

## Absenteeism: An Over View With a Study on Nutrine Confectionary Limited

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### Abstract

A satisfactory level of attendance by employees at work is necessary to allow the achievement of objectives and targets by a department. Employee Absenteeism is the absence of an employee from work. It is a major problem faced by almost all employers of today. Employees are absent from work and thus the work suffers. This absenteeism results in production losses because due to absenteeism workers cost increase and this efficiency of operations are affected. Confectionary consumption is primarily confined to children through adults too consume it, competition is growing every day and hence companies are trying out and bringing new and variety of products. This paper high lights over view of the Absenteeism and study on Absenteeism in Nutrine Confectionary Limited and suggested some measures for reducing the percentage of absenteeism in the selected company.

**Introduction:** Absenteeism is a habitual pattern of absence from a duty or obligation. Traditionally, absenteeism has been viewed as an indicator of poor individual performance, as well as a breach of an implicit contract between employee and employer; it was seen as a management problem, and framed in economic or quasi-economic terms.

According to encyclopedia of social sciences absenteeism is the time lost in industrial establishments by the avoidable or unavoidable absence of employees. In the words of Pigoaras and Mayers unexpected absence disturbs the efficiency of the group as the jobs are under connected if one single man remains absent without pries notice the whom operation process is distributed. This absenteeism results in production losses because due to absenteeism workers cost increase and this efficiency of operations are affected. It is the average percentage of the workers absent from work per day for any reason. The rate or index of absenteeism may be expressed in the following formula.

Absenteeism =  $\frac{\text{Man shifts last in hours}}{\text{Total man shifts scheduled to work in hours}} \times 100$

**Types of absenteeism:** Absenteeism is of four types.

- a. **Authorized absenteeism:** If an employee absents himself from work by taking permission from his superior and applying for leave such absenteeism is called authorized absenteeism.
- b. **Unauthorized absenteeism:** If an employee absents himself from work without informing or taking permission and without applying for leave, such absenteeism is called unauthorized absenteeism.
- c. **Willful absenteeism:** If an employee absents himself from duty willfully such absenteeism is called willful absenteeism.
- d. **Absenteeism caused by circumstances beyond one's control:** If an employee himself from duty awing to the circumstances beyond his control like involvement in accidents or sudden sickness such absenteeism is called absenteeism caused by circumstances beyond one's control.

**Features of absenteeism:** Research studies undertaken by different reveal the following feature of absenteeism.

1. The rate of absenteeism is the lowest on payday. It is considerably on the days following payment of wages and bonus.
2. Absenteeism is generally high among the workers below 25 years of age and those above 40 years of age.

3. The rate of absenteeism rates from department within an organization.
4. Absenteeism in traditional industries in seasonal in characters.

**Causes of Absenteeism:** The following are the general causes for absenteeism.

1. Mal adjustment with the working
2. Social and religious ceremonies
3. Un satisfactory Housing
4. Industrial Housing
5. Unhealthy working conditions
6. Poor Welfare Facilities
7. Alcoholism
8. Indebtness
9. Mal adjustment with the job demands
10. Unsound personnel policies.
11. Inadequate leave facilities
12. Low Level of wages

**Categories of Absenteeism:-** K.N. Vaid classifies chronic absentees into 5 categories.

1. Entrepreneurs
2. Status seekers
3. Epicureans
4. Family-oriented
5. The sick and the old.

**Effects of labour absenteeism:** The adverse effect of absenteeism is as follows.

1. Excessive absenteeism lead to delay in the production process often overtime work is to be resorted to complete production schedule which involves payment of double the normal wages of the employees.
2. Excessive absenteeism leads to extra pressure of work on other employees.
3. Absenteeism of workers who from absenteeism part of the group weakens the unity of the working group where work is of interdependent nature, absentee stoppage of production.
4. Due to the absenteeism of workers if orders are not promptly executed which leads to the loss of reputation and goodwill of the factory.
5. Excessive absenteeism also leads to discharge of employees from the factory.
6. It leads to incurring of fixed expenses without absenteeism corresponding increase in production.
7. Workers suffer loss of pay during the period of absence from work.
8. Workers also stand to lose promotion facilities if he abstains from work for a long time.

