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Workers Organizational Factors and Absenteeism : A Sociological Study of Two organizations of Namrup

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Abstract

This study basically enquires about the workers organizational factors in context of Human relations approach. Here the investigator tries to find out how the workers of two organizations exploited in context of welfare facilities like housing, sanitation, salary, promotion, working hours, nature of work, interaction with seniors and juniors, Job-satisfaction etc, which immensely effect directly on workers mindset. It is also a matter of important concern that workers job- satisfactory related factors make happy and it may motivate them to perform their work effectively. It is due to the fact that highly satisfied employees motivated to their work and low level of job-satisfaction is likely to bring higher level of absenteeism. As productivity of organizations mainly depend on workers efficiency. Inthis research we have taken Assam Petro-Chemicals Limited and Namrup Thermal Power Station of Namrup , Dibrugarh district , Assam which is not free from the problem of Absenteeism. This study is an attempt to find out job-satisfaction factors mostly affects the workers absence behavior.

Key words : 1.Organizational factors, 2.Absenteeism, 3.Industrial workers, 4.APL, 5.NTPS.

Introduction

The study of human relations in industrial setup is not a new phenomenon. In this respect a host of sociologists and researcher have conducted a number of studies. The workers in relation to their works are most cardinal aspect as modern organizational is concerned. Therefore, an attempt has been made to find out the problems of absenteeism of the industrial workers in two organizations of Namrup. The aim of this research is to trace the causes of workers absence behavior, their working attitude towards their supervisors and jobs. Apart from, that in upper Assam there is no such type of study conducted. Hence the researcher would select the problem of workers absenteeism in relation to social background of the workers working in two organizations of Namrup. Thus, in the study of workers absenteeism the study of workers social back ground, work commitment of the industrial workers in Assam is of pivotal part. There are various causes responsible in workers absenteeism. The major causes are organizational factors which include job-satisfaction factors such as occupation, promotion, leave, hours of work, nature of work, interaction with seniors and juniors, self-satisfaction factors etc.
Basic concept of Organizational Factors, Job-satisfaction and Absenteeism

The organizational factors may also affect the working attitude of the workers in two organizations of Namrup. It includes working hours, salary, nature of work, interaction with fellow workers, working environment etc. Job-satisfaction is also a major part of organizational causes.

Since after independence the migratory labour still visits to the cities, yet most of the industrial labour is in them. With regard to big cities vast majority of the labours have migrated from villages to towns. It is a matter of fact that the workers are not settled in big cities. It can no longer be said that the worker is not pushed nor pulled to the city. The to-days industrial worker has a definite not to prefer for factory employment. Apart from it, the worker developed a priority scale of expectations in job. The worker wanted good salary, housing facility, job-security and opportunities for better advancement of their life.

Job-satisfaction

The word satisfaction was brought to limelight by Hoppock (1935). Job-satisfaction implies positive reflection which the individual has to their job. Satisfied employees are also wanting to attend strongly. Individuals who have greater job-aspirations with greater positive affectivity are more likely to be satisfied with their job. Job-satisfaction and absenteeism are inversely related with each other. Job-satisfaction is characterized by salary, occupational grades, supervision, co-workers and the work itself. The workers feel that their job is important and they are satisfied with their job. Price and Mueller (1981) mentioned that job-satisfaction as the overall degree to which employee's like their jobs. Satisfied employees are also less inclined to focus on the negative aspects which could result in a more negative which relates with absence behavior. Steers and Rhodes (1978) defines this effect clearly highly satisfied employees would probably want to attend strongly, while highly dissatisfied employees would probably prefer not to attend strongly.

In this context Herzberg, Two Factor Theory is playing a key role in workers job-satisfaction in which he defines Motivators as job-satisfaction and Hygiene Factor as Job-dissatisfaction. He signifies that motivators includes achievement, opportunities for personal growth, recognition, responsibility, promotion and Hygiene factors are salary, poor supervision, organizational policy, working condition and job-security. He claimed that presence of certain factors would lead to job-satisfaction and absence of these factors may lead to job-dissatisfaction. Moreover, he opined that when motivators are present at high levels it contributes to job-satisfaction and absence of these leads to job-dissatisfaction. Drago and Wooden (1992) described work attitude and absence is indicated as a withdrawal response to a negative work environment.

In this connection, it has been noticed that the workers of APL detract higher rate of absentee than those of NTPS. It is due to the fact that the workers of APL are less satisfied with their jobs.

Workers job-satisfaction may arise due to several factors which involve economic condition, workers commitment, hours of work, working environment, morale, self-actualizing factors, occupational stress, compensation, welfare facility, etc. Therefore job-satisfaction is essential indicator of workers absenteeism of two organizations of Namrup. The reasons of job-satisfaction are discussed.

