

A Study on Employees Absenteeism in KSRTC, With Special Reference to Adoor Depot

Parvathy.R.Nair

Research scholar, PG and Research Department of Commerce, Government Arts College, Thiruvananthapuram
Corresponding Author: Parvathy.R.Nair

Abstract: The Kerala State Road Transport Corporation is the state run bus institution in Kerala. Now a days KSRTC is surrounded by lot of controversies. KSRTC is not in a position to operate its schedule position. The prevailing crisis affects its employees to a great extent. Absenteeism is a habitual pattern of absence from a duty or obligation. The present study is an attempt study about the absenteeism of employees in KSRTC. Primary data is collected from Employees of Adoor depot. Simple percentage analysis is used for analysis purpose. The study revealed that employees take leave mainly for their personal matters. It is also clear from the study that absenteeism will lead to work stress delayed performance in work, and also lead to overtime. Employees suggest that changing management style can reduce absenteeism.

Keywords: Employee, KSRTC, absenteeism

Date of Submission: 01-03-2019

Date of acceptance: 18-03-2019

I. Introduction

The Kerala State Road Transport Corporation is the state run bus institution in Kerala. It is one of the oldest bus transport services in India. KSRTC began as the Travancore State Transport Department, constituted by the former Travancore Government with the intent of recognizing the transport service of the former state. The state motor service was inaugurated by his highness Sree Chithirathirunal on 20 Feb 1938. Following the enactment of Road Transport Corporation Act 1950, the Government of Kerala formulated KSRTC Rules in 1965 by section 44. The Transport Department was converted into an autonomous corporation on April 1965.

Absenteeism is a major problem that uproot the economic prosperity of any industry or an organization. It can be reduced but not completely eradicated. It is an ever-existing problem of an industrial sector. Absenteeism is one of the most widespread obstacles to productivity, profitability and competitiveness.

Significance of the Study

“Absenteeism” is one of the great disasters faced by all the organizations in this modernized world which results in turn over. “Absenteeism” not only indicates the physical presence it starts with the “Mental absence” of an individual. So the firm has to take this as an important issue before initiating any remedial actions through that and along with the participative management. Nowadays KSRTC is surrounded by a lot of controversies. Public media reveals that it is running on loss. It is not even able to pay salary or pension. There are so many factors that influence employees to take leave. The KSRTC organizations should have to take necessary steps and this also helps the management to know about the employee’s basic needs and which are not fulfilled and what the employees expectation.

Statement of the Problem

Absenteeism is a universal problem in any industry and Indian industry have no exemptions. The rate of absenteeism has been relatively higher in India. The present study is an attempt to understand the reasons and effect of absenteeism in KSRTC and it also try to find out measures to reduce absenteeism in KSRTC.

Objectives of the Study

1. To identify the main reasons for absenteeism among employees.
2. To identify the effect of absenteeism
3. To find out the measure to reduce absenteeism.

Research Methodology

Population

The employees of KSRTC Depot, Adoor

Sample

From the above population, sample size of 50 employees has been selected

Sample Technique

50 employees were chosen on the basis of convenience

Primary Data

The primary data is collected through questionnaire specially designed for this Survey.

Secondary Data

Secondary data was collected from internets, various books, journals

Tools of Analysis

Simple percentage method is used for analysis

II. Review of Literature

1. **Lekshmy SN, P S Deva Kumar,(2017)** in their study on “Propensity to turn over among female employees – a study on Kerala State Road Transport Corporation” analyses the effect of organizational commitment and job satisfaction among female conductors in KSRTC. The sample for the study was consisted of 85 women conductors selected at random from the list of women conductors in Thiruvananthapuram, Ernakulum and Kozhikode depots of KSRTC. The statistical tools used for the analysis was a logistic regression model, whose result was then converted into a probability. The result of the analysis indicates that age, level of education, job satisfaction, continuance commitment and length of service have a significant effect on female conductor’s proneness to turnover in KSRTC.

