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# A STUDY ON ABSENTEEISM OF NURSES IN MULTISPECIALITY HOSPITAL

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## Abstract

Absenteeism is considered to be a major issue in every as it reduces the man days worked which will reflect on delay in productivity and efficiency of an organization. The study is a step to find out the present absenteeism rate and the factor that leads to absenteeism. Thus the study helps to identify the problem of suggest measure in reducing the absenteeism rate for smooth running of organizational development. It is also a means to identify the future need for further studies in absenteeism, so that a condition process of rectification can be implemented to increase the efficiency. Sample size chosen for this research study is 109.

**Keywords:** Absenteeism, Future needs, Absenteeism rate.

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## INTRODUCTION

Absenteeism has been one of the most common causes of staff shortage in healthcare industry which significantly affect the quality healthcare services. It applies to both planned absenteeism and unplanned absenteeism. Absenteeism is not only detrimental to an worker's career, but to the institutions bottom line as well. Absenteeism could be an indication of managerial issues like low employee morale or a toxic work environment. Thus, managing the hospital effectively has become an increasingly a complex task. Growing competition among private hospitals is forcing the management to become more and more concern with costs and efficient utilization of resource. Problem like change in technology, power shut downs, change in market trend, etc., can be dealt tactfully, but social problems with human touch are difficult to deal. It is not a one short affair. One such a problem is taken for this study. Absenteeism is a costly disruptive problem and places unnecessary pressure on staff that are at work, until they investigate, companies normally do not realize the cost of absenteeism until they actually measure.

The absenteeism is an illness that strikes nearly every business, leaving it weak at the margin and down in the mouth. Absentee's, Cost is more different to quality. Employees also need to consider the cost of supplementary of replacement workers. Absentee's force the managers to deal with problems of Morale, discipline job satisfaction, job stress, team spirit, productivity and turn over. In short, absenteeism is difficult to quantify or rectify.

Most studies are on indirect expense of an illness and the expense effectiveness of a medical intervention or employer-sponsored wellness program such that the value of reducing the number of days employees miss work because of illness is the wage rate. To examine the level and incidence of costs associated with

absenteeism under alternative assumptions regarding the size, the production function, the nature of the firm's product, and the competitiveness of the labor market. In a long gap, workers are likely to afford much of the costs associated with absenteeism, and therefore be the likely beneficiaries of any reduction in absenteeism.

The study is an attempt to find out the present rate of absenteeism and to provide suitable suggestion in reducing absenteeism, the study also concentrates on the various factors that leads to absenteeism.

## REVIEW OF LITERATURE

1. **TITLE** : Study of Employee Absenteeism in the Apparel Industry

**AUTHORS** : Tammita, U.; Seedeve, B.M.D.; Jayarathne, D.G.T.S.; Weliana, A.; Madushanka, L.H.L.

**PUBLICATIONS:** Journal of Human Resource Management

**YEAR OF PUBLICATION:** 2010

Introduction:

Worker's absenteeism is a major problem in the apparel sector in Sri Lanka. There are many research studies done at the institutional level. However, there are no proper studies done to prove the real problem of the employee absenteeism in this sector. Therefore, the problem of study is what are the sources of employee absenteeism in the apparel sector. Then, the objective of the study is to find out the sources of worker absenteeism in the apparel sector in Sri Lanka. 150 operational level workers were the sample of the study and sampling method was random sampling. The responses were selected from ten institutions and all institutions were either medium or large scale institutions. There were 36 questions relating to eighteen sources of worker absenteeism asked from the sample and

primary data were analysed by using univariate analysis techniques.

#### Conclusion:

According to the research findings, the factors such as job satisfaction, status, working conditions, working hours, ability to present different skills, illness, private life matters, marriage, leave policy, participation of decision making, and institutional policy factors which affect worker absenteeism.

**2. TITLE :** When do bundles of high performance work systems reduce employee absenteeism? The moderating role of workload

**AUTHORS :** Renee de Reuver, Karina Van de Voorde & Steven Kilroy

**PUBLICATIONS:** The International Journal of Human Resource Management

**YEAR OF PUBLICATION:** 2021

#### Introduction:

Although Human Resource Management (HRM) scholars have frequently called for a more contextualized approach to HRM, there is still a limited understanding of how the HRM workers outcome relationship under different conditions. This study examines a model that positions workload as a moderator in the relationship between perceived skilled, motivated and opportunity-enhanced High Performance Work Systems (HPWS) and worker absenteeism. Using data from 194 workers, the results revealed that under high workloads, perceived opportunity-enhancing HPWS practices reduce absenteeism. However, workload did not influence the relationship between skilled and motivated HPWS and absenteeism.