Recreational facility is one of the prime movers of workers absenteeism, in two organizations of Namrup especially the workers of NTPS deprived from such facility which tend to be keeping abstain from their work. Regarding hours of work especially in night shifts, basically in winter seasons the workers prefer to stay away from their work. from their work and that of situation occurs in APL than NTPS. It is due to the fact that APL is Chemical evolved industry in which the workers go for field visit, which is intolerable.

In the same way, the workers provision of leave is another issue of workers absenteeism in both of these organizations of Namrup, Assam. The workers should be given proper amount of rest and holidays and other social occasions. It is generally seen that workers feel satisfied if the management in any organization follows a liberal policy towards leave for workers. It is the right of the employees to get adequate leave while working in an organization. Organisations provide casual leave, medical leave, sick leave, maternity leave etc. Apart from the organizations should provide the festivals leave and familial dimension leave.

Absenteeism

The term absenteeism in industrial context is not new one. Absenteeism implies workers intentional absence from work. While the employers expect workers to miss a certain number of workdays each year, excessive absences can equate to decrease productivity and can have a major effect on organization finances, morale and other factors. Workers absenteeism is a worldwide burning phenomenon that due to the financial impact on a nation's economy is an important subject on the international agenda. It is one of the major threats to Indian industry. It affects loss of production which decrease of gross national income. According to Hoque and Islam (2004), absenteeism as an important matter of concern and a problem to be solved. Huse and Taylor (1962) identified four indices of absenteeism: a) absence of frequency total number of times absent; b) absence severity total number of days absent; c) attitudinal absences frequency of 1 day absences; d) medical absences frequency of absence of 3 days or longer. Porter and Steers (1973) viewed that absenteeism have co-related with various attitudinal and organizational variables. Noland (1945) has pointed out that years of education was inversely related to absenteeism. Stockford (1944), showed that employees who incurred high level of absenteeism felt that their previous job training was not relevant for their present position as employees who incurred lower level of absenteeism. Ingham (1970) highlighted is about the relationship between organizational size and absenteeism. Aamodt (2004) stated that in South Africa absenteeism mainly emphasized employee's commitment and loyalty to their organization. Robbins (2003) hold the view that absenteeism their most act as a serious problem. George and Jones (2002) stated that job-satisfaction is one of the factors influenced an employee's motivation to attend jobs and lead them positive attitude towards the organization. Hedges (1973) made a difference in absenteeism as a function of industrial, occupational and worker group specialization. Gibson's (1966) has introduced the data absence behavior in terms of the need of the individual and the goals of the organization. Sinha found that (1963) industrial workers who have greater aspirations also incurred high absenteeism in industrial enterprises. Metzner and Mann (1953) stated that there is a close relationship between attitudes of employees and their absence behavior. According to Fox and Scott (1944) factory's management was responsible for employee absenteeism. Sickness, long term disease, unfit health condition, psychic distress have also been reported as causes of absenteeism among workers in several western industrial setup. (Szubert and Sabala. 1998, 2004) Naylor and Vincent (1959) both highlighted that family size has great impact on employee absenteeism. K.N Vaid (1967), described some five major types of absentees. He referred to entrepreneurs, status seekers, sick workers, old workers and family oriented chronic absentees. Herbert Blumer (1964) stated that problem of absenteeism is used the direct outcome of industrialization, but a product of large number of variables covering social, economic and cultural background of the workforce. B.R Sharma (1974) pointed out that socio-economic variables and involvement with unions have importance in studying absenteeism. Rudra Swamy (1961) observed that absenteeism differs from one unit of industry to another within the same industry due to various causes and dimensions. Schenet (1945) highlighted that absenteeism among females' workers is higher than the male ones.

Absenteeism is caused by a wide variety of factors of two organizations of Namrup. These are economic, personal, working environment, self-satisfaction factors, morale, and relevant variables which are prime concern of decrease in productivity of two organizations of Namrup. In Indian Industrial scenario the term absenteeism plays a key role in workers attitude and manners. The productivity of organizations highly depends on workers experience and its efficiency. And is affected by the rate of absenteeism that give rise to different social and labour problem. In this context, an attempt has been made to highlight to trace the workers absence behavior, their interaction with fellow workers and their attitude their work. Thus, to understand the connotation of absenteeism, the researcher would select the problem of absenteeism. Apart from that in upper Assam that type of study conducted for the first time which carries a major concern implication for the investigator.