2. **Karunsha Kumar K., B. Nagaraju,(2014)**, conducted a study entitled “Evaluation of Employees’ Perception With Special Reference to KSRTC” This research work tried to understand perception of employees working in Karnataka State Road Transport Corporation in peer level, opinion about organization and thoughts about management. Different age groups and work experience of employees, revealed different opinion about the organization. This research work purely based on primary data, This particular study was conducted in the Mysore rural and urban divisions of KSRTC employees, Karnataka. ANOVA statistical tool has been applied for getting the result. In hypothesis testing the result highlights, there is a significant relationship between perception of employees and management.

3. **Ernest B. Akyeampong(2007)** has written a research paper “Trends and Seasonality in Absenteeism”. In this paper the author focus on that at which time period the employees are more absent. In his paper he said that illness – related absents are highly seasonal, reaching a peak during the winter months and trough during the summer. The high incidents in winter is likely related to the prevalence of communicable diseases at that time, especially colds and influenza. The low incidence during the summer may be partly because many employees take there vacation during these months. Compared with the annual average, part-week absences are roughly% more prevalent in the winter months and almost 20% less so during the summer months. Seasonality is much less evident in full-week absences.

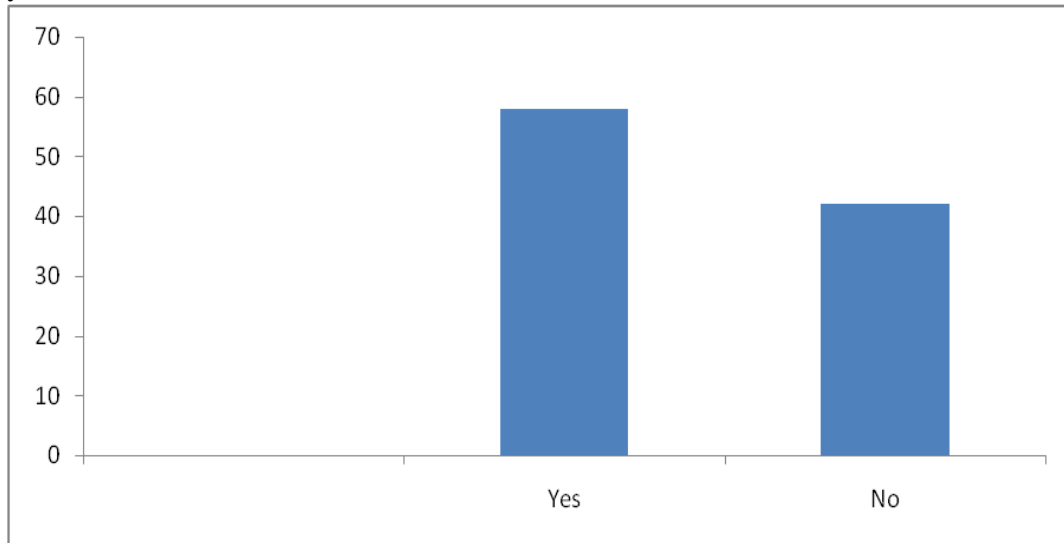
III. Data Analysis and Interpretation

Table 1 – Table showing whether KSRTC is providing the adequate number of leave

Parameter	No. of Respondents	Percentage (%)
Yes	29	58
No	21	42
Total	50	100

Source: Primary Data

Chart 1 – Chart showing whether the company is providing the adequate number of leave when the employees ask:



Interpretation:

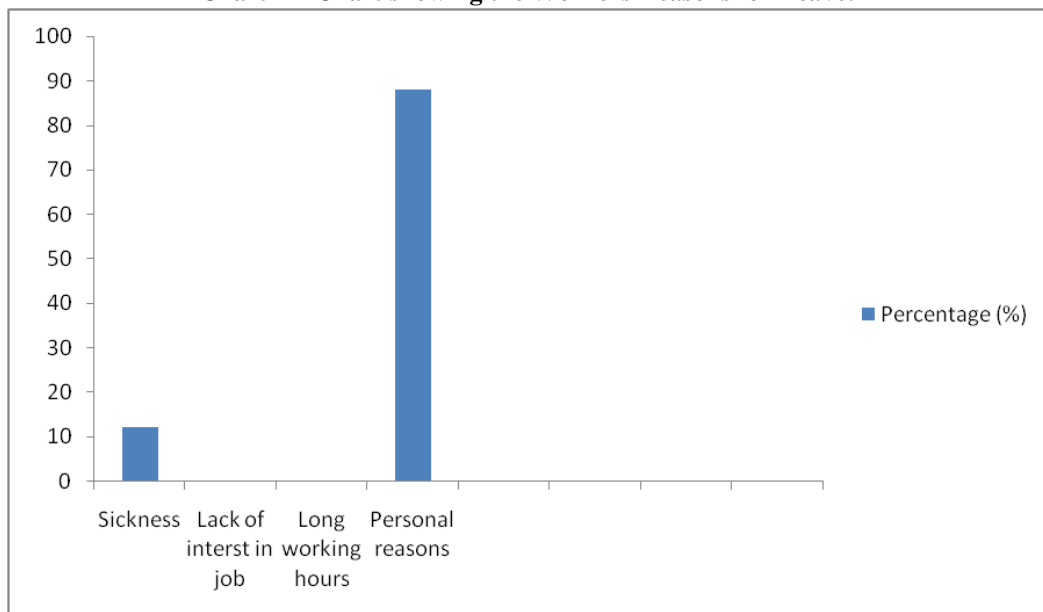
It has been interpreted that 58% of the employees said that they are getting leave when they ask for and 42% of the employees have opposed it and said that the organization does not provide adequate leave at the time they ask.

Table 2 – Table showing the Workers Reason for taking leave:

Parameter	No. of Respondents	Percentage (%)
Sickness	5	10
Lack of interest in job	0	0
Long working hours	0	0
Personal reasons	45	90
Total	50	100

Source: Primary Data

Chart 2 – Chart showing the Workers Reasons for Leave:



Interpretation:

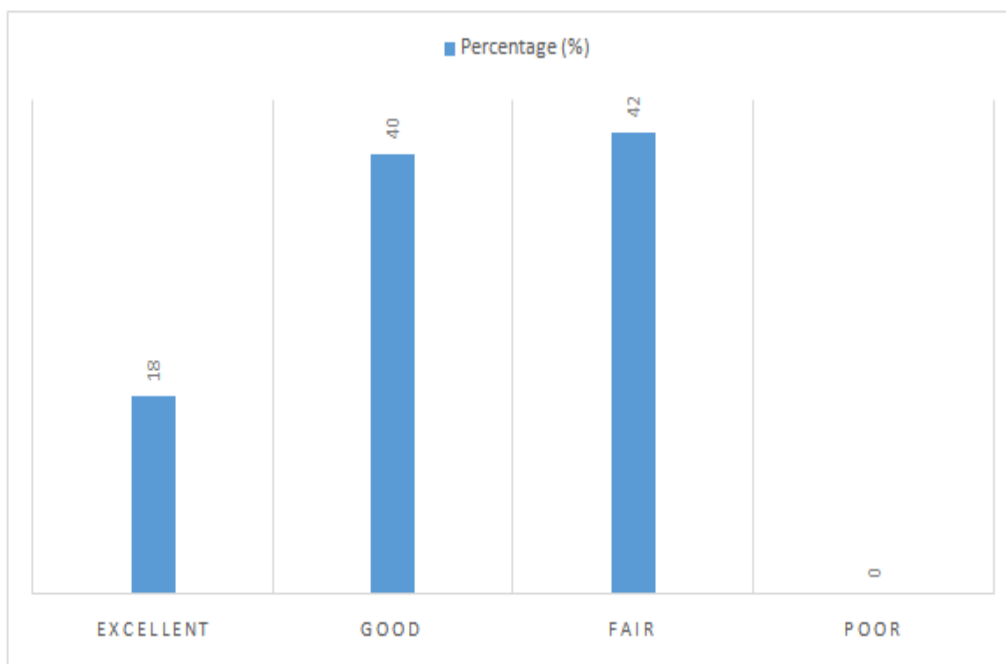
90% of respondents said that they mainly take leave for their personal reasons and 10% take leave due to sickness.