**Measures to minimize absenteeism:** The measures are useful in controlling or minimizing absenteeism.

1. Selecting the employee by testing them thoroughly regarding their aspirations, value system responsibility and sensitiveness.
2. Adopting humanistic approach in dealing with the personal problems of employees.
3. Following proactive approach in identifying and redressing employee grievances.
4. Providing hygienic working conditions.
5. Providing welfare measures and fringe benefits balancing the need for the employee and the ability of the organization.
6. Providing high wages and allowances based on the organizational financial positions.
7. Improving the communication network particularly the upward communication.
8. Providing leave facility based on the needs of the employee and organizational requirements.
9. Providing safety and health measures.
10. Providing cordinal human relations and industrial relations.
11. Educating the workers.
12. Counseling the workers about their career income and industrial relations.

13. Fro-flow of information, exchanging of ideas, problems etc., between subordinate and superior.

14. Grating leave and financial assistance liberally in case of sickness of employee and his family members.

15. Offering attendance bonus and inducement.

16. Providing extensive training encouragement special allowances in cash of technological advancements.

**Confectionery Industry of India:** In India confectionery is one among the earliest established industries. It has a large market and the potential to grow many folds. The national companies that are in the market are naturo, parrys, ravalgon, parleprefetti, vanmelle, national products etc. Confectionary consumption is primarily confined to children through adults too consume it, competition is growing every day and hence companies are trying out and bringing new and variety of products. Confectionary as products still in its growth states as the demand has been observed to be increasingly gradually over a long period of time.

Several factors appear to behind this slowdown. As with all other FMCG products, the demand for confectionery products appears to have been hit by the economic slowdown and the consequent shrinkage in consumer spending. Confectionery products are impulse foods and thus appear to have borne the brunt of a cutback in consumer spending over the past couple of years, while staple foods continued to exhibit healthy growth rates.

Consumer preferences in India have gradually transitioned from traditional sweets to chocolates over the last couple of decades. Moreover, targeted promotional campaigns by chocolate companies over the last decade have encouraged the consumers to gift chocolates on festive occasions. Per capita consumption of chocolates has also grown tremendously from 40 grams in 2008 to 120 grams in 2013. Currently, Cadbury is the market leader in terms of total chocolate sales, followed by Nestlé. The major raw materials involved in manufacturing chocolates include cocoa, milk and sugar. The growing preference for dark chocolates has consequently led to higher demand for cocoa beans in chocolate manufacturing. As a result, cocoa farming, being limited to certain countries across the globe, is going to impact the price of chocolates in coming years.

Nutrine Confectionary Company was founded in 1952 by Shri. B. Venkatarama Reddy, a Graduate from National University Adyar. From a small scale unit, manufacturing only candies in the early 60's Nutrine Confectionary Company has grown to be a multi product portfolio with pan India presence. Nutrine is a leader in Confectionary Industry in India, with an exciting range of products, which includes Maha Lacto, MahaChoco, Nutrine Eclairs, Nutrine Lollipop, Aasay, Kokanaka and Honeyfab. The strength of Nutrine lies in its strong Research & Development, high standard of quality control, adaptation of state-of-the-art technology and processes in company. Nutrine produces its confectionary at its main factory at Chittoor and has conversion arrangement with different vendors. Nutrine confectionary company has the number of products and they also export their products to Europe, America, and south East Asia.

**Objectives of the Study:** The study aims at assessing the absenteeism in workers.

1. To identify the causes affecting employee absenteeism.
2. To suggest measures for reducing employee absenteeism.

**Research Methodology:** The research methodology is the technique followed in the social research on any subject. The research has selected the subject "A study of absenteeism of worker in Nutrine Confectionery Company Limited".

**Data collection:** Data collected from primary secondary sources. It involves data, which has been obtained through survey method and questionnaires. The secondary data has been collected from the company records and also from company websites. For this study the following research methodology is adopted.

