

A Study on Employees Absenteeism at Private Hospital and Its Research Centre-cross Sectional Descriptive Study

Mital Thakkar, Dr. Medha Wadhwa, Dr. Subhashish Chatterjee and
Anubha Gupta

Abstract--- According to the International Labor Organization, absenteeism is the practice of an employee who does not show up for work for a period of one or more days, when he has been assigned for a day of work. The reasons for the loss of productivity are not always health or disease, some psychological factors, such as personal factors, have effects on absenteeism. Absenteeism among health professionals appears to be a major problem, especially when compared to employees in other sectors. The study is descriptive cross-sectional in nature. The data collection is through a close ended structured questionnaire in local language to identify the determinant causes of Absenteeism of Employees. Employees may take a leave or not report to duty for a variety of reasons like sickness, emergency, accidents, family commitments such as caring for sick family members etc. The majority reason behind the absenteeism is Family & Education Reason.

Keywords--- Absenteeism, Nurses, Health Professionals, Hospital.

I. INTRODUCTION

Absenteeism is an employee's intentional or habitual absence from work, especially without good reasons. Employees may take a leave or not report to work for a variety of reasons. Some of these may be uncontrollable factors like sickness, emergency, accidents, family commitments such as caring for a sick family member etc. Excessive absences of an employee's decreased productivity and can have a major effect on organization finances, morale and other factors. Absenteeism presents a huge cost to the company and thus should be monitored closely. (FL. Alharbi, January2018)¹

According to the International Labor Organization (ILO), absenteeism is the practice of an employee who does not show up for work for a period of one or more days (or shifts,) when he has been assigned for a day of work.

Hospital is an institution which is formed for providing basic health related services or care, diagnosis of disease giving the treatment both medical and surgical to the patient. Hospitals are trying to continuously improving their modern technology for giving quality of services related medical problems.

Sickness absenteeism refers to the inability of employees to work because of illness and health problems. (Weyman, Meadows, & Buckingham, 2013)⁷ It is possible to distinguish this type of absenteeism as short-term and long-term absenteeism. An employee's illness or disability is called short-term when it lasts less than seven days,

Mital Thakkar, Assistant Professor, Department of Management, Sumandeep Vidyapeeth, Vadodara. E-mail: mital_thakkar87@yahoo.co.in
Dr. Medha Wadhwa, Assistant Professor, Department of Management, Sumandeep Vidyapeeth, Vadodara.
E-mail: drmedhakalyan@gmail.com
Dr. Subhashish Chatterjee, Principal-HOD, Department of Management, Sumandeep Vidyapeeth, Vadodara.
E-mail: subhashish19@gmail.com
Anubha Gupta, Student, Department of Management, Sumandeep Vidyapeeth, Vadodara. E-mail: anubha96gupta@gmail.com

and long-term absenteeism when it lasts longer than seven days. The duration and frequency of absenteeism is important in terms of helping to explain the type of absenteeism. While short-term absenteeism, such as cold or flu, is a frequently reported and has high reporting rates and long-term absenteeism and low reporting rates are also indicative of more serious health problems. Figure 1, which shows there relationship between health complaints and the frequency of absenteeism, suggests that different health problems bring about different types of absenteeism. (Aalbers, 2013)⁵