Field and methodology of the study

This study is exploratory in nature. We have taken Assam Petro-Chemicals Limited (APL) and Namrup Thermal Power Station (NTPS) of Namrup, district Dibrugarh of Assam as our field of study. The APL organization was established in the year 1976. It has 414 employees but we have taken 245 respondents and another organization NTPS was set up in 1965 in which 364 staff. Among them we have selected 257 respondents for our investigation. To know about the field of the study the researcher has done already pilot study. Furthermore, a detailed observational interview schedule was prepared to collect data.

Results and conclusion of the study

Interpersonal contact of workers within formal organizations, many a time create better environment for working condition. We studied the nature of contact between the seniors to understand the dimension of job-satisfaction.

Table—1.1 Respondents contact with seniors

Name of the industry	Views of respondent	1stx6	2ndx5	3rdx4	4thx3	5thx2	6thx1	score	Rank
APL	Only official	115x6= 690	72x5= 360	64x4= 256	60x8= 180	50x2= 100	54x1= 54	1640	1 st
	Meet with them outside office	50x6= 300	57x5= 285	53x4= 212	37x3= 111	35x2= 70	44x1= 44	1022	5 th
	To visit their residence	58x6= 348	62x5= 310	51x4= 204	34x3= 102	42x2= 84	39x1= 39	1087	4 th
	To invite them at your residence	78x6= 468	81x5= 405	59x4= 236	38x3= 114	47x2= 94	50x1= 50	1367	2 nd
	To discuss personal matters within them	69x6= 414	60x5= 300	36x4= 144	42x3= 126	40x2= 80	56x1= 56	1120	3 rd
	Any other(close friendship)	48x6= 288	31x5= 155	24x4= 96	29x3= 87	14x2= 28	35x1= 35	689	6 th
NTPS	Only official	101x6= 606	84x5= 420	75x4= 300	62x3= =186	59x2= 118	60x1= 60	1690	1 st
	Meet with them outside office	53x6= 318	49x5= 245	32x4= 128	28x3= 84	30x2= 60	38x1= 38	873	5 th
	To visit their residence	60x6= 360	54x5= 270	60x4= 240	36x3= 108	39x2= 78	45x1= 45	1101	4 th
	To invite them at your residence	70x6= 420	63x5= 315	55x4= 220	43x3= 129	52x2= 104	50x1= 50	1238	3 rd
	To discuss personal within them	84x6= 504	75x5= 375	67x4= 268	59x3= 177	46x2= 92	65x1= 65	1481	2 nd
	Any other close friendship, marital relationship	34x6= 204	52x5= 260	25x4= 100	31x3= 93	20x2= 40	22x1= 22	719	6 th

From the table 5.12 shows that in APL official relation got the first preference, and secondly to invite the seniors to their residence is important for the employees, to discuss personal matters with seniors got third preference, to visit their residence is their fourth preference, meet with the seniors outside office is their fifth preference, the employees have other relations with seniors such as marital

relations, close friendship, casteism etc. got the least preference. Similarly, in NTPS organization the preferential scores are almost similarly to that of APL.

From the above table analysis, it was highlighted that majority of the respondents in APL and NTPS organizations maintain their relation officially which dissatisfy the supervisors of two organizations to a great extent. But in both these organizations some of the workers invite the seniors to residence, contact with them outside the office, discuss personal matters with them regarding deprivation of the deserved workers promotion, welfare facility, incentives and it reflects the higher rate of absentees due to low commitment of the workers.

Workers interaction with seniors and juniors

Workers relation with seniors and juniors are major part of workers satisfaction with their job.

Table-1.2 Respondents relation with seniors and juniors

Name of the organization	Type of relation	No's of respondents	Percentage
APL	Ideal	21	8.6%
	Cordial	30	12.2%
	Satisfactory	39	15.9%
	Indifferent	55	22.4%
	Sympathetic	47	19.2%
	Any other	43	17.6%
	Total	245	100
NTPS	Ideal	24	9.3%
	Cordial	33	12.8%
	Satisfactory	58	22.6%
	Indifferent	39	15.2%
	Sympathetic	77	29.9%
	Any other	26	10.2%
	Total	257	100

