



ISSN Print: 2394-7500
ISSN Online: 2394-5869
Impact Factor: 5.2
IJAR 2016; 2(2): 152-156
www.allresearchjournal.com
Received: 14-12-2015
Accepted: 18-01-2016

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Absenteeism among the employees of BSNL in South Indian states

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Abstract

Absenteeism is a withdrawal behaviour that can be defined as the tendency to keep psychological distance between the employee and the work place. It is a common feature in all the organization, but its intensity is varying from organization to organization, country to country, place to place etc. In general high absence is an indication of weak management and poor relationship between the employee and employer. Low level of absence is an indicator of increase in productivity. BSNL is a public central undertaking telephone company. The four south Indian states are Kerala, Tamil nadu, Karnataka and Andhra Pradesh.

Keywords: Absenteeism, teachers, employer, management, characteristics etc.

Introduction

Employees' absenteeism is one of the major organizational behaviour faced by most of the organizations. Absenteeism means failure of the worker to report for duty when he/she is scheduled to be there at work place.

Absenteeism is of four type's viz-authorized absenteeism, unauthorized absenteeism, willful absenteeism and absenteeism caused by circumstances beyond our control. Absenteeism is of four forms: culpable absenteeism, on culpable absenteeism, compensated absence and uncompensated absence.

Major causes of absenteeism: mal adjustment with working conditions, social and religious ceremonies, un hygienic living conditions, maternity sickness, alcoholism, indebtedness, low level wages, bad weather conditions, inadequate welfare activities, frustrations, job dissatisfaction, Ill health, depressions, stress, social influences etc.

Features of absenteeism:

Lowest in pay days. Generally high among the workers below 25 years and above 40 years. Rate is varies from department to debarment within an organization. In traditional industries seasonal in character. Rate of absenteeism vary respective of company/size/geographical region and industrial type.

The problem of absenteeism is very serious in schools, in which teacher absenteeism causes additional damage, beyond the economic, and strongly affects the school's general existence -loss of school days that diminishes the students achievements, causes damages to the school's reputation and induce students' absenteeism (Jacobson *et al*(1989)^[9].

Harrison *et al* (2001) ^[7]. Explained that absenteeism among the employees is connected with personality, demographic characteristics, job related attitudes, social context and decision making mechanism. Winnet *et al* (1982) ^[15]. In his study concluded that sex of the employee is significant predictors of absenteeism due to sickness. Golan *et al* (1981) ^[6]. In their study concluded that reasons like illness, family emergencies are the cause's absenteeism among workers.

Bemardin *et al* (1977) ^[3]. Concluded that personality variables accounts for predicting absenteeism. Melmod *et al* (1995) ^[12]. Concluded that relationship exist between psychological stress and absenteeism. Huckman *et al* (1970) ^[8]. Concluded that higher levels of job satisfaction in employees at work place experiences decreased absenteeism. Marmot *et al* (1993) ^[10]. Concluded that physical and mental health related to sickness absence.

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Markhan *et al* (1985) [11]. Concluded that relationship is their between demographic variables and absenteeism in which gender, age, tenure, education level and.

Family characters are there that worker absenteeism is depends upon the physical and mental health of the workers. Atkin *et al* (1984) [1]. Concluded that there are relationship between physiological factors and absenteeism.

Smith *et al* (1977) [14]. Concluded that Weather condition can have a direct effect on absenteeism. Chen *et al* (2000)

concluded a study in how pollution effects students' absenteeism in elementary schools. Bagwell (2001) [2]. Concluded that financial crisis creating stresses in employees which leads to absenteeism among them. Doder *et al.* (1987) [5]. Concluded that financial problems among employees leads to absenteeism.

Wire line subscriber base in south India

Serial number	state	Line in millions	percentage
1	Andhra pradesh	1.92M	7.11
2	Karnataka	2.27M	8.40
3	Kerala	2.68M	9.93
4	Tamilnadu(including Chennai)	2.80M	10.37
altogether		27 M	100

Tele density of south Indian states(urban +rural)

state	percentage
Andhra Pradesh	2.19
Karnataka	3.67
Kerala	7.55
Tamilnadu	3.97
All over Indiaaverage	2.16

