur either authorized, un authorized or willful absenteeism this has a direct impact on labour turn over, immediate strategies has to be implemented in order to control it as it has a large contribution towards organization development. A questionnaire consisting of 65 questions are used to gather the data and the statistical tools ANOVA test, independent sample T test, Krushkal Wallis One Way Analysis, One sample t test for this study. Krishna and Madhumita (2015)

Vijayalatha and Brindha (2014) in This research paper they review on entitled as "A Study on employee absenteeism" this paper throws light on increasing the productivity and the organizational growth by reducing the absenteeism in the work palace. Researchers have determined different factors so as to decrease the absenteeism rate in the workplace. A sample of 100 were taken from a population of 150 and a questionnaire was framed in order to collect the data from the respondents. Percentage analysis, chi-square test, weighted average are used for data analysis. Vijayalatha and Brindha (2014)

5. OBJECTIVES

1) To recognize the intensity of employee absenteeism at Wipro Technologies Limited, Bangalore.
2) To identify whether the workers are satisfied with their job & job securities.
3) To make out the views concerning working situation at Wipro Technologies Limited, Bangalore
4) To suggest an appropriate framework to Wipro Technologies Limited, so as to reduce the employee absenteeism and increases the organizational performance.

6. NECESSITATE FOR THE STUDY

In this research paper is desirable for the personnel management community in order to identify and understand the causes of employee absenteeism at workplace and have to make corrective steps to prevent it.

7. SCOPE OF THE STUDY

This study is based on Wipro Technologies Limited, Bangalore. Organizational performance relay on the employee frequentness to the workplace. This study is conducted to identify the major causes and levels of the absenteeism of employees at Wipro Technologies Limited, Bangalore. The results obtained through this study will be very useful in evaluating the factors that leads to absenteeism.

8. RESEARCH METHODOLOGY

Research methodology can be understood as the tools, methods, techniques used in the process of systematic investigation of facts.

9. DATA COLLECTION METHODS

Data is obtained from both primary and secondary sources.

- **PRIMARY SOURCES**

  A structured questionnaire is used in this study in order to obtain data from the respondents.

- **SECONDARY SOURCES**

  Secondary sources like Textbooks, journals, websites used in order to obtain data regarding the present study.

- **TOOLS USED FOR THE STUDY**

  Simple percentage analysis

- **PERCANTAGE ANALYSIS**

  Percentage can be calculated by using the above formula.

- **PRESCRIPTION**

  $$\frac{\text{Number of informants X 100}}{\text{Total number of informants}}$$

10. DATA INVESTIGATION AND ANALYSIS
10.1. BELOW TABLE EXIBITS THE AGE OF INFORMANTS

Table 1

Table 1		
Age	**No. of Informants**	**%**
AGE 20-30 Years	24	48
AGE 31-40 Years	17	34
AGE 41-50 Years	6	12
AGE 51-60 Years	3	6
Total	50	100

Source Compiled by the Authors Based on Primary Data

ANALYSIS

In the above Table 1 despite that 48% of informants are age among 20-30 years of age, 34% are age between 31-40 years, 12% are between 41-50 years, 6% are between 51-60 years of age.

10.2. BELOW TABLE EXIBITS THE GENDER OF INFORMANTS
Table 2

Table 2		
Gender	No. of Informants	%
Male	28	56
Female	22	44
Total	50	100

Source Compiled by the Authors Based on Primary Data

ANALYSIS

Above Table 2 despite that 56% of informants are gentleman and 44% of informants are female

10.3. BELOW TABLE EXIBITS THE DEPARTMENT OF INFORMANTS
Table 3

Table 3		
Department	No of Informants	%
Human Resource	15	30
Marketing	22	44
Finance	13	26
Total	50	100

Sources Compiled by the Authors Based on Primary Data

ANALYSIS

An above Table 3 despite that 30% of informants is human resource department, 44% of informants are marketing department, and 26% of informants are finance department.

10.4. BELOW TABLE EXIBITS THE SATISFACTION OF EMPLOYEES TOWARDS JOB ROTATION
Table 4

Table 4		
Opinion	No of Informants	%
Highly Satisfied	10	20
Satisfied	16	32
Moderately Satisfied	13	26

Dissatisfied	6	12
Highly Dissatisfied	4	8
Total	50	100

Source Compiled by The Authors Based on Primary Data

ANALYSIS

In the above Table 4 despite that 20% of informants are highly satisfied with the job rotation,32% are satisfied,26% are moderately satisfied,12% are dissatisfied,8% are highly dissatisfied with it.