#### Conclusion:

The findings highlight the demand on the working condition in the form of a high workload which can alter the relationship between HRM and key worker outcomes in such a way that the benefits of some human resource practices become particularly useful when workers really need them. In addition, the findings indicate the need to focus on the different effects of skilled, motivated and opportunity-enhanced HPWS practices for a richer understanding of the HRM worker outcome relationship.

**3. TITLE :** Use of an automated hand hygiene compliance system by emergency room nurses and technicians is associated with decreased employee absenteeism

**AUTHORS :** Jessica Strauch, Thomas M. Braun, Harold Short

**PUBLICATIONS:** American Journal of Infection Control

**YEAR OF PUBLICATION:** 2020

Few researches have studied the use of hand hygiene interventions among health care personnel and worker absenteeism. To improve the hand hygienic practice for emergency room nurses and technicians we implemented compulsory use of an automated hand hygiene compliance system. After implementation, we found reductions in worker absenteeism and the number of overtime hours worked by substituted staff. These types of unanticipated results demonstrate a return on investment which benefits the health of workers.

- Reduced absenteeism among community hospital emergency room personnel after implementation of an automated hand hygiene compliance system.
- Use of automated hand hygiene compliance systems may decrease health care personnel sick call outs and

the number of overtime hours worked by substitute staff.

- Decreased health care personnel absenteeism and decreased overtime hours paid represent significant returns on the investment of implementing an automated hand hygiene compliance system.

**4. TITLE :** The Impact of Sickness Absenteeism on Firm Productivity: New Evidence from Belgian Matched Employer–Employee Panel Data

**AUTHORS :** Elena Grinza, François Rycx

**PUBLICATIONS:** Industrial relations

**YEAR OF PUBLICATION:** 2020

The main findings of the study states that in general, sickness absenteeism substantially dampens firms productivity. However, further analyses show that the impact differs according to several workforce and firm characteristics. Health issue related absenteeism is more detrimental to firm production when absent workers are high tenure or blue collar. Moreover, it is mainly harmful to industrial, capital-intensive and small enterprises. These results are consistent with the idea that sickness absenteeism is more problematic when absent workers have in-depth firm-/task-specific knowledge, when the workers work is highly interconnected and when firms face more institutional limitations in substituting absent workers.

**5. TITLE :** Drivers of effort: Evidence from employee absenteeism

**AUTHORS :** Morten Bønnedsen, Margarita Tsoutsoura, Daniel Wolfenzon

**PUBLICATIONS:** Journal of Financial Economics

**YEAR OF PUBLICATION:** 2019

**Introduction:**

Despite the resources the organisation spend trying to elicit effort from workers, scant evidence compares worker effort across a representative sample of organisations. Does any significant differences exist across organizations in the level of effort of workers exert? Are these differences driven by the type of workers who choose to work in each organisation or by the incentives the organisation provides? What firm features are more important for workers effort provision? What firm characteristics are important for attracting high-effort workers?

**Conclusion**

A new measure of worker efforts was proposed so that we can calculate for all workers in a large panel of organisations in Denmark. A significant variation in the average effort across organisations was noted. Using workers who move, it was possible to calculate the contribution to the overall variation of effort of two broad sets of theories. It was observed that incentives explain a large fraction of the variation.

**OBJECTIVE OF THE STUDY**

1. To analyze the major factors causing absenteeism among the nurses in Global Hospital.
2. To identify the factors influencing absenteeism.
3. To find out the impact of employees absenteeism on work.
4. To suggest measure in reducing the level of absenteeism

**LIMITATIONS OF THE STUDY:**

1. The study is confined to only a limited area
2. The limited number of respondents.
3. Other employees will have to do excess work which will lead to decrease

- morale of employees
4. Manager will have to spend excess time on the discipline or may find the replacement of the employee.