Type of research	: Survey method
Sampling techniques	: Convenience Sampling
Sampling size	: 100
Sampling unit	: NCCL
Sampling area	: Chittoor
Research instructions	: Questionnaire
Statistical tool	: Percentage method

**Findings:** From the study it has founded that there are many factors influencing the workers absenteeism, some of them are as follows:

1. It is found that, 13.3% of employee's rate working conditions as excellent, 58.33% of employee's rate as good, 20% of employee's rate as average, 8.34% of employee's rate as below average.
2. From the analysis it is clear that, 26.66% of employees strongly agree that work is par with their skills, 36.66% of employees agree, 16.68% of employees neither agree nor disagree, 20% of employees work is par with their skills. 56.66% of employees are strongly agree shift times are reasonably made, 33.34% of employees agree, 10% of employees neither agree nor disagree that shift times are reasonably made.
3. From the data it is clear that, 13.3% of employees are strongly agree, 31.7% of employees are agree, 20% of employees are neither agree nor disagree, 16.7% of employees are disagreed and 18.3% of employees are disagree that they are paid enough salaries for the work you do.
4. It is found that, 50% of employees strongly agree, 40% of employees agree, 10% of employees disagree that supervisor is very co-operative with them. It is clear that, from the total respondents 100% of employees agree that the personal problem is the main reason for absenteeism.
5. From the analysis it is clear that, 51.6% of employees agree that absenteeism affects economic conditions, 48.4% of employees said that absenteeism does not affects economic conditions. It is clear that, 25% of employees are get always, 38.3% of employees are get often, 11.7% of employees are got occasionally, 16.6% of employees are get rarely and 8.4% of employees never get leave whenever applied.
6. It is clear that, 20% of employees are strongly agree, 23.3% of employees are agree, 13.3% of employees are neither agree nor disagree, 26.7% of employees are disagreed and 16.7% of employees are disagree that employees are satisfied with safety measures provide.
7. It is found that, 28.3% of employees are strongly agree, 30% of employees are agree, 14.2% of employees are neither agree nor disagree, 27.5% of employees are disagree with welfare facilities provided. 33.33% of employees are satisfied with present absenteeism policy and 66.67% of employees are not satisfied with present absenteeism policy.
8. It is viewed that, 28.3% of employees strongly agree, 30% of employees agree, 21.6% of employees neither agree nor disagree, 11.7% of employees disagree and 8.4% of employees strongly disagree that they able to balance personal life as well as work/professional life. It is found that, 50.9% of employees agree that they are encouraged, 49.1% of employees disagree that they are not encouraged to suggest new idea.
9. It is found that 18.3% of employees strongly agree, 23.3% of employees agree, 3.4% of employees neither agree nor disagree, 26.7% of employees disagree, 28.3% of employees strongly disagree that they are not recognized well.

10. It is clear that, 18.3% of employees strongly agree, 21.7% of employees agree, 25% of employees neither agree nor disagree, 18.4% of employees disagree, 16.6% of employees strongly disagree that they are getting proper counseling on absenteeism.

11. 31.7% of employees strongly agree, 38.4% of employees agree, 10% of employees neither agree nor disagree, 11.6% of employees disagree, 8.3% of employees strongly disagree that they are losing benefits due to absenteeism.

12. 100% of employees agree that they are aware of management taking disciplinary action against absenteeism. The rate of absenteeism is nearly 6% in NCCL. The moral rate in the Indian industry varies from 7% to 30%. The abnormal level is 40% in other reasons.

**Suggestions:** The following are some of the suggestions in order to minimize absenteeism in the company.

1. Company should provide challenging work to each and every employee to prove them.
2. There should be job rotation in work in order to overcome the boredom.
3. The personnel department of the factory must conduct the interviews of the absenteeism cause and give proper counseling to the workers.
4. Yoga classes should be conducted for the workers to overcome overstress in the organization.
5. Before the internal transfers are made the person must be trained properly so that he can get acquainted with the new machinery and work.
6. The company has to spend some more time to listen to the personal problem of the employee if possible. Otherwise they should appoint a media to listen to their problem and try to provide them.
7. Absenteeism can be controlled by providing incentives to employees showing higher level of attendances.
8. Superior should give immediate feedback to the employees for the work they have done.

**Conclusion:** Employee absenteeism is the important aspect from the part of the organization to be considered as the total production capacity depends up on the employee. NCCL has been able to manage the employee absenteeism at low level, because majority of the employees has said they are satisfied with the working conditions. Though there are limitations the Personnel department is taking special care to frame certain policies and procedures that would reduce absenteeism.

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