Telecom Service providers of southern states as on December 2014

Bharathi Airtel
Aircell
Reliance communications
Vodafone
Tata
Idea
BSNL

Subscriber basewireless

Serial no	state	Vodafone	Airtel	Idea	Aircell	reliance	Tata	BSNL
1	Andhra Pradesh	6914336	21035524	13646780	2349727	5011972	6269411	9931560
2	Karnataka	7607837	18359667	7803337	2923297	5232449	6894931	6730017
3	Kerala	7058734	3959875	9494734	918	1756309	1721790	6745205
4	Tamilnadu	13961596	15341821	3984325	2320644	6093994	5965594	9855057

Wire line customers in south India

s/no	state	Airtel	Reliance	Tata	BSNL	Vodafone
1	Andhra pradesh	119019	81569	162478	154351	8790
2	Karnataka	527281	128613	175894	1428963	6450
3	Kerala	49204	37301	14631	2580135	570
4	Tamilnadu	459858	143863	90600	2098991	6330

About BSNL

Vision: To become the largest telecom service provider in Asia

Mission

- 1) To provide world class state of art technology telecom services to its customers on demand at competitive prices.
- 2) To provide world class telecom infrastructure in its area of operation and continue to the growth of country economy.

Objectives

- 1) To be a leading telecom service provider. To provide quality and reliable fixed telecom service to our customer and thereby increase customers confidence.
- 2) To provide mobile telephone service of high quality and become number 1 GSM operator in its area of operation.
- 3) To Provide point of interconnection to other service providers as per their requirement promptly.

Objectives of the study

The main objectives of the study are to determine the absenteeism rate in employees of BSNL in south Indian states.

Other objectives are

- 1) To study the influence of personal factors, organizational factors, socio-economic characteristics etc on absenteeism among the employees
- 2) Design /formulating a suitable program for encouraging better attendance of employees in BSNL (south Indian states)

Methodology

The study is based on both primary and secondary data. The response of the workers of the telecom service providers operating in south bound four states acted as the base for the primary data. The primary data were collected from the employees by serving questionnaire. The secondary data were collected from various agencies like TRAI (telecom regulatory authority of India), COAI (cellular operators association in India), and BSNL site. Age group wise

employees were grouped. Apart from this gender and respective qualifications of the employees also shall be considered to arrive on the final conclusion on the employee behaviors.

Sample Size and Design

Questionnaire served among 300 employees in the four states (Kerala Telecom circle, Tamilnadu Telecom Circle, Chennai Telephones, Andhra Telecom circle and Karnataka Telecom Circles). 279 employees responded to the questionnaire. Tools like chi-square test, average etc used to analyze the data.

Limitations of the Study

1. The study was mainly conducted among BSNL employees of the South Indian States.
2. The analysis were done based on ‘opinions’ and ‘observations’ seen through questionnaire, in such cases, the results, at best, are ‘nearer to truth’. However, an honest attempt has been made to report and analyze the opinions of the workers on different aspects, as objectively as possible without allowing the investigator’s biases dominating them.

Tables and Discussions

1) Age group

Organization	Age group					Total
	18-29	30-39	40-49	50-60	above 60	
BSNL	70 (25.1%)	40 (14.36%)	129 (46.24%)	40 (14.3%)	0	279

Majority of the employees are in the age group of 40-49 years.

2) Educational Qualifications

Number of participants	Upto class X/SSLC	Degree/diploma	Above degree	Total
279	172 (61.6%)	81(29 %)	26(9.4%)	279(100%)

Majority of the respondents are having qualifications up to class X. That is majority of the non-executives are up to class x only.

3) Classification Based on Gender

Number of employees	Male	Female	Total
221	159(72%)	62(28%)	221(100%)

Majority of the employees are male

4) Opportunity for carrier goals Statistics

Company	Number	Mean	SD (Standard Deviation)	SEM (std mean error)
BSNL	279	1.65	0.611	0.037

T test		
T	Df	Sig
-3.442	498	0.001

Statistics table indicates that the mean score of the response of the selected employees towards their opportunity for carrier goals have a mean value of 1.65 for BSNL. By examining the mean value, we can confer that the opportunity for carrier goals is very high in BSNL. In this regards the mean variation is found to be statistically significant ie 5% level of significance (value of t, -3.442 with $P=.001<.05$)

5) Support for doing the job Statistics

Company	Number	Mean	SD (Standard Deviation)	SEM (std mean error)
BSNL	279	1.29	0.591	0.035