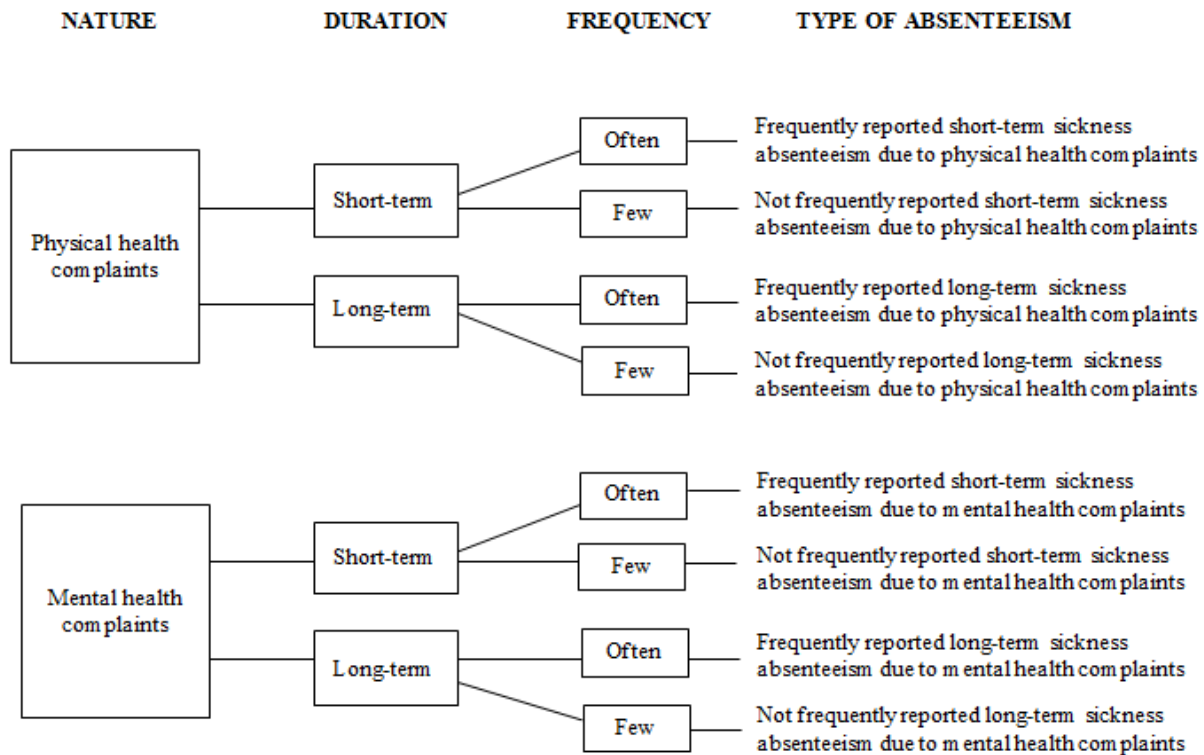


Figure: Model of Eight Different Types of Sickness Absenteeism

The reasons for the loss of productivity are not always health or disease. Some psychological factors, which are considered as personal factors, have effects on absenteeism. Mostly, employees have to make a risk selection between their health status and their professional future (career and social relations). (Gunnar Aronsson, 2005)¹⁰ Because they either want to opt for their health, get back on the job, miss out on possible promotion opportunities and perhaps lose their jobs of prefer careers and worsen their health.

The high level of absenteeism in the health sector include the cost of medical bills, paying of additional overtime to staff, employing temporary staff, reduction in the standard of care to patients, disruption of working schedule, the lowering of morale and increased dissatisfaction among staff. The absenteeism of nursing staff leads to a reducing of the quality of patient care, an increased staff shortage in health care organization, increased workload, work-related stress, which adversely affects their morale and a lack of motivation among staff nurses.

Absenteeism among health professionals appears to be a major problem, especially when compared to employees in other sectors. High absenteeism rates negatively affect health institutions in terms of health

expenditures, employees and patients. The study carried out on Nurses & Administrative staff at Private Hospital& Research Center in Vadodara showed that the majority of absences were due Family Reasons

Purpose of the Study

1. Identify the determinant causes of Absenteeism of Employees.
2. To find out the working condition satisfaction of employees.
3. To find out and describe motivational intervention to reduce the rate of absenteeism.

II. RESEARCH METHODOLOGY

This was a descriptive cross sectional study comprised the physicians, nurses and administrative staff at Private Hospital& Research Centre, Vadodara.

$$n = \frac{N}{1 + N(e)^2}$$

Where,

Population Size = N | Margin of error = e | Sample size = n

During the study period sample size is 60 of employees where Margin of Error is 5% and Confidence Interval is 95%. So using this formula get the sample size of the study is **50**

A structure questionnaire was used as the data collection tool. The questionnaire included questions such as their reasons of the leave and the number of leave in a month, in addition to socio-demographic questions which are commonly used in absenteeism research.

Hypothesis

Ho: There is no association between age, gender, Material Status, Monthly Income, Working Experience and Absenteeism.