10.5. SATISFACTION OF EMPLOYEES TOWARDS THEIR WORK ENVIRONMENT

Table 5

Table 5		
Opinion	**No of Informants**	**%**
Highly Satisfied	9	18
Satisfied	18	36
Moderately Satisfied	12	24
dissatisfied	6	12
Highly dissatisfied	5	10
Total	50	100

Source Compiled by the Authors Based on Primary Data

ANALYSIS

The above Table 5 shows that 18% of the employees are highly satisfied with the present working condition, 36% are satisfied, 24% are moderately satisfied,12% are dissatisfied,10% are highly dissatisfied.

10.6. SATISFACTION OF EMPLOYEES TOWARDS THEIR HEALTH AND SAFTEY FACILITIES

Table 6

Table 6		
Opinion	**No of Informants**	**%**
Highly Satisfied	10	20
Satisfied	12	34
Moderately Satisfied	15	30
Dissatisfied	5	12
Highly Dissatisfied	8	16
Total	50	100

Source Compiled by the Authors Based on Primary Data

ANALYSIS

A Table 6 despite that 20 percentage of the employees are extremely satisfied in the midst of the current health and safety facilities at Wipro Technologies Limited, Bangalore, 34 percentage are satisfied, 30 percentage are more or less satisfied,12 percentage are dissatisfied,16 percentage are highly dissatisfied.

10.7. EMPLOYEES WHICH HAVE BEEN SUBJECTED TO ANY PUNISHMENT FOR ABSENT

Table 7

Table 7		
Opinion	**No of Informants**	**%**
Oral Warning	13	26
Strict Warning	9	18
Suspension	9	18
Demotion	3	6
None	16	32
Total	50	100

Source Compiled by The Authors Based on Primary Data

ANALYSIS

Table 7 despite that 26 percentage of workers are subjected to oral warning,18% are subjected to strict warning,18 percentage are subjected to suspension,6 percentage are subjected to demotion,32 percentage of employees have not been subjected to any disciplinary action.

11. FINDINGS

1) An Analysis found that the age wise distribution of informants, 48 percentages of informants falls in the age cluster between 20-30 years.
2) Gender distribution of informants, from analysis said that 56 percentage of informants are male.
3) Department wise the majority of the respondents are from marketing department i.e, 44%.
4) Most of the employees are satisfied with their present functioning atmosphere i.e, 36%.
5) A good number of the workers are satisfied with their health and safety measures provided by the organization i.e 34%.
6) Greater parts of the Employees are satisfied with the job alternation offered by the company. i.e 32%.
7) A good number of employee's i.e 32%are not subjected to any disciplinary action only a few percent of employees are subjected to serious disciplinary action like i.e, 6%.

12. SUGGESTIONS

1) Stringent rules and regulations should be reduced.

2) A reasonable leave facility should be provided to the employees in order to reduce the absenteeism rate.
3) A frequent medical check-up at least once at 3 months should be held to avoid sick leaves.
4) Refreshment programs should be conducted in the organization in order to reduce work stress.
5) Counselling has to be given to the irregular employees.
6) Minimum basic needs at workplace should be provided along with reasonable breaks.
7) Long distances employees have to be provided with transportation facilities.

13. CONCLUSION

This paper concluded that the maximum number of the workers are regular and are happy with the leave amenities as well as most of the employees are not subjected to any disciplinary action, only a few employees are absent due to some social and financial reasons on absenteeism in the workplace. From the above analysis, high absenteeism almost never happens in segregation. Oftentimes, there are other contributing factors, like a perception among workers of being ignored by management, mismanagement, a disagreeable managerial culture. By adapting the on top of suggestions will make the organization in helping to have best possible number of employees at workplace.

It means that absenteeism interventions are a good number flourishing if they are part of a broader human capital plans aimed at solving these issues. Finally, an intervention be supposed to never happen in isolation but should bring into line with improvements of other HR processes, including performance management, getting to know opportunities, and efforts to improve engagement.

CONFLICT OF INTERESTS

None.

ACKNOWLEDGMENTS

None.

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