### RESEARCH METHODOLOGY

The research methodology is the arrangement of different conditions for collections and analysis of the datas in a systematic manner that aims to combine the relevance to research purpose with economy in procedure. It constituted the blueprints for the collections, measurements and analysis of datas. Research methodology is needed because it facilitates the smooth sailing of research operations thereby making the research as efficient as possible yielding maximum information with minimal expenditure of effort, time and money.

The research design used in this study is a cross sectional descriptive research. Cross sectional study is a type of observational study that analyzes data from a population at a specific point of time.

Steps involved in research include:

1. Statement of the problem
2. Identification of the information needed to solve problem
3. Selection or development of questionnaire for gathering information
4. Identification of targeted population and determination of sampling procedures
5. Design of procedure for information collection
6. Collection of information
7. Analyses of information
8. Generalization and/or predictions

### DATA ANALYSIS AND RESULTS

#### PERCENTAGE ANALYSIS:

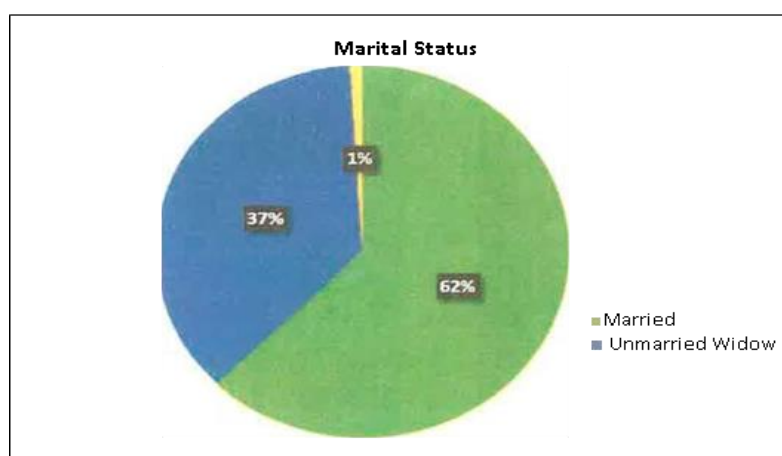
Percentage is a kind of ratio analysis. Percentage is used in making difference between two or more series of datas. Percentage describes relationship. It can be used to compare the relative term of distribution of two or more series of datas. Percentage analysis = (No. of Respondents / Sample size) \*100

#### QUALIFICATION:

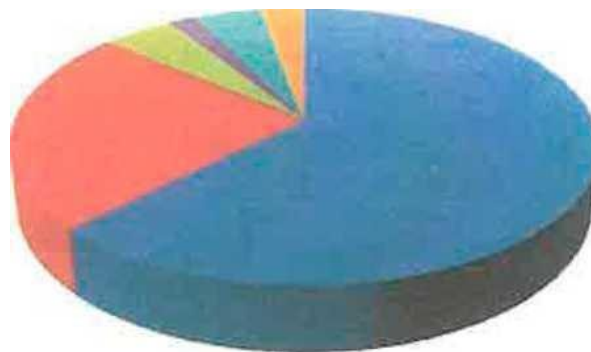
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	DGNM	43	39.4	39.4	39.4
	B.Sc.	59	54.12	54.12	93.5
	GNM	7	6.4	6.4	100.0
	Total	109	100.0	100.0	

**MARITAL STATUS:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	68	62.4	62.4	62.4
	Unmarried	40	36.7	36.7	99.1
	Widow	1	0.91	0.91	100.0
	Total	109	100.0	100.0	

**DESIGNATION:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Staff Nurse	68	62.38	62.38	62.38
	Senior Nurse	26	23.85	23.85	86.23
	Nursing In charge	5	4.58	4.58	90.81
	Nursing Superintendent	2	1.83	2.18	92.64
	Team Leader	5	4.58	4.58	97.22



## SUMMARY AND FINDINGS

- 62% of the respondents are married, 0.9% of the respondent is widow or widower and rest 38% of them is unmarried respondents
- 62% of the respondents are staff nurse, 24% of the respondents are senior nurse, 5% of them are nursing in-charge, 4% respondents are nursing superintendents, 1% of them are nursing superintendent, 4.5% of them are Team Leader and rest 3% of them are trainees.
- 39% of the respondents are holding diploma in nursing, 54% respondents are B.Sc. graduates and rest 6.4% of them have completed GNM.

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