From the above table, it is clear that the respondents of both these organisation have maintain various types of relations. In APL highest percentage i.e. 22.4% of respondents replied that their relation with seniors and juniors is indifferent. It definitely affects the working condition and may cause to increase absenteeism. On the other hand, in NTPS highest percentage i.e., 29.9% of employees opined that their relation with their seniors and juniors is sympathetic. Again in APL lowest 8.6% of respondents stated that their relation with their seniors and juniors is ideal. While in NTPS lowest 9.3% replied that their relation with their seniors and juniors is ideal. The workers APL i.e. 19.2% reveals that their relation with their seniors and juniors is sympathetic but in NTPS 22.6% of employees satisfactory than APL. Similarly in APL 17.6% of workers replied that their relation with fellow workers is other relation which includes marital , friendship, etc. On the other hand, in NTPS 15.2% of respondents opined that their relation with their co-workers is indifferent. Here in APL 15.9% of workers opined that their relation with fellow workers is satisfactory. In the same way it is seen that in NTPS 12.8% of employees stated that their relation with their co- workers is cordial. Here in APL 12.2% of respondents opined that their relation with seniors and juniors is cordial but on the other hand it is seen that in NTPS 10.2% of employees stated that their relation towards fellow workers is other relation such as close friendship, marital relation etc. Thus, it can be pointed out that the respondents of Namrup Thermal Power Station are more sympathetic than the respondents of Assam Petro Chemicals Limited. Furthermore, the percentage of satisfactory respondents are highest than the organisation Assam Petro- Chemicals Limited. Here one more fact

reveals that the respondents of Assam Petro Chemicals Limited are indifferent with their seniors and juniors than those of Namrup Thermal Power station. Therefore, it can be asserted that the respondents of Namrup Thermal Power Station are more satisfactory than to that of Assam Petro Chemical Limited under such circumstances.

Table-1.3 Occupation grade and job-satisfaction

Name of the industry	Occupational grade	Satisfactory	Unsatisfactory	Cannot say	Row Total	
APL and NTPS	(Lower rank (grade V, IV))	25	91	15	131	
		19.1	69.5	11.5	100.0	
		10.9	45.9	19.7	26.1	
	Middle rank(gradeIII,II)	139	87	51	277	
		50.2	31.4	18.4	100.0	
		60.9	43.9	67.1	55.2	
	Upper rank (grade –I)	64	20	10	94	
		68.1	21.3	10.6	100.0	
		28.1	10.1	13.1	18.7	
	Column Total	228	198	76	502	
		100.0	100.0	100.0	100.0	
		45.4	39.4	15.1	100.0	

From the above table analysis, it is revealed that in both these there are three categories of occupational grades of the employees where highest numbers 277 are in the occupational grades of middle rank i.e. 55.2%. of respondents satisfactory with their job. Again lowest 94 numbers are of upper rank occupational grade workers i.e. 18.7%. In the similar way 131 numbers are in the lower rank occupational grade of the respondents 26.1%. It is seen that among 228 numbers 10.9% of respondents replied that they satisfactory with their occupational grade of lower rank, and 60.9% of respondents satisfactory with their occupational grade of middle rank and 28.1% of respondents are belonging to upper rank. Again, 198 numbers of 45.9% respondents lower rank un-satisfactory with their occupational grade, 43.9% of middle rank workers un-satisfactory with their occupational grade and 10.1% of upper rank workers un-satisfactory with their occupational grade. Again, among 76 numbers 67.1% respondents of middle rank workers cannot say that whether they satisfactory or un-satisfactory with their occupational grade and 13.1% of upper rank workers cannot sure about their satisfactory or unsatisfactory and lastly, 19.7% of lower rank workers reveals similar opinion about this matter.

Therefore, it can be asserted, that in both these organizations the middle rank and lower rank of occupational grade workers like to unsatisfactory than to that of upper rank occupational workers. The lower and middle rank occupational grade workers deprived from expected salary, incentives, facilities etc. and they have lot of family burdens. Hence, their aspirations are much higher than upper rank workers. Thus, it can be said that the workers middle and lower rank occupational grade workers show lower commitment due to job-dissatisfaction under such circumstances. And it leads to stay away from their factory work.

Conclusions of the study

The findings of the study help us to summarize few ideas. Absenteeism is one of the problems which threats at the productivity of organizations of Namrup. The APL organization reflects the high rate of

absenteeism followed by NTPS. It is due to the fact that APL workers keep them abstain from work because of severe causes such as job-dissatisfaction factors which include salary, poor supervision, leave, nature of work, hours of work, working environment, interaction with co-workers, recognition, achievement. If it is deprived the workers are de-motivated and lesser commitment towards their work. It tends to remain absent from their work. It is pointed out that the problem of absenteeism is not new one. With regard to increase organizational productivity the workers socio-psychological satisfaction is most important part of workers absenteeism. The satisfied workers can increase organizational productivity. And dissatisfied workers have negative impact on their work which decrease organizational productivity especially in APL organization than to that of NTPS in context of interaction with coworkers, designation, occupational grades, working environment, hours of work, welfare facility, medical facility etc. The researcher claimed that this study is tentative in nature and it will be ventured by other research scholar in near future.

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