Table 3 – Table showing the opinion about the preventive measures taken for absenteeism:

Parameter	No. of Respondents	Percentage (%)
Excellent	9	18
Good	20	40
Fair	21	42
Poor	0	0
Total	50	100

Source: Primary Data

Chart 3– Chart showing the opinion about the preventive measures taken for absenteeism:



Interpretation:

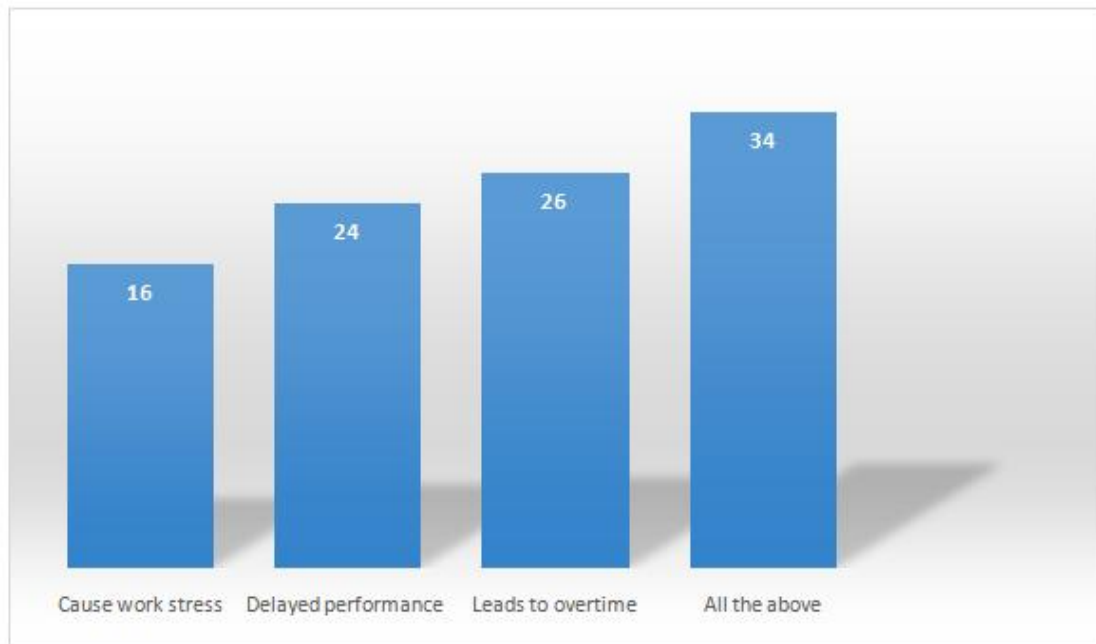
It has been interpreted from the table that the preventive measures taken for absenteeism is fair 40% of them feel that the preventive measures taken for absenteeism is good and 18% of the employees feel that the preventive measures taken for absenteeism is excellent

Table 5– Table showing the employees opinion regarding the effect of absenteeism:

Parameter	No. of Respondents	Percentage (%)
Cause work stress	8	16
Delayed performance	12	24
Lead to overtime	13	26
All the above	17	34
Total	50	100

Source: Primary Data

Chart 5 Chart showing the employee opinion regarding the effect of absenteeism:



Interpretation:

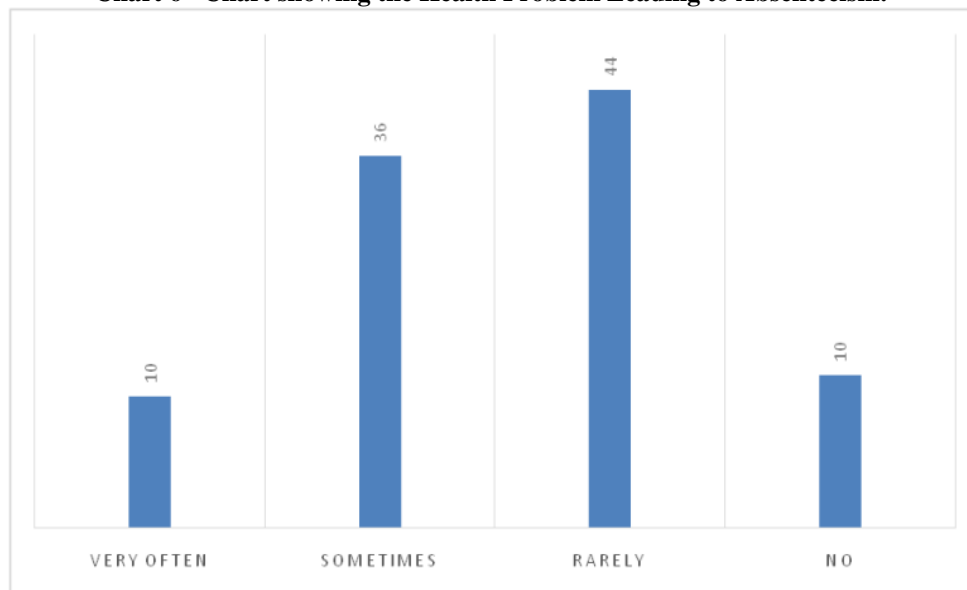
From the survey which has been conducted regarding the effect of absenteeism from the employees it has been interpreted that 16% of them say that it causes work stress and 24% of the employees said that their work has been delayed and 26% of them said that leads to work overtimes apart from the usual working hours and 34% of the employees says that all the above mentioned things happens if they were absent from their duty.

Table 6 – Table showing the Health Problem Leading to Absenteeism:

Parameter	No. of Respondents	Percentage (%)
Very often	5	10
Sometimes	18	36
Rarely	22	44
Never	5	10
Total	50	100

Source: Primary Data

Chart 6– Chart showing the Health Problem Leading to Absenteeism:



Interpretation:

It has been interpreted that 44% of respondents have the opinion that sickness causes their reason for absencerarely, 36% of respondents said that sickness sometimes make them absent 14% says 10%of respondents said that sickness very often make them absent and the balance 10% think that sickness never make them absent

Table 7– Table showing the various workers opinion to reduce the absenteeism:

Parameter	No. of Respondents	Percentage (%)
Change management style	35	70
Change working condition	7	14
Provide incentives	7	14
Develop an attendance policy	1	2
Total	50	100

Source: Primary Data

Chart 7 – Chart showing the various workers opinion to reduce the absenteeism:



Interpretation:

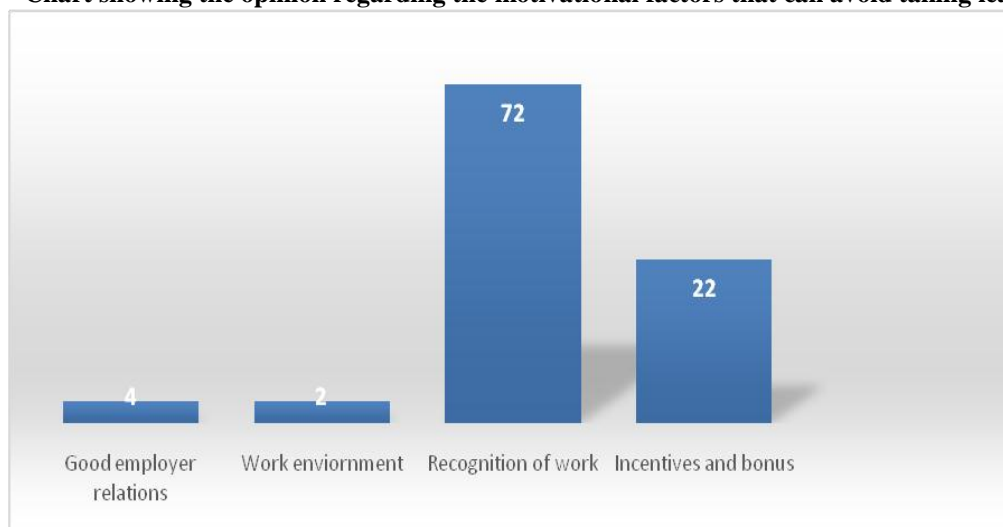
70% of the respondents are of the opinion that changing the management style can reduce absenteeism.14% of respondents think that changing the working condition and providing adequate incentives will lead to reduced absenteeism.Only 2% of the respondents think that formulating an attendance policy can reduce absenteeism.