T test		
T	Df	Sig
-12825	498	0.000

Statistics table indicates that the mean score of the response of the selected employees towards their opportunity for carrier goals have a mean value of 1.29 for BSNL. By examining the mean value, we can understand that support for doing job is very high in BSNL. In this regards the mean variation is found to be statistically significant ie 5% level of significance (value of t, -12825 with $P=.000<.05$)

6) Quality of supervision Statistics

Company	Number	Mean	SD (Standard Deviation)	SEM (std mean error)
BSNL	279	0.50	0.781	0.047

T test		
T	Df	Sig
-7.314	498	0.072

Statistics table indicates that the mean score of the response of the selected employees towards their quality of supervision and support have a mean value of 0.50 for BSNL. By examining the mean value, we can confer that the quality of supervision and support is poor in BSNL. In this regards the mean variation is found to be statistically not significant ie 5% level of significance (value of t, -7.314 with $P=.000>.05$)

7) Training to do the job Statistics

Company	Number	Mean	SD (Standard Deviation)	SEM (std mean error)
BSNL	279	1.63	0.711	0.048

T test		
T	Df	Sig
-5.556	498	0.000

Statistics table indicates that the mean score of the response of the selected employees towards training to do the job have a mean value of 1.63 for BSNL. By examining the mean

value, we can confer that the training got to do the job effectively is very high for BSNL, as the mean value is very high for BSNL. In this regards the mean variation is found to be statistically significant ie 5% level of significance (value of t, -5.556 with $P=.000<.05$)

8) Feedback about performance Statistics

Company	Number	Mean	SD (Standard Deviation)	SEM(std mean error)
BSNL	279	0.68	3.859	0.231

T test

T	Df	Sig
2369	498	0.088

Statistics table indicates that the mean score of the response of the selected employees towards feedback about performance have a mean value of 0.68 for BSNL. By examining the mean value, we can confer that the adequate feedback about performance is very poor in BSNL. In this regards the mean variation is found to be statistically not significant ie 5% level of significance (value of t, 2369 with $P=0.088>.05$)

9) Frequency of feedback Statistics

Company	Number	Mean	SD (Standard Deviation)	SEM (std mean error)
BSNL	279	0.50	0.734	0.044

T test

T	Df	Sig
-5.851	498	0.071

Statistics table indicates that the mean score of the response of the selected employees towards frequency of feedback have a mean value of 0.50 for BSNL. By examining the mean value, we can confer that frequency of feedback is very poor in BSNL. In this regards the mean variation is found to be statistically not significant ie 5% level of significance (value of t, -5.851 with $P=.071>.05$)

10) Work environments Statistics

Company	Number	Mean	SD (Standard Deviation)	SEM (std mean error)
BSNL	279	1.95	0.479	0.032

T test

T	Df	Sig
-7.295	498	0.000

Statistics table indicates that the mean score of the response of the selected employees towards work environment the organization offer have a mean value of 1.95 for BSNL. By examining the mean value, we can confer that working environment the company offer is very high in BSNL, as the mean value is very high for BSNL. In this regards the mean variation is found to be statistically significant ie 5% level of significance (value of t, -7.295 with $P=.000<.05$)

Results and Findings

1. Majority of the employees are in the age group of 40-49 years. Most of the employee's qualification is up to class X only. Majority are males only.
2. Opportunities provided by the company for the employees is very good and it is significant.
3. Administration is supportive for doing the work to the employees and it is significant.
4. Quality of supervision is very poor in BSNL.
5. Training provided for doing the job effectively is very good in BSNL and is significant.
6. Frequency of feedback and Feedback performance is poor in BSNL.
7. Working environmental condition is very good in BSNL and is significant.

Suggestions

The study revealed that Absenteeism is a behavior shown by employees working in Government owned Telecom service. The rate of absenteeism is high during the last of the months. The rate of absenteeism is more in non-executive employees of the organization. If any disciplinary proceeding are creating to make the absenteeism as dies-non, trade unions are interfering g and converting this absenteeism into eligible leaves. The main reason for absenteeism is that they are having a security in service.

Conclusion

The leading Telecom service providers of south Indian states are Vodafone, Bharathi Airtel, Idea, Aircell, Reliance, Tata and BSNL. Except BSNL all are private telecom service providers. Absenteeism is a common phenomenon noticed in BSNL. Even though it is reporting from the lower level, administration is week to take disciplinary action against the absentee staff. One of the main reason is trade union is very power full and they supporting and converting this absent period to some eligible leave. Some minor punishment to be initiated by the administration whenever absenteeism is noticing.

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