The study data was analysed with SPSS version 20. The test used for establishing the hypothesis is Chi-Square test of Association. All the results are analyzed at 0.05 level of p value at 95% of confidence interval.

The study was approved by the Research Ethics Committee of the Sumandeep Vidyapeeth (Deemed to be University), Piparia, Vadodara & also from Hospital.

III. DATA COLLECTION & ANALYSIS

Table 1: Cross Tabulation and the output of Chi Square test of Employees with Age							
	Age	Less than 20	21-25	26-30	Greater than 30	Total	Chi Sq (P value)
Is the organization giving leave when you ask for the leave?	Yes	2	19	15	4	40	0.469 (0.926)
	No	1	5	3	1	10	
Total						50	
How many leaves you take monthly?	1 Day	1	8	1	0	10	20.191 (0.064)
	2-3 Days	1	13	13	1	28	

	4-5 Days	0	2	1	2	5	
	Greater than 5	1	0	2	1	4	
	No leave	0	1	1	1	3	
Total						50	
What is your opinion for long absence in the organization?	Family Reason	1	10	14	3	28	12.054 (0.210)
	Sickness	1	3	2	2	8	
	Educational Reason	1	9	2	0	12	
	None of the above	0	2	0	0	2	
Total						50	
What is your opinion about the factors to reduce the absenteeism?	Increase in no. of holidays	1	10	6	0	17	11.408 (0.249)
	Better working condition	1	2	4	1	8	
	Giving reward to employees for their work	0	3	2	3	8	
	None of the above	1	9	6	1	17	
Total						50	

From the above age group analysis, it has been observed that 48% of the respondents in the age group 21-25 years who takes the leave for 2-3 days' maximum time and the major reason behind their leave is Family & Education Reason. However, there is no association with age group of various categories of Nurses and administrative staffs as the P value for chi square test is more than 0.05

Table 2: Cross Tabulation and the output of Chi Square test of Employees with Gender						
	Gender	Male	Female	Total	Chi Sq (P value)	
Is the organization giving leave when you ask for the leave?	Yes	27	13	40	2.568 (0.109)	
	No	4	6	10		
Total				50		
How many leaves you take monthly?	1 Day	5	5	10	0.996 (0.910)	
	2-3 Days	10	18	28		
	4-5 Days	3	2	5		
	Greater than 5	3	1	4		
	No leave	2	1	3		
Total				50		
What is your opinion for long absence in the organization?	Family Reason	21	7	28	4.902 (0.179)	
	Sickness	3	5	8		
	Educational Reason	6	6	12		
	None of the above	1	1	2		
Total				50		
What is your opinion about the factors to reduce the absenteeism?	Increase in no. of holidays	9	8	17	2.593 (0.459)	
	Better working condition	5	3	8		
	Giving reward to employees for their work	4	4	8		
	None of the above	13	4	17		
Total				50		

From the above table it has been observed that compared to male, females are taking more leave on monthly basis. The major reason behind the leave is for family purpose. Both of them are suggested to increase number of

holidays to reduce the absenteeism. However, the chi square test of association shows that the absenteeism is independent of the gender of the Nurses & Administrative staff of Kailas Cancer Hospital.

	Material Status	Married	Unmarried	Total	Chi Sq (P value)
Is the organization giving leave when you ask for the leave?	Yes	23	17	40	0.986 (0.321)
	No	4	6	10	
Total				50	
How many leaves you take monthly?	1 Day	5	5	10	1.221 (0.875)
	2-3 Days	14	14	28	
	4-5 Days	3	2	5	
	Greater than 5	3	1	4	
	No leave	2	1	3	
Total				50	
What is your opinion for long absence in the organization?	Family Reason	19	9	28	9.143 (0.027)
	Sickness	5	3	8	
	Educational Reason	2	10	12	
	None of the above	1	1	2	
Total				50	
What is your opinion about the factors to reduce the absenteeism?	Increase in no. of holidays	8	9	17	4.829 (0.185)
	Better working condition	7	1	8	
	Giving reward to employees for their work	3	5	8	
	None of the above	9	8	17	
Total				50	

The above Material Status exhibits that 54% Married staff satisfied with hospital facility. Both of them are taking leave for 2-3 days but the reasons are different that is Family reason for married and Education reason for unmarried. However, there is no association between absenteeism and Material status of the respondents as the P value of the chi square is more than 0.05.