Table 8 – Table showing the opinion regarding the motivational factors that can avoid taking leave:

Parameter	No. of Respondents	Percentage
Good employer relations	2	4
Work environment	1	2
Recognition of work	36	72
Incentives and bonus	11	22
Total	50	100

Source: Primary Data

Chart 8 – Chart showing the opinion regarding the motivational factors that can avoid taking leave:



Interpretation:

It has been interpreted from the chart that giving recognition of work can reduce the instance of taking leave. 22% of respondents think that adequate incentives and bonus can reduce absenteeism. 4% of respondents think that good relation with superior will result in reduced absenteeism and only 2% of respondents think that good work environment can reduce absenteeism.

Findings of the Study

1. Most of the respondents 86% were Male 14% were Female.
2. Majority of the respondents 80% belong to the age group of more than 35 years.
3. 92% of the respondents are married persons.
4. It has been found that 20% of the employees say that their working environment is excellent.
5. It has been inferred that 58% of the employees say that the organization has been providing the adequate numbers of leave when the employees ask for it.
6. It has also been found that 40% of the employees most often take just one day leave.
7. 90% of the respondents take leave for their personal matters.
8. About 70% were satisfied with compensation provide at the time of absent.
9. It is found that 34% of the employees say that the absenteeism will lead to work stress delayed performance in work, and also lead to overtime.
10. 70% of the employees say that they can balance their personal life with their professional life.
11. On analyzing the response it is found that health problems seem to be one of the causes of absenteeism for the work.
12. 42% workers think that controlling measures of absenteeism is fair.
13. The study shows that 78% of the employees follow the procedure of taking leave.
14. 44% of respondents think that health problems rarely make them absent.
15. 70% of the employees are of the opinion that by changing management style absenteeism can be reduced.
16. It has been inferred that 72% of the employees says that recognition of work can be a motivational factor that can avoid taking leave.
- 17.

IV. Suggestions

1. The management has to maintain good relationship with the workers and it also can reduce the absenteeism.
2. Introducing attendance management programme.
3. Proper incentives and bonus must be provided to the employees which will make them satisfied with work and will reduce absenteeism.
4. Welfare measures of the employees should be improved so as to make the employees feel more satisfied. A satisfied employee will be more committed to the organization.

V. Conclusion

The study has helped to know the important absenteeism Concepts, Importance, Reason, Cause and effect of Absenteeism etc. They are basics to the project and act like solid foundation. The data have provided valuable information about the absenteeism. The study revealed that employees take leave mainly for their

personal matters. It is also clear from the study that absenteeism will lead to work stress delayed performance in work, and also lead to overtime. Employees suggest that changing management style can reduce absenteeism.

References

- [1]. Karunsha Kumar K, B. Nagaraju, (2014), Evaluation of Employees' Perception With Special Reference to KSRTC", Indian Journal of Commerce and Management Studies
- [2]. Ernest B. Akyeampong (2007), Trends and Seasonality in Absenteeism.
- [3]. Lekshmy SN, Deva Kumar P S, (2017), Propensity to turn over among female employees – a study on Kerala State Road Transport Corporation
- [4]. www.keralartc.com

IOSR Journal of Business and Management (IOSR-JBM) is UGC approved Journal with SI. No. 4481, Journal no. 46879.

Parvathy.R.Nair" A Study on Employees Absenteeism in KSRTC, With Special Reference To Adoor Depot". IOSR Journal of Business and Management (IOSR-JBM), Vol. 21, No. 3, 2019, pp. -01-08