	Monthly Income	7000-10000	11000-15000	16000-20000	Greater than 20000	Total	Chi Sq (P value)
Is the organization giving leave when you ask for the leave?	Yes	22	10	1	7	40	12.615 (0.006)
	No	3	2	4	1	10	
Total						50	
How many leaves you take monthly?	1 Day	8	2	0	0	10	22.945 (0.028)
	2-3 Days	14	8	2	4	28	
	4-5 Days	3	1	0	1	5	
	Greater than 5	0	1	2	1	4	
	No leave	0	0	1	2	3	
Total						50	
What is your opinion for long absence in the organization?	Family Reason	12	6	3	7	28	12.402 (0.192)
	Sickness	2	3	2	1	8	
	Educational Reason	10	2	0	0	12	

	None of the above	1	1	0	0	2	
Total						50	
What is your opinion about the factors to reduce the absenteeism?	Increase in no. of holidays	9	6	1	1	17	16.391 (0.059)
	Better working condition	3	2	1	2	8	
	Giving reward to employees for their work	1	1	2	4	8	
	None of the above	12	3	1	1	17	
Total						50	

Monthly Income shows that most of the staffs are between the 7000-10000 salaries. They take leave between 2-3 days because of family reason. This is insignificant as the chi-square value of association with a P value more than 0.05.

Table 5: Cross Tabulation and the output of Chi Square test of Employees with Working Experience							
	Working Experience	Below 6 Month	6 Month -2 years	3 years-5 Years	More than 5 Years	Total	Chi Sq (P value)
Is the organization giving leave when you ask for the leave?	Yes	4	13	15	8	40	3.053 (0.383)
	No	2	4	1	3	10	
Total						50	
How many leaves you take monthly?	1 Day	2	4	3	1	10	11.580 (0.480)
	2-3 Days	2	10	10	6	28	
	4-5 Days	2	0	2	1	5	
	Greater than 5	0	1	1	2	4	
	No leave	0	2	0	1	3	
Total						50	
What is your opinion for long absence in the organization?	Family Reason	2	7	11	8	28	15.681 (0.074)
	Sickness	0	3	2	3	8	
	Educational Reason	4	5	3	0	12	
	None of the above	0	2	0	0	2	
Total						50	
What is your opinion about the factors to reduce the absenteeism?	Increase in no. of holidays	3	7	4	3	17	5.785 (0.761)
	Better working condition	0	2	4	2	8	
	Giving reward to employees for their work	1	3	1	3	8	
	None of the above	2	5	7	3	17	
Total						50	

From the above table it has been observe that the staff between 2-5 years working experience is more satisfied. So this also is non-significantly associated with working experience of various categories of healthcare professionals as the P value for chi square test is more than 0.05.

IV. FINDINGS & SUGRESSIONS

- The study highlight that the majority of staffs are satisfied with the facility given by the Hospital.

- The study has been done for Nurses and administrative staff who are taking leave between 2-3 days and the reason behind that family and education reason. Out of 50 Respondents, 54% (27 Respondents) were giving the reason of absenteeism is family reason out of which majority are male. And 24% respondents are giving educational reason for the absenteeism.
- The employees whose are unmarried gave educational reason and married employees gave family reason for long absence in the organization.
- The study establishes no association between various socio-demographic variables like age group, gender, marital status and working experience with the absenteeism. The null hypothesis for the same, hence, is failed to reject.
- The analysis helps to find out the factors to reduce the absenteeism through taking opinion of employees of Private Hospital.
- In hospital this is difficult to give leave but hospital should give leave on major festival especially female married employees so they can balance her professional life and personal life both.
- Organization can give bonus, incentive, award to employees so they feel motivated and emotionally attached with organization.
- Provide employees support: - Sometime employees are facing a challenging time of life. So management can help employees through a difficult time and employees also feel valued.
- Provide a pleasant